



## Udemy Learning

### Course Recommendations for Performance Evaluation Work Behaviors

#### About Udemy Learning

Los Angeles County University (LACU) is proud to offer County employees access to Udemy.com, an online library of on-demand training videos on topics that can help employees be more effective on the job and better prepared to achieve their career goals.

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# INTRODUCTION

This document aims to jump-start your exploration of *Udemy for Business* by listing recommended courses. Although we provide recommended courses, we encourage you to fully explore the *Udemy for Business* courses and work with your supervisor to build your Learning Development Plan to achieve your goals. Be sure to follow your supervisor's requirements about using *Udemy for Business* and follow the requirements in PPG 205: Online Training Provided by External Providers.

The recommended courses in this Guide are aligned with each of the County's standard Performance Evaluation Work Behaviors. These standard Work Behaviors are required of most County employees. Additionally, each recommended course is tied to one or more major job categories to suggest level(s) of appropriateness for the course content. The four major job categories are defined below.

## CLERICAL

Transforms, transmits, or maintains data or information needed for further use or processing by others

*Examples: Account Clerk II, Eligibility Worker, Typist-Clerk, Secretary III*

## TECHNICIAN

Identifies, analyzes, solves, or mitigates problems that require basic to intermediate knowledge and skills

*Examples: Accounting Technician, Medical Assistant, IT Support Analyst I, Social Worker*

## ANALYST

Collects, analyzes, and resolves highly complex problems that require advanced knowledge and skills

*Examples: Accountant II, Social Worker III, Librarian I, Registered Nurse*

## SUPERVISOR

Ensures the overall effectiveness of a work unit or division

*Examples: Accounting Officer I, Eligibility Supervisor, Sr. Maintenance Worker, Supervising Staff Nurse*

# COURSE RECOMMENDATIONS

By Work Behavior and Job Category

## WORK BEHAVIOR 1 - Applying Job Related Knowledge and Skills

Demonstrates sufficient job related knowledge and skills to successfully perform the duties and accomplish the objective of the position.

- Performs job independently as required.
- Uses required tools and equipment, appropriately.
- Performs job in a safe manner.
- Performs job in an efficient manner.
- Knows and applies appropriate work methods.
- Uses required computer skills (data base, word processing) appropriately.
- Produces or completes desired product or assignments in a thorough, neat, timely and accurate manner.

RECOMMENDED COURSES		CLR	TCH	ANA	SUP
<b>1. 7 Scientifically Proven Steps to Increase Your Influence</b>				✓	✓
Learn the science of charisma. Increase your impact, influence and income using 7 science based steps.					
1.5 hours   16 Lectures					
<a href="https://lacounty.udemy.com/7-scientifically-proven-steps-to-increase-your-influence/">https://lacounty.udemy.com/7-scientifically-proven-steps-to-increase-your-influence/</a>					
<b>2. Building Influence at Work</b>		✓	✓	✓	✓
Develop skills to influence your peers and supervisors; build your credibility at work; boost your visibility; become a valued member of your team; and develop executive presence.					
1 hour   19 Lectures					
<a href="https://lacounty.udemy.com/building-influence-at-work/">https://lacounty.udemy.com/building-influence-at-work/</a>					
<b>3. Consulting Approach to Problem Solving</b>				✓	✓
Learn about a hypothesis-based problem solving method used by top consulting firms to solve business problems.					
2 hours   18 Lectures					
<a href="https://lacounty.udemy.com/consulting-approach-to-problem-solving/">https://lacounty.udemy.com/consulting-approach-to-problem-solving/</a>					
<b>4. Goal Setting at Work: Plan for Success and Reach Your Goals</b>		✓	✓	✓	✓
Use SMART goals to focus your work, hold yourself accountable, measure and evaluate your progress, and make an impact.					
1 hour   19 Lectures					
<a href="https://lacounty.udemy.com/goal-setting-at-work/">https://lacounty.udemy.com/goal-setting-at-work/</a>					
<b>5. Leadership: Practical Leadership Skills</b>				✓	✓
Master leadership skills and techniques through practical techniques and strategies.					
3 hours   42 Lectures					
<a href="https://lacounty.udemy.com/practical-leadership/">https://lacounty.udemy.com/practical-leadership/</a>					
<b>6. Management Skills: New Manager Training in Essential Skills</b>					✓
Learn how to develop people, lead teams, and improve processes.					
11 hours   82 Lectures					
<a href="https://lacounty.udemy.com/the-new-manager-managing-people-teams-processes/">https://lacounty.udemy.com/the-new-manager-managing-people-teams-processes/</a>					
<b>7. Master Strategic Thinking and Problem Solving Skills</b>				✓	✓
Learn how to plan strategically and make better decisions- using models to resolve conflicts, deliver great feedback, and analyze policy.					
2.5 hours   41 Lectures					
<a href="https://lacounty.udemy.com/master-strategic-thinking-and-problem-solving-skills/">https://lacounty.udemy.com/master-strategic-thinking-and-problem-solving-skills/</a>					
<b>8. New Manager: The Basics and More of Being a Great Leader</b>					✓
Go from a slightly uncertain, confused newbie to a confident, skilled manager who builds and leads effective teams.					
4.5 hours   80 Lectures					
<a href="https://lacounty.udemy.com/new-manager/">https://lacounty.udemy.com/new-manager/</a>					

