

Workforce and Employee Development

Training Catalog

January - June 2019





ENROLLMENT PROCESS

1. Employees register for instructor-led workshops through the Learning Net by self-enrollment or Department registrar.
2. Managers must approve workshop enrollments in the Learning Net. (Managers will receive an approval request email from the Learning Net with a link to the approval page.)
3. Employees complete the Funding Authorization Form with their manager's signature.
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 adopted budget.
4. The completed Form must be scanned and emailed to DHR-WEDTraining@hr.lacounty.gov.



Please note: An employee's signature on the sign-in roster, with or without submission of a Funding Authorization Form, shall authorize DHR's Workforce and Employee Development Division (DHR-WED) to charge the Department for the employee's participation in the workshop.

CANCELLATION PROCESS

1. The deadline for cancellation is 7 days before the workshop. (After the deadline, please contact DHR-WED.)
2. If an employee is unable to attend, a replacement employee is permitted by:
 - a. Contacting DHR with the replacement employee's name and employee number, and
 - b. Sending a new Funding Authorization Form to DHR-WED with the new employee's information
3. If the originally enrolled employee does not attend and a replacement is not sent, the Department will be charged the full fee for the enrollment.

PROFILE UPDATES

Please ensure employee profile information in the Learning Net is correct. Incorrect/missing emails or managers on employee profiles will cause the enrollment process to be delayed and may prevent employees from receiving important emails. To update employee profiles in the Learning Net, please contact your Departmental Training Coordinator.

ADDITIONAL INFORMATION

Persons with disabilities needing auxiliary aids or services in order to participate must contact their Departmental Training Coordinator and notify DHR-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 workshop.

DHR-WED CONTACTS

Lisa DeShield at (213) 738-2239
Shirley Jefferson at (213) 738-3444
Kat Macaranas at (213) 738-2439





Achieving Customer Service Excellence **\$89 per participant**

Target Audience: Frontline and administrative employees with significant customer service responsibilities
Duration: 4 Hours
Description: This course 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
01/16/19	Wednesday	8am – 12pm	Pico Rivera - Probation Training Center	00436543	01/09/19
02/28/19	Thursday	8am – 12pm	Alhambra – DPW Headquarters	00436544	02/21/19
04/11/19	Thursday	9am – 1pm	Downey – Library Headquarters	00436545	04/04/19
05/21/19	Tuesday	8am – 12pm	Alhambra – DPW Headquarters	00436546	05/14/19
06/06/19	Thursday	8am – 12pm	Alhambra – DPW Headquarters	00436547	05/30/19

Coaching for Performance Improvement **\$118 per participant**

Target Audience: Managers and supervisors
Duration: 6 Hours
Description: The focus of this workshop is to equip managers and supervisors with strategies and skills to coach their employees for better performance. Participants will learn perspectives on effective coaching, understanding skill gaps, communication and relationship building, coaching techniques and phrases, preparation and follow-up, common barriers and mistakes, and promoting a growth mindset.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/29/19	Tuesday	9am – 4pm	Alhambra – DPW Headquarters	00436466	01/22/19
03/20/19	Wednesday	9am – 4pm	Downey – Library Headquarters	00436468	03/13/19
05/01/19	Wednesday	9am – 4pm	Downey – Library Headquarters	00436469	04/24/19





Effective Communication and Difficult Conversations \$118 per participant

Target Audience: All County employees
Duration: 6 Hours
Description: This course focuses on principles of effective communication in the workplace. Participants will learn how different communication techniques, approaches, and styles impact their effectiveness at work, and active listening skills will be reviewed and practiced in class. Participants will also receive training on understanding, preparing for, and effectively handling difficult conversations at work. Difficult conversations will be explored in context of different types of work relationships (e.g., between peers, with a supervisor, with an employee) and common problems and resolutions will be discussed.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
02/12/19	Tuesday	9am – 4pm	Pico Rivera - Probation Training Center	00436448	02/05/19
04/10/19	Wednesday	9am – 4pm	Downey – Library Headquarters	00436449	04/03/19
06/11/19	Tuesday	9am – 4pm	Pico Rivera - Probation Training Center	00436450	06/04/19

Employment Law for Supervisors \$89 per participant

Target Audience: Managers and supervisors
Duration: 4 Hours
Description: The purpose of this course is to help managers and supervisors understand, identify, and appropriately apply basic Federal and State laws and related County policies that directly relate to their supervisory responsibilities. Topics include Equal Employment Opportunity (EEO) laws, Americans with Disabilities Act (ADA) and the Fair Employment and Housing Act (FEHA), discrimination, harassment and retaliation, legally protected leaves, worker’s compensation, the County Policy of Equity (CPOE), Workplace Violence, and Drug Free Workplace policies.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
02/19/19	Tuesday	8am – 12pm	Alhambra – DPW Headquarters	00436439	02/12/19
04/03/19	Wednesday	9am – 1pm	Downey – Library Headquarters	00436443	03/27/19





Effective Discipline \$118 per participant

Target Audience: Managers and supervisors
Duration: 6 Hours
Description: This course is designed to help managers and supervisors effectively navigate the employee discipline process in Los Angeles County. The course will explore perspectives on effective discipline, coaching and counseling, gap analysis, discipline prevention, documentation, steps of progressive discipline, and employee rights during the discipline process. Key insights, strategies, and tips will also be presented by County subject matter experts in a series of coaching videos.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/31/19	Thursday	9am – 4pm	Downey – Library Headquarters	00436456	01/24/19
03/19/19	Tuesday	9am – 4pm	Pico Rivera - Probation Training Center	00436457	03/12/19
05/09/19	Thursday	9am – 4pm	Downey – Library Headquarters	00436458	05/02/19

New Employee Orientation \$89 per participant

Target Audience: Newly appointed, permanent County employees
Duration: 4 Hours
Description: This class is designed to help new employees understand the County of Los Angeles as an organization and an employer, and it presents a broad summary of County employment benefits, policies, procedures, and frequently asked questions. Participants will also learn about long-term career opportunities and career development resources, and they will be provided with links to key resources and contacts at the County.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/17/19	Thursday	8am – 12pm	Alhambra – DPW Headquarters	00436488	01/10/19
02/13/19	Wednesday	8am – 12pm	Pico Rivera - Probation Training Center	00436489	02/06/19
04/04/19	Thursday	8am – 12pm	Alhambra – DPW Headquarters	00436490	03/28/19
05/07/19	Tuesday	8am – 12pm	Alhambra – DPW Headquarters	00436491	04/30/19
06/25/19	Tuesday	8am – 12pm	Alhambra – DPW Headquarters	00436492	06/18/19





Performance Evaluation \$118 per participant

Target Audience: Managers, supervisors, and human resources staff

Duration: 6 Hours

Description: This course is designed to help participants understand the purpose and overall process for performance evaluations at the County. Essential information is presented on work standards, goals, and expectations, coaching and counseling, effective documentation, performance evaluation ratings and narratives, and discussion with employees.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/08/19	Tuesday	9am – 4pm	Pico Rivera - Probation Training Center	00436494	01/01/19
02/07/19	Thursday	9am – 4pm	Downey – Library Headquarters	00436495	01/31/19
03/14/19	Thursday	9am – 4pm	Downey – Library Headquarters	00436496	03/07/19
04/30/19	Tuesday	9am – 4pm	Alhambra – DPW Headquarters	00436497	04/23/19
05/14/19	Tuesday	9am – 4pm	Alhambra – DPW Headquarters	00436498	05/07/19
06/11/19	Tuesday	9am – 4pm	Alhambra – DPW Headquarters	00436499	06/04/19





Selection Interviewing **\$118 per participant**

Target Audience: Managers, supervisors, and human resources analysts/staff

Duration: 6 Hours

Description: This course is designed to train hiring managers to design and conduct effective selection interviews, and to select high-quality candidates using job-related and non-discriminatory criteria. Participants will learn about the Merit System and the purpose of the interview in the selection process, general procedures for setting up interviews after an eligibility list is established, designing effective interview questions, and recommendations for conducting selection interviews. Participants will also learn to appropriately evaluate candidates based on merit-based factors, avoid illegal questions and considerations, make a final selection decision, and extend a conditional job offer.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/30/19	Wednesday	9am – 4pm	Pico Rivera - Probation Training Center	00436461	01/23/19
03/12/19	Tuesday	9am – 4pm	Pico Rivera - Probation Training Center	00436464	03/05/19
05/02/19	Thursday	9am – 4pm	Downey – Library Headquarters	00436465	04/25/19

Teambuilding **\$148 per participant**

Target Audience: All County employees

Duration: 8 Hours

Description: This course is designed to help participants effectively build and participate in teams in their workplace to accomplish shared goals. Participants will assess their own team work skills, explore leadership roles in team building, understand the common stages of team building, consider and adapt to the diversity of team members, explore team decision making styles, and discuss common barriers to team performance and accountability.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
02/26/19	Tuesday	8am – 5pm	Alhambra – DPW Headquarters	00436433	02/19/19
04/18/19	Thursday	8am – 5pm	Downey – Library Headquarters	00436434	04/11/19
05/15/19	Wednesday	8am – 5pm	Alhambra – DPW Headquarters	00434435	05/08/19
06/20/19	Thursday	8am – 5pm	Pico Rivera - Probation Training Center	00436436	06/13/19