RECOMMENDED COURSES					CLR	TCH	ANA	SUP
<b>9. The Complete Management Skills Certification Course (2019)</b>								✓
Learn to build management skills including productivity, communication, negotiation, leadership, strategy, and more.								
7.5 hours   71 Lectures								
<a href="https://lacounty.udemy.com/organization/search/?src=ukw&amp;q=The+Complete+Management+Skills+Certification+Course+%282019%29">https://lacounty.udemy.com/organization/search/?src=ukw&amp;q=The+Complete+Management+Skills+Certification+Course+%282019%29</a>								
<b>10. Time Management Training with Outlook</b>					✓	✓	✓	✓
Outlook can do WAY more than you use it for. Learn tons of efficient workflow tips, tricks, and tools available.								
2.5 hours   10 Lectures								
<a href="https://lacounty.udemy.com/outlook-time-management/">https://lacounty.udemy.com/outlook-time-management/</a>								

## WORK BEHAVIOR 2 - Oral Communication

Pays attention to verbal and nonverbal messages of others and responds in ways that are appropriate and clearly understood.

- Takes into account the audience and nature of the information when communicating.
- Communicates effectively with the public and with people at all levels of the organization.
- Provides accurate information.
- Listens to make sure he/she understands before offering opinions or making judgments.
- Conveys information and ideas in a brief, clear, and organized manner.
- Asks appropriate questions to obtain relevant information or to clarify instructions.



RECOMMENDED COURSES		CLR	TCH	ANA	SUP
1.	<b>Assert Yourself - Master the benefits of assertive behaviour</b> How to develop confidence and communication skills to ensure positive outcomes from your interactions with others 32 minutes   12 Lectures <a href="https://lacounty.udemy.com/assert-yourself/">https://lacounty.udemy.com/assert-yourself/</a>	✓	✓	✓	✓
2.	<b>Business Etiquette 101: Social Skills for Success</b> Master social skills in business to increase your confidence and self-esteem in conversation, networking, and building your digital brand. 4 hours   27 Lectures <a href="https://lacounty.udemy.com/business-etiquette-101-social-skills-for-success/">https://lacounty.udemy.com/business-etiquette-101-social-skills-for-success/</a>	✓	✓	✓	✓
3.	<b>Communication Skills for Beginners</b> Learn to start building your communication skills. 44 minutes   17 Lectures <a href="https://lacounty.udemy.com/communication-skills-for-beginners-d/">https://lacounty.udemy.com/communication-skills-for-beginners-d/</a>	✓	✓	✓	✓
4.	<b>Communication Fundamentals: How To Communicate Better</b> Become an effective communicator and learn how to get your message across by learning communication fundamentals. 1.5 hours   38 Lectures <a href="https://lacounty.udemy.com/communication-fundamentals-how-to-communicate-better/">https://lacounty.udemy.com/communication-fundamentals-how-to-communicate-better/</a>	✓	✓	✓	✓
5.	<b>Conscious Listening</b> Transform your confidence and communication. 1.5 hours   14 Lectures <a href="https://lacounty.udemy.com/conscious-listening/">https://lacounty.udemy.com/conscious-listening/</a>	✓	✓	✓	✓
6.	<b>Listening Skills - The Ultimate Workplace Soft Skills</b> Learn how listening skills can help you advance your career. 1 hour   25 Lectures <a href="https://lacounty.udemy.com/listening-skills-the-ultimate-workplace-soft-skills/">https://lacounty.udemy.com/listening-skills-the-ultimate-workplace-soft-skills/</a>	✓	✓	✓	✓
7.	<b>Mastering Effective Communication</b> Learn how to make your conversations more meaningful, concise and mutually satisfying. 1 hour   19 Lectures <a href="https://lacounty.udemy.com/mastering-effective-communication/">https://lacounty.udemy.com/mastering-effective-communication/</a>	✓	✓	✓	✓
8.	<b>Powerful speaking</b> Learn how to speak so people listen from a 4-time TED speaker - includes a complete masterclass in public speaking. 1.5 hours   19 Lectures <a href="https://lacounty.udemy.com/powerful-speaking/">https://lacounty.udemy.com/powerful-speaking/</a>	✓	✓	✓	✓

RECOMMENDED COURSES		CLR	TCH	ANA	SUP
<b>9. Public Speaking and Communicating: Skip Theory, Master the Art</b>				✓	✓
Learn about a proven method for presenting.					
5 hours   44 Lectures					
<a href="https://lacounty.udemy.com/sparkwords/">https://lacounty.udemy.com/sparkwords/</a>					
<b>10. Workplace Communication: You Can Speak Up at Meetings!</b>		✓	✓	✓	✓
Learn how to look and sound your best in meetings.					
43 minutes   19 Lectures					
<a href="https://lacounty.udemy.com/how-to-speak-up-at-meetings/">https://lacounty.udemy.com/how-to-speak-up-at-meetings/</a>					

## WORK BEHAVIOR 3 - Written Communication

Expresses facts and ideas in writing in a manner that is clear, organized, and appropriate for the purpose and audience.

- Recognizes and uses appropriate grammar, punctuation, and spelling.
- Produces written information, which may include technical material, that is appropriate for the intended audience.
- Delivers information effectively in the proper format, e.g., letters, memos, reports.
- Ensures final work product is ready for presentation, e.g., proofreads documents.

RECOMMENDED COURSES		CLR	TCH	ANA	SUP
1.	<b>Better Business Writing Skills</b> Learn the skills, tips and tricks of persuasive writing from a professional speechwriter 3 hours   61 Lectures <a href="https://lacounty.udemy.com/betterbusinesswriting/">https://lacounty.udemy.com/betterbusinesswriting/</a>			✓	✓
2.	<b>Business &amp; Technical Writing Immersion</b> Through 12 steps and almost 60 practical techniques, learn a proven, systematic approach to the art of effective business, technical, legal, and financial writing. 4.5 hours   38 Lectures <a href="https://lacounty.udemy.com/business-writing-immersion/">https://lacounty.udemy.com/business-writing-immersion/</a>			✓	✓
3.	<b>Email Etiquette: Write More Effective Emails At Work</b> Learn how to write emails that get results and build better working relationships. 1 hour   26 Lectures <a href="https://lacounty.udemy.com/business-emails/">https://lacounty.udemy.com/business-emails/</a>	✓	✓	✓	✓
4.	<b>Master Business Writing and Editing</b> Explore patterns and strategies to write and edit emails, letters, and memos so they stand out. 3 hours   28 Lectures <a href="https://lacounty.udemy.com/masterbusinesswriting/">https://lacounty.udemy.com/masterbusinesswriting/</a>		✓	✓	✓
5.	<b>Ninja Writing: The Four Levels Of Writing Mastery</b> Turn your business writing, blogs, books and essays into masterpieces. 4.5 hours   50 Lectures <a href="https://lacounty.udemy.com/performance-management-business/">https://lacounty.udemy.com/performance-management-business/</a>			✓	✓
6.	<b>Punctuation Mastery</b> Learn how to use commas, dashes and semi-colons correctly. 2.5 hours   38 Lectures <a href="https://lacounty.udemy.com/punctuation-mastery/">https://lacounty.udemy.com/punctuation-mastery/</a>	✓	✓	✓	✓
7.	<b>Report Writing Made Simple</b> Learn a step-by-step method for writing a polished, professional and persuasive business report. 1 hour   30 Lectures <a href="https://lacounty.udemy.com/report-writing/">https://lacounty.udemy.com/report-writing/</a>		✓	✓	✓
8.	<b>Write Better Emails: Tactics for Smarter Team Communication</b> Learn email writing tips to save time and enhance communication with your team. 1.5 hours   23 Lectures <a href="https://lacounty.udemy.com/write-better-emails/">https://lacounty.udemy.com/write-better-emails/</a>	✓	✓	✓	✓

RECOMMENDED COURSES				CLR	TCH	ANA	SUP
<b>9. Writing With Confidence: Writing Beginner To Writing Pro</b>						✓	✓
Learn to find your voice as a business writer and transform your writing from dull to dazzling.							
5.5 hours   96 Lectures							
<a href="https://lacounty.udemy.com/writing-for-business/">https://lacounty.udemy.com/writing-for-business/</a>							
<b>10. Writing With Flair: How To Become An Exceptional Writer</b>						✓	✓
Learn to write with confidence, style, and impact in this course from a former Wall Street Journal editor.							
7 hours   79 Lectures							
<a href="https://lacounty.udemy.com/course/writing-with-flair-how-to-become-an-exceptional-writer/">https://lacounty.udemy.com/course/writing-with-flair-how-to-become-an-exceptional-writer/</a>							

## WORK BEHAVIOR 4 - Customer Service and Satisfaction

Treats customers (internal and external) with courtesy, dignity and respect; works proactively to facilitate customer access to services; strives to provide efficient, effective and timely services in a safe and welcoming environment.

- Demonstrates a caring and thoughtful attitude in his/her interactions with customers.
- Displays courtesy and respect for customers in all interactions.
- Listens carefully to customers' concerns and problems.
- Provides (if necessary) service to customers with translation needs.
- Provides (if necessary) advocate or appeal information to customers.
- Participates in outreach efforts to promote available services.
- Prevents unnecessary delays for customers.
- Navigates organizational obstacles to help customers.
- Follows up with customers as appropriate.
- Responds to customer service needs by directly providing the service or by making an appropriate referral.