Supervisor Essentials (2 Day) **\$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 supervisory positions at the County. 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 related to the workplace.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/22/19 01/23/19	Tuesday Wednesday	8am – 5pm	Pico Rivera - Probation Training Center	00436473	01/15/19
02/20/19 02/21/19	Wednesday Thursday	8am – 5pm	Downey – Library Headquarters	00436474	02/13/19
03/27/19 03/28/19	Wednesday Thursday	8am – 5pm	Pico Rivera - Probation Training Center	00436475	03/20/19
04/24/19 04/25/19	Wednesday Thursday	8am – 5pm	Downey – Library Headquarters	00436476	04/17/19
05/28/19 05/29/19	Tuesday Wednesday	8am – 5pm	Alhambra – DPW Headquarters	00436477	05/21/19
06/12/19 06/13/19	Wednesday Thursday	8am – 5pm	Alhambra – DPW Headquarters	00436478	06/05/19





County Policy of Equity for Employees **\$74 per participant**

Target Audience: All non-supervisory County employees (mandatory)
Duration: 3 Hours
Description: This course is designed to help employees understand their rights to be free from discrimination, unlawful harassment, retaliation, and other inappropriate conduct in the County workplace. The course reviews the County Policy of Equity (CPOE) in its entirety, and includes discussions regarding protected characteristics, conduct prohibited under the Policy, the scope of coverage of the Policy, and how to report potential violations.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
02/06/19	Wednesday	1pm – 4pm	Alhambra – DPW Headquarters	00436454	01/30/19
05/22/19	Wednesday	1pm – 4pm	Downey – Library Headquarters	00436455	05/15/19

County Policy of Equity for Managers and Supervisors **\$74 per participant**

Target Audience: All managers and supervisors (mandatory)
Duration: 3 Hours
Description: This course is designed to help supervisors and managers understand the rights of employees to be free from discrimination, unlawful harassment, retaliation, and other inappropriate conduct in the County workplace. The course reviews the County Policy of Equity (CPOE) in its entirety, and includes discussions regarding prohibited conduct, the scope of coverage of the Policy, and the reporting process. Through various case studies and discussions, managers and supervisors will learn about their roles and responsibilities in the administration of the CPOE including mandatory reporting of potential violations.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
04/25/19	Thursday	8am – 11am	Alhambra – DPW Headquarters	00436452	04/18/19
06/04/19	Tuesday	1pm – 4pm	Pico Rivera - Probation Training Center	00436453	05/28/19





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 course 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, and to increase cultural competence.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/10/19	Thursday	1pm – 5pm	Alhambra – DPW Headquarters	00436523	01/03/19
02/14/19	Thursday	9am – 1pm	Downey – Library Headquarters	00436524	02/07/19
03/05/19	Tuesday	8am – 12pm	Alhambra – DPW Headquarters	00436525	02/26/19
04/23/19	Tuesday	8am – 12pm	Alhambra – DPW Headquarters	00436526	04/16/19
05/16/19	Thursday	9am – 1pm	Downey – Library Headquarters	00436527	05/09/19
06/19/19	Wednesday	9am – 1pm	Downey – Library Headquarters	00436528	06/12/19





Employment Discrimination Prevention Training **\$89 per participant**

Target Audience: Managers and supervisors (mandatory)
Duration: 4 Hours
Description: This course is designed to assist County managers and supervisors in identifying their roles, rights, and responsibilities under Civil Rights laws and related County policies. This course focuses on reviewing concepts such as disparate treatment, adverse impact, discrimination, harassment, and implicit bias. Managers and supervisors will discuss and review best practices in the identification, prevention, and reporting of potential violations.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/09/19	Wednesday	9am – 1pm	Downey – Library Headquarters	00436507	01/02/19
01/24/19	Thursday	1pm – 5pm	Alhambra – DPW Headquarters	00436508	01/17/19
02/27/19	Wednesday	8am – 12pm	Alhambra – DPW Headquarters	00436509	02/20/19
03/07/19	Thursday	9am – 1pm	Downey – Library Headquarters	00436510	02/28/19
03/21/19	Thursday	9am – 1pm	Downey – Library Headquarters	00436511	03/14/19
04/04/19	Thursday	9am – 1pm	Downey – Library Headquarters	00436512	03/28/19
04/24/19	Wednesday	8am – 12pm	Alhambra – DPW Headquarters	00436513	04/17/19
05/08/19	Wednesday	9am – 1pm	Downey – Library Headquarters	00436514	05/01/19
05/30/19	Thursday	9am – 1pm	Downey – Library Headquarters	00436515	05/23/19
06/05/19	Wednesday	9am – 1pm	Downey – Library Headquarters	00436516	05/29/19
06/18/19	Tuesday	8am – 12pm	Alhambra – DPW Headquarters	00436517	06/11/19