RECOMMENDED COURSES		CLR	TCH	ANA	SUP
1.	<b>Active Listening Masterclass</b> Learn to stop hearing and start listening to transform your work productivity. 31 minutes   14 Lectures <a href="https://lacounty.udemy.com/active-listening/">https://lacounty.udemy.com/active-listening/</a>	✓	✓	✓	✓
2.	<b>Brilliant Customer Service: How to Impress your Customers!</b> Enhance your customer support and truly differentiate yourself from your competition! 1.5 hours   6 Lectures <a href="https://lacounty.udemy.com/brilliant-customer-service-lecturio/">https://lacounty.udemy.com/brilliant-customer-service-lecturio/</a>	✓	✓	✓	✓
3.	<b>Customer   How to Develop Customer Centric Metrics</b> Understand common metrics that can be used to assess service, measure customer experience meaningfully, and plan for improvement. 33 minutes   11 Lectures <a href="https://lacounty.udemy.com/customer-how-to-develop-customer-centric-metrics/">https://lacounty.udemy.com/customer-how-to-develop-customer-centric-metrics/</a>			✓	✓
4.	<b>Customer   How to Manage Customer Feedback</b> Learn to create an environment that welcomes customer feedback and to educate your team on handling feedback and using it to improve. 52 minutes   15 Lectures <a href="https://lacounty.udemy.com/customer-how-to-manage-customer-feedback/">https://lacounty.udemy.com/customer-how-to-manage-customer-feedback/</a>			✓	✓
5.	<b>Customer   How to Understand Customer Needs</b> Learn how to understand the modern customer and how their needs have changed over time. 1 hour   20 Lectures <a href="https://lacounty.udemy.com/customer-how-to-understand-customer-needs/">https://lacounty.udemy.com/customer-how-to-understand-customer-needs/</a>	✓	✓	✓	✓
6.	<b>Customer Service Mastery: Delight Every Customer</b> Master customer service in this practical customer care course. 2 hours   38 Lectures <a href="https://lacounty.udemy.com/customer-service-mastery/">https://lacounty.udemy.com/customer-service-mastery/</a>	✓	✓	✓	✓
7.	<b>Customer Service: Soft Skills Fundamentals</b> Learn how to keep your head when everyone else is losing theirs. 39 minutes   22 Lectures <a href="https://lacounty.udemy.com/customer-service-soft-skills-fundamentals/">https://lacounty.udemy.com/customer-service-soft-skills-fundamentals/</a>	✓	✓	✓	✓
8.	<b>Customer Success   How to Actively Engage Your Customers</b> Learn about the customer engagement value chain, the 7 walls separating companies and customers, customer insight, personas, propositions, and customer journey mapping. 1.5 hours   Lectures <a href="https://lacounty.udemy.com/how-to-actively-engage-your-customers/">https://lacounty.udemy.com/how-to-actively-engage-your-customers/</a>	✓	✓	✓	✓

RECOMMENDED COURSES		CLR	TCH	ANA	SUP
<b>9. Customer Success   How to Understand Your Customers</b>		✓	✓	✓	✓
Explore how effective listening can create fantastic results.					
1 hour   13 Lectures					
<a href="https://lacounty.udemy.com/how-to-understand-your-customers/">https://lacounty.udemy.com/how-to-understand-your-customers/</a>					
<b>10. Service Design: Designing for Experience Over Time</b>				✓	✓
Learn how to structure new service innovations that deliver value to customers and users.					
1 hour   7 Lectures					
<a href="https://lacounty.udemy.com/servicedesign/">https://lacounty.udemy.com/servicedesign/</a>					



## WORK BEHAVIOR 5 - Information Security

Acts in accordance with countywide and/or departmental information technology security policies, procedures, standards, and guidelines.

- Maintains a secured workstation.
- Maintains and wears proper employee identification badge.
- Immediately reports all potential security incidents to their immediate supervisor or manager.
- Uses e-mail, internet, and other computing systems for County business purposes only.
- Uses appropriate operational safeguards when using personal computers, laptops, notebooks, etc. (e.g., passwords).
- Protects computer password security.
- Notifies supervisor of irregularities in information systems (e.g., viruses, inappropriate content).

**Note: LACU does not have specific *Udemy for Business* Course Recommendations for this Work Behavior. Please comply with Countywide IT required trainings.**

## WORK BEHAVIOR 6 - Self Management

Acts in accordance with policies, procedures, rules, and regulations and avoids behaviors that have negative effects on the organization.

- Complies with departmental policies on punctuality.
- Complies with departmental policies related to use of sick time and other leave.
- Makes appropriate use of his/her work time.
- Makes appropriate use of County resources (e.g., money, materials, staff time, etc.).
- Complies with department safety regulations and rules.
- Complies with department policies regarding harassment and discrimination.
- Acknowledges mistakes.
- Honors commitments.
- Follows supervisory instructions.
- Takes responsibility for performance and conduct.
- Avoids behavior which may be viewed as a conflict of interest.
- Complies with department policies and procedures regarding confidentiality.

RECOMMENDED COURSES		CLR	TCH	ANA	SUP
1.	<b>Creating a working environment based on RESPECT</b> Equality, Diversity and Inclusion in the workplace 30 minutes   8 Lectures <a href="https://lacounty.udemy.com/creating-an-environment-based-on-respect/">https://lacounty.udemy.com/creating-an-environment-based-on-respect/</a>	✓	✓	✓	✓
2.	<b>Cross-cultural Communication: How to Flex Your Style</b> Learn to appropriately use language, expressions, gestures and cues to enhance cross-cultural communication. 1 hour   34 Lectures <a href="https://lacounty.udemy.com/cross-cultural-communication-how-to-flex-your-style/">https://lacounty.udemy.com/cross-cultural-communication-how-to-flex-your-style/</a>	✓	✓	✓	✓
3.	<b>Dressing to Win in the Workplace</b> Learn how to 'Dress for Success' to ensure confidence during your workday. 1 hour   31 Lectures <a href="https://lacounty.udemy.com/dress_for_success/">https://lacounty.udemy.com/dress_for_success/</a>	✓	✓	✓	✓
4.	<b>Integrity, Ethics, Morality: Insights &amp; Lessons for Leaders</b> Learn valuable lessons and strategies to improve the culture, integrity and ethics of your organization's employees and leaders. 4 hours   31 Lectures <a href="https://lacounty.udemy.com/insights-into-integrity-ethics-and-morality-for-leaders/">https://lacounty.udemy.com/insights-into-integrity-ethics-and-morality-for-leaders/</a>				✓
5.	<b>Motivation: The Science of Motivating Yourself and Your Team</b> Learn the critical leadership skill of motivation. 4 hours   27 Lectures <a href="https://lacounty.udemy.com/how-to-motivate-yourself-and-others/">https://lacounty.udemy.com/how-to-motivate-yourself-and-others/</a>	✓	✓	✓	✓
6.	<b>Navigate Diversity</b> Learn to assert yourself and leverage diversity on your team to enrich the workplace. 1 hour   24 Lectures <a href="https://lacounty.udemy.com/navigate-diversity/">https://lacounty.udemy.com/navigate-diversity/</a>	✓	✓	✓	✓
7.	<b>Respect Gender &amp; Sexual Differences &amp; Assert Yourself</b> Diversity enriches the workplace, as long as everyone is respectful. Assert yourself & leverage diversity on your team. 54 minutes   29 Lectures <a href="https://lacounty.udemy.com/respect-gender-sexual-differences-assert-yourself/">https://lacounty.udemy.com/respect-gender-sexual-differences-assert-yourself/</a>	✓	✓	✓	✓
8.	<b>Soft Skills: The 11 Essential Career Soft Skills</b> Learn to become a stronger communicator, enhance your professional image, avoid common career blunders, and manage expectations. 1 hour   15 Lectures <a href="https://lacounty.udemy.com/soft-skills-the-11-essential-career-soft-skills/">https://lacounty.udemy.com/soft-skills-the-11-essential-career-soft-skills/</a>	✓	✓	✓	✓

RECOMMENDED COURSES		CLR	TCH	ANA	SUP
<b>9. Understanding and developing Emotional Intelligence</b>		✓	✓	✓	✓
Explore what emotional intelligence is, why it matters, and how to develop it.					
44 minutes   21 Lectures					
<a href="https://lacounty.udemy.com/developing-emotional-intelligence/">https://lacounty.udemy.com/developing-emotional-intelligence/</a>					
<b>10. Understanding Unconscious Bias</b>		✓	✓	✓	✓
Building Awareness to Leverage Diversity in the Workplace					
30 minutes   12 Lectures					
<a href="https://lacounty.udemy.com/understanding-unconscious-bias/">https://lacounty.udemy.com/understanding-unconscious-bias/</a>					

## WORK BEHAVIOR 7 - Peer, Team and Organizational Performance

Helps co-workers, facilitates the work of the unit, looks out for and shows commitment to the department's interests, builds positive and constructive working relationships.

- Keeps supervisor informed of progress and any problems in a timely manner.
- Shares information with staff and line managers that is important to the organizational mission and goals.
- Assists co-workers with work-related problems.
- Offers ideas to improve the functioning of the work unit.
- Takes appropriate action to protect the organization from potential problems.
- Gives constructive feedback or suggestions on various operational issues individually or in group settings.
- Demonstrates a caring and thoughtful approach to the work he/she produces.
- Demonstrates a willingness to learn from others.
- Provides support and backup to co-workers as needed.
- Respects others' ideas and expertise.
- Uses tact and diplomacy in negotiations or resolving conflicts with others.
- Shares credit and opportunities appropriately.
- Demonstrates awareness of own style and how it affects others, and makes adjustments as necessary.
- Responds positively to constructive suggestions or criticism.