Sexual Harassment Prevention Training for Line Staff Employees \$74 per participant

Target Audience: All non-supervisory County employees (mandatory)

Duration: 3 Hours

Description: This course focuses on how to identify, prevent, and stop inappropriate conduct of a sexual nature, and conduct prohibited under various State and Federal laws, and County policies. The course will review employer and individual liability, as well as definitions of relevant terms and the County’s complaint process. Through various case studies and discussions, employees will discover what is, and what is not considered sexual harassment under the policy, and employees will learn about the importance of maintaining professionalism and dignity in the workplace. Employees are also required to review and acknowledge their understanding of the sexual harassment prevention program after completion of this course.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
03/13/19	Wednesday	1pm – 4pm	Alhambra – DPW Headquarters	00436430	03/06/19
05/22/19	Wednesday	9am – 12pm	Downey – Library Headquarters	00436432	05/15/19

Sexual Harassment Prevention Training for Managers and Supervisors \$74 per participant

Target Audience: All managers and supervisors (mandatory)

Duration: 3 Hours

Description: This course focuses on how to identify, prevent, and stop inappropriate conduct of a sexual nature, and conduct prohibited under various State and Federal laws, and County policies. The course will review employer and individual liability, definitions of relevant terms, the role and responsibilities of managers and supervisors in the administration of the sexual harassment prevention program, and requirements to report potential issues of sexual harassment in the workplace. Through various case studies and discussions, managers and supervisors will discover what is, and what is not considered sexual harassment under the policy, and learn about managing the workplace to stop and prevent issues of sexual harassment. Managers and supervisors are also required to review and acknowledge their understanding of the sexual harassment prevention program after completion of this course.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
04/02/19	Tuesday	1pm – 4pm	Alhambra – DPW Headquarters	00436428	03/26/19
06/04/19	Tuesday	9am – 12pm	Pico Rivera - Probation Training Center	00436429	05/28/19





Transgender Awareness for Managers and Supervisors

\$89 per participant

Target Audience: Managers and supervisors

Duration: 4 Hours

Description: This course is designed to assist managers and supervisors in understanding their roles and responsibilities under Federal and State laws, and County policies that protect transgender employees from discrimination, harassment, and inappropriate conduct. Managers and supervisors will get an overview of terminology and etiquette, a brief review of the concept of implicit bias, and best practices for creating an inclusive work environment for all employees.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/15/19	Tuesday	8am – 12pm	Pico Rivera - Probation Training Center	00436535	01/08/19
02/05/19	Tuesday	8am – 12pm	Alhambra – DPW Headquarters	00436536	01/29/18
03/06/19	Wednesday	8am – 12pm	Pico Rivera - Probation Training Center	00436537	02/27/19
05/23/19	Thursday	9am – 1pm	Downey – Library Headquarters	00436538	05/16/19
06/18/19	Tuesday	9am – 1pm	Pico Rivera - Probation Training Center	00436539	06/11/19





The following online trainings are developed or delivered by the Department of Human Resources Workforce and Employee Development Division. To launch a training in the Learning Net, click the Launch Course button. (Please note that some trainings may require supervisory approval.)

County Policy of Equity for Employees

Target Audience: All non-supervisory employees (mandatory)

Duration: 45 minutes

Description: This course is designed to help employees understand their rights to be free from discrimination, unlawful harassment, retaliation, and other inappropriate conduct. The course covers key points of the County Policy of Equity, including conduct prohibited by the Policy, the scope of coverage, and the complaint process.



County Policy of Equity for Supervisors

Target Audience: All managers and supervisors (mandatory)

Duration: 45 minutes

Description: This course is designed to help supervisors and managers understand the rights of employees to be free from discrimination, unlawful harassment, retaliation, and other inappropriate conduct. The course covers key points of the County Policy of Equity, including conduct prohibited by the policy, supervisors' duty to report violations, the scope of coverage, and the complaint process.



DHR Workforce and Employee Development offerings can also be found online at:
<http://employee.hr.lacounty.gov/development-2/>



County Teleworker Training

Target Audience: All County Teleworkers (mandatory)

Duration: 30 minutes

Description: The course is required for all County employees who wish to participate in the County’s telework program and must be completed before starting a telework arrangement. Course topics include an overview of telework at the County, procedures for becoming a teleworker, and responsibilities as a teleworker.