RECOMMENDED COURSES		CLR	TCH	ANA	SUP
1.	<b>Acumen Presents: Kim Scott on Radical Candor</b> Become a better leader by learning to give and solicit radically candid feedback 1 hour   19 Lectures <a href="https://lacounty.udemy.com/acumen-presents-kim-scott-on-radical-candor/">https://lacounty.udemy.com/acumen-presents-kim-scott-on-radical-candor/</a>				✓
2.	<b>Agile Crash Course; Agile Project Management; Agile Delivery</b> Get Agile Certified and learn about the key concepts and tools of Agile Project Management (Scrum). 1.5 hours   22 Lectures <a href="https://lacounty.udemy.com/course/agile-crash-course/">https://lacounty.udemy.com/course/agile-crash-course/</a>			✓	✓
3.	<b>Better Leadership Through Better Coaching</b> This course explains why having effective coaching skills makes you a better leader. 1.5 hours   9 Lectures <a href="https://lacounty.udemy.com/better-leadership-through-better-coaching/">https://lacounty.udemy.com/better-leadership-through-better-coaching/</a>				✓
4.	<b>Building Your Team: How to put together the perfect team</b> Learn how to build, support, and lead more effective teams, and create a culture of teamwork within your organization. 43 minutes   16 Lectures <a href="https://lacounty.udemy.com/building-your-team-how-to-put-together-the-perfect-team/">https://lacounty.udemy.com/building-your-team-how-to-put-together-the-perfect-team/</a>				✓
5.	<b>Complete Guide to Conflict Management in the Workplace</b> Learn conflict resolution skills & effective listening, communication & problem solving techniques 2 hours   48 Lectures <a href="https://lacounty.udemy.com/complete-guide-to-conflict-management-in-the-workplace/">https://lacounty.udemy.com/complete-guide-to-conflict-management-in-the-workplace/</a>	✓	✓	✓	✓
6.	<b>Complete Introduction to Business Data Analysis</b> Move beyond basic reports and learn data analysis - easily turning data into information, insight and intelligence. 4.5 hours   68 Lectures <a href="https://lacounty.udemy.com/the-complete-introduction-to-business-data-analysis/">https://lacounty.udemy.com/the-complete-introduction-to-business-data-analysis/</a>			✓	✓
7.	<b>Delegation Mastery: Increase Productivity &amp; Hit Your Goals!</b> Time management & productivity boost using delegation to delegate tasks to teams & virtual assistants to hit your goals! 4 hours   40 Lectures <a href="https://lacounty.udemy.com/delegation-mastery/">https://lacounty.udemy.com/delegation-mastery/</a>				✓
8.	<b>Effective Delegation - How To Delegate Work &amp; Responsibility</b> Learn a step-by-step delegation method that helps you exhibit greater confidence, foster greater teamwork, prevent miscommunication, and empower your staff. 2 hours   22 Lectures <a href="https://lacounty.udemy.com/management-delegation-course/">https://lacounty.udemy.com/management-delegation-course/</a>				✓

RECOMMENDED COURSES		CLR	TCH	ANA	SUP
<b>9. Effectively Managing Employee Performance</b>	Learn how to take action on performance problems in this course taught by an accredited Performance Management Institute PDU provider. 1.5 hours   45 Lectures <a href="https://lacounty.udemy.com/effectively-managing-employee-performance/">https://lacounty.udemy.com/effectively-managing-employee-performance/</a>				✓
<b>10. Feedback is Fuel</b>	Become better at giving and receiving feedback in the workplace. 33 minutes   27 Lectures <a href="https://lacounty.udemy.com/feedback-is-fuel/">https://lacounty.udemy.com/feedback-is-fuel/</a>				✓
<b>11. Fundamentals of Business Analysis</b>	Get the foundation in business analysis you need to solve your organization's biggest problems. 6 hours   68 Lectures <a href="https://lacounty.udemy.com/businessanalysis/">https://lacounty.udemy.com/businessanalysis/</a>			✓	✓
<b>12. How to Motivate Employees (So That Productivity Increases)!</b>	Explore proven ways to motivate employees. 2.5 hours   50 Lectures <a href="https://lacounty.udemy.com/how-to-motivate-employees-so-that-productivity-increases/">https://lacounty.udemy.com/how-to-motivate-employees-so-that-productivity-increases/</a>				✓
<b>13. Innovation Master Class</b>	Learn to develop an enterprise innovation practice in this comprehensive course. 3.5 hours   47 Lectures <a href="https://lacounty.udemy.com/innovationmasterclass/">https://lacounty.udemy.com/innovationmasterclass/</a>			✓	✓
<b>14. Lean Management: Reduce Waste and Boost Efficiency</b>	Learn how to use the principles of lean management to optimize production, eliminate waste, and maximize customer value. 1 hour   17 Lectures <a href="https://lacounty.udemy.com/lean-management-reduce-waste-and-boost-efficiency/">https://lacounty.udemy.com/lean-management-reduce-waste-and-boost-efficiency/</a>			✓	✓
<b>15. Managing Change Fundamentals: The People Side</b>	Learn how collaboration can help you lead and manage change. 2 hours   21 Lectures <a href="https://lacounty.udemy.com/implement-change-more-effectively-by-embracing-collaboration/">https://lacounty.udemy.com/implement-change-more-effectively-by-embracing-collaboration/</a>			✓	✓
<b>16. Managing Conflict with Skill and Confidence</b>	Learn to understand conflict and resolve disagreements with confidence. 1 hour   22 Lectures <a href="https://lacounty.udemy.com/conflict-management/">https://lacounty.udemy.com/conflict-management/</a>	✓	✓	✓	✓
<b>17. Mentor for Impact - Start Mentoring</b>	Learn essential wisdom and tools for becoming a great mentor. 1 hour   13 Lectures <a href="https://lacounty.udemy.com/mentoring/">https://lacounty.udemy.com/mentoring/</a>			✓	✓