County Telemanager Training

Target Audience: All supervisors of County Teleworkers (mandatory)

Duration: 30 minutes

Description: This course is required for all County employees who will be supervising teleworkers and must be completed before the start of a telework arrangement. Topics include an overview of telework at the County, assessment of a telework assignment, responsibilities as a Telemanager, and the administration of a teleworking arrangement.



Disaster Service Worker Awareness

Target Audience: All County employees (mandatory)

Duration: 30 minutes

Description: The California Emergency Services Act designates public employees as Disaster Service Workers that may be deployed to perform activities outside the scope of their regular employment to promote the protection of lives and property, and mitigate the effects of a disaster. The purpose of this training is to introduce County employees to their roles, responsibilities, and legal obligations to serve as Disaster Service Workers.



Domestic Violence Awareness *(Coming Soon!)*

Target Audience: Managers and supervisors

Duration: 60 minutes

Description: This course outlines County policies, procedures, and resources for assisting employees who are victims of domestic violence. Subject matter experts from various local agencies will discuss 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.

Drug Free Workplace: Reasonable Suspicion Training

Target Audience: All managers and supervisors (mandatory)

Duration: 60 minutes

Description: The purpose of this training is to introduce County supervisors and managers to the procedures they must follow when they suspect that an employee needs to undergo a drug and alcohol test. The policy of the County of Los Angeles is that use/abuse of drugs and alcohol by employees or contract personnel is unacceptable since it adversely affects health, safety, security, and productivity as well as public confidence and trust. It is unlawful, dangerous and forbidden in the workplace to use, possess, sell, or be under the influence of illegal drugs. Employees are also not allowed to use and misuse alcohol or prescribed drugs, to any extent that hinders safe and effective job performance. The Drug Free Workplace Policy: Reasonable Suspicion is a Board-approved program established to enforce this policy.



FLSA Essentials

Target Audience: All managers and supervisors (mandatory)

Duration: 90 minutes

Description: This recorded webinar outlines requirements of the Fair Labor Standards Act (FLSA) and covers: 1) FLSA terminology and basics; 2) Applicable MOUs, and County and department rules and policies; 3) Expectations of managers and supervisors regarding FLSA enforcement; and 4) the role of Departmental Human Resources. The course will explore these topics and provide a variety of case studies based on common workplace scenarios, along with frequently asked questions and corrective actions managers and supervisors may need to take.



Implicit Bias and Cultural Competency: An Introduction

Target Audience: All County employees (mandatory)

Duration: 75 minutes

Description: This course introduces the fundamental concepts of implicit bias and cultural competency. It also provides practical techniques that each learner can use to develop an individualized development plan to mitigate implicit biases and improve their cultural competence.

The course is presented in two modules. Module 1 includes an introduction to both subjects, an overview of relevant terms, and a segment on implicit bias. Module 2 covers cultural competency, the County Policy of Equity, and introduces resources and an Individualized Development Plan to help learners mitigate implicit biases and improve cultural competence.

The course content is delivered by two narrators and learning is reinforced through the use of videos and multiple-choice quizzes. To enhance applicability, workplace scenarios are interwoven throughout the course.



Sexual Harassment Prevention Training for Line Staff

Target Audience: All non-supervisory employees (mandatory)

Duration: 2 Hours

Description: This course focuses on how to identify, prevent, and stop inappropriate conduct of a sexual nature and conduct prohibited by the County’s Policy on Sexual Harassment. Participants also learn about employer and individual liability, definitions of relevant terms, and the County’s complaint process. Videos and multiple-choice tests are used throughout the course to demonstrate what is and is not sexual harassment, and to reinforce the importance of maintaining professionalism and dignity in the workplace. At various points throughout the course, learners must review and/or acknowledge County policies and policy guidance.



Sexual Harassment Prevention Training for Managers and Supervisors

Target Audience: All managers and supervisors (mandatory)

Duration: 2 Hours

Description: This AB 1825 compliant course assists management and supervisory personnel to meet their obligations to prevent and respond to sexual harassment in the workplace. Participants learn about conduct prohibited by the County’s Policy on Sexual Harassment, employer and individual liability, how to identify and stop inappropriate conduct of a sexual nature, specific legal concepts, definition of relevant terms, recognizing and preventing retaliation, and the County’s complaint process. At various points throughout the course, learners must review and/or acknowledge County policies and policy guidance. Detailed guidance is also offered on how to receive a complaint and how to proactively intervene when inappropriate behavior of a sexual nature occurs.