RECOMMENDED COURSES		CLR	TCH	ANA	SUP
<b>18. Six Sigma White Belt</b>				✓	✓
Obtain a basic understanding of Six Sigma concepts and the 'Define, Measure, Analyze, Improve and Control' approach of process improvement.					
1 hour   15 Lectures					
<a href="https://lacounty.udemy.com/six-sigma-white-belt/">https://lacounty.udemy.com/six-sigma-white-belt/</a>					
<b>19. Teamwork</b>		✓	✓	✓	✓
Learn to develop team performance.					
19 minutes   6 Lectures					
<a href="https://lacounty.udemy.com/teamwork/">https://lacounty.udemy.com/teamwork/</a>					
<b>20. The Manager's Guide to Effective One on One Meetings</b>					✓
Learn frameworks and strategies to hold effective 1:1 meetings to help you grow and develop your employees.					
1.5 hours   28 Lectures					
<a href="https://lacounty.udemy.com/the-managers-guide-to-effective-one-on-one-meetings/">https://lacounty.udemy.com/the-managers-guide-to-effective-one-on-one-meetings/</a>					



## WORK BEHAVIOR 8 - Work Effort

Demonstrates focus and persistence to meet the objectives of the work unit

- Persists when work is difficult or tedious.
- Reviews work product for thoroughness, neatness and accuracy.
- Maintains focus until work is completed.
- Performs with minimal instructions and supervision.
- Gets work done under less than optimal conditions.
- Meets deadlines.

RECOMMENDED COURSES		CLR	TCH	ANA	SUP
1.	<b>Acumen Presents: Angela Duckworth on Building Grit</b> Learn how you can build the habits of perseverance 46 minutes   31 Lectures <a href="https://lacounty.udemy.com/acumen-presents-angela-duckworth-on-building-grit/">https://lacounty.udemy.com/acumen-presents-angela-duckworth-on-building-grit/</a>			✓	✓
2.	<b>Become a SpeedDemon: Productivity Tricks to Have More Time</b> Learn productivity strategies and easy-to-use tricks to help you get through everyday tasks faster and more efficiently. 2.5 hours   38 Lectures <a href="https://lacounty.udemy.com/become-a-speeddemon-hack-automation-focus-efficiency-to-have-more-time/">https://lacounty.udemy.com/become-a-speeddemon-hack-automation-focus-efficiency-to-have-more-time/</a>	✓	✓	✓	✓
3.	<b>Boost Your Productivity: Adapt, Improve, Do!</b> Get increased productivity with a boost in willpower, habits, motivation, goal setting and decision making process. 1 hour   9 Lectures <a href="https://lacounty.udemy.com/self-mastery/">https://lacounty.udemy.com/self-mastery/</a>	✓	✓	✓	✓
4.	<b>Build Grit</b> How to Keep Going When You Want to Give Up 1 hour   15 Lectures <a href="https://lacounty.udemy.com/grit-how-to-keep-going/">https://lacounty.udemy.com/grit-how-to-keep-going/</a>	✓	✓	✓	✓
5.	<b>Managing Organizational Change for Strategic Results</b> Lead change using leadership alignment, stakeholder engagement, culture assessment, communication, and training. 1 hour   29 Lectures <a href="https://lacounty.udemy.com/change-management-for-organizations/">https://lacounty.udemy.com/change-management-for-organizations/</a>				✓
6.	<b>Modern Productivity - Superhuman Focus in a Distracted World</b> Boost your productivity, reclaim your focus, and achieve your goals with this proven approach to personal productivity. 2 hours   31 Lectures <a href="https://lacounty.udemy.com/navigate-diversity/">https://lacounty.udemy.com/navigate-diversity/</a>	✓	✓	✓	✓
7.	<b>Performance Under Pressure - Taking Action</b> Learn to understand your reactions, take action, deal with colleagues, and be always ready for potentially stressful situations. 1.5 hours   18 Lectures <a href="https://lacounty.udemy.com/performance-under-pressure-taking-action/">https://lacounty.udemy.com/performance-under-pressure-taking-action/</a>	✓	✓	✓	✓
8.	<b>Productivity and Time Management for the Overwhelmed</b> Learn to reduce your overwhelm and increase your results in this complete productivity and time management course. 2 hours   32 Lectures <a href="https://lacounty.udemy.com/productivity-and-time-management/">https://lacounty.udemy.com/productivity-and-time-management/</a>	✓	✓	✓	✓

RECOMMENDED COURSES		CLR	TCH	ANA	SUP
9.	<b>Stress management for business owners, directors &amp; managers</b> Learn to reduce and manage stress at work, building stress resilience through 50+ practical stress management strategies. 1.5 hours   28 Lectures <a href="https://lacounty.udemy.com/stress-management-for-business-owners-directors-managers/">https://lacounty.udemy.com/stress-management-for-business-owners-directors-managers/</a>				✓
10.	<b>The Power of Focus: Boost Your Brain</b> Learn to enhance focus and attention through techniques such as minimizing distractions and multi-tasking. 1 hour   15 Lectures <a href="https://lacounty.udemy.com/improve-your-focus/">https://lacounty.udemy.com/improve-your-focus/</a>	✓	✓	✓	✓

# INDEX OF COURSE RECOMMENDATIONS

## All Recommended Courses Listed Alphabetically

### Course Name

7 Scientifically Proven Steps to Increase Your Influence  
Active Listening Masterclass  
Acumen Presents: Angela Duckworth on Building Grit  
Acumen Presents: Kim Scott on Radical Candor  
Agile Crash Course; Agile Project Management; Agile Delivery  
Assert Yourself - Master the benefits of assertive behaviour  
Become a SpeedDemon: Productivity Tricks to Have More Time  
Better Business Writing Skills  
Better Leadership Through Better Coaching  
Boost Your Productivity: Adapt, Improve, Do!  
Brilliant Customer Service: How to Impress your Customers!  
Build Grit  
Building Influence at Work  
Building Your Team: How to put together the perfect team  
Business & Technical Writing Immersion  
Business Etiquette 101: Social Skills for Success  
Communication Fundamentals: How To Communicate Better  
Communication Skills for Beginners  
Complete Guide to Conflict Management in the Workplace  
Complete Introduction to Business Data Analysis  
Conscious Listening  
Consulting Approach to Problem Solving  
Creating a working environment based on RESPECT  
Cross-cultural Communication: How to Flex Your Style  
Customer | How to Develop Customer Centric Metrics  
Customer | How to Manage Customer Feedback  
Customer | How to Understand Customer Needs  
Customer Service Mastery: Delight Every Customer  
Customer Service: Soft Skills Fundamentals  
Customer Success | How to Actively Engage Your Customers  
Customer Success | How to Understand Your Customers  
Delegation Mastery: Increase Productivity & Hit Your Goals!  
Dressing to Win in the Workplace  
Effective Delegation - How To Delegate Work & Responsibility  
Effectively Managing Employee Performance  
Email Etiquette: Write More Effective Emails At Work  
Feedback is Fuel

## Course Name

Fundamentals of Business Analysis  
Goal Setting at Work: Plan for Success and Reach Your Goals  
How to Motivate Employees (So That Productivity Increases)!  
Innovation Master Class  
Integrity, Ethics, Morality: Insights & Lessons for Leaders  
Leadership: Practical Leadership Skills  
Lean Management: Reduce Waste and Boost Efficiency  
Listening Skills - The Ultimate Workplace Soft Skills  
Management Skills: New Manager Training in Essential Skills  
Managing Change Fundamentals: The People Side  
Managing Conflict with Skill and Confidence  
Managing Organizational Change for Strategic Results  
Master Business Writing and Editing  
Master Strategic Thinking and Problem Solving Skills  
Mastering Effective Communication  
Mentor for Impact - Start Mentoring  
Modern Productivity - Superhuman Focus in a Distracted World  
Motivation: The Science of Motivating Yourself and Your Team  
Navigate Diversity  
New Manager: The Basics and More of Being a Great Leader  
Ninja Writing: The Four Levels Of Writing Mastery  
Performance Under Pressure - Taking Action  
Powerful speaking  
Productivity and Time Management for the Overwhelmed  
Public Speaking and Communicating: Skip Theory, Master the Art  
Punctuation Mastery  
Report Writing Made Simple  
Respect Gender & Sexual Differences & Assert Yourself  
Service Design: Designing for Experience Over Time  
Six Sigma White Belt  
Soft Skills: The 11 Essential Career Soft Skills  
Stress management for business owners, directors & managers  
Teamwork  
The Complete Management Skills Certification Course (2019)  
The Manager's Guide to Effective One on One Meetings  
The Power of Focus: Boost Your Brain  
Time Management Training with Outlook  
Understanding and developing Emotional Intelligence  
Understanding Unconscious Bias  
Workplace Communication: You Can Speak Up at Meetings!  
Write Better Emails: Tactics for Smarter Team Communication  
Writing With Confidence: Writing Beginner To Writing Pro  
Writing With Flair: How To Become An Exceptional Writer



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