

Workforce and Employee Development

# Training Catalog

January - June 2020





### ENROLLMENT PROCESS

1. Employees may register for instructor-led workshops by self-enrollment in the Learning Net or through a Departmental 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.)

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.



Please note: An employee's signature on the sign-in roster, with or without a manager's preapproval, shall authorize DHR 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.)
3. If an employee is unable to attend, a replacement employee is permitted by contacting DHR-WED with the replacement employee's name and employee number.
4. 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.

### DEPARTMENT-DEDICATED CLASSES

Departments may request dedicated classes for any of DHR-WED's workshops. To schedule a dedicated class, please contact Lisa DeShield or Shirley Jefferson (see contact information below). Please note that department-dedicated classes require a minimum enrollment of 10 employees.

### LEARNING NET PROFILES

Please ensure employee profile information in the Learning Net is correct. Incorrect information in employee profiles (e.g., email address, manager) will delay the enrollment process and may prevent employees from receiving important emails. For assistance updating 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 at [DHR-WEDTraining@hr.lacounty.gov](mailto: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

Check out our website for a full list of DHR  
**Workforce and Employee Development** programs  
<http://employee.hr.lacounty.gov/development-2/>



## Customer Service (New!)

\$118 per participant

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

**Duration:** 6 Hours

**Description:** This course provides the tools, strategies, perspectives, and practice needed for employees who provide customer service to both internal and external customers. Participants will learn the foundations of customer service for County employees, common forms of “customer disservice,” key elements of effective customer service, strategies for interacting with customers, and the importance of process improvement in service delivery.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/15/20	Wednesday	9am – 4pm	Pico Rivera - Probation Training Center	00456903	01/08/20
03/12/20	Thursday	9am – 4pm	Pico Rivera - Probation Training Center	00456919	03/05/20
04/14/20	Tuesday	9am – 4pm	Pico Rivera - Probation Training Center	00456922	04/07/20
06/25/20	Thursday	9am – 4pm	Pico Rivera - Probation Training Center	00456923	06/18/20

## 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
02/11/20	Tuesday	9am – 4pm	Pico Rivera - Probation Training Center	00455877	02/04/20
04/16/20	Thursday	9am – 4pm	Pico Rivera - Probation Training Center	00455878	04/09/20
06/17/20	Wednesday	9am – 4pm	Pico Rivera - Probation Training Center	00455879	06/10/20

## 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
01/30/20	Thursday	9am – 4pm	Pico Rivera - Probation Training Center	00455889	01/23/20
04/23/20	Thursday	9am – 4pm	Pico Rivera - Probation Training Center	00455891	04/16/20
05/14/20	Thursday	9am – 4pm	Pico Rivera - Probation Training Center	00455892	05/07/20
06/18/20	Thursday	9am – 4pm	Pico Rivera - Probation Training Center	00455893	06/11/20

## 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
03/26/20	Thursday	8am – 12pm	Pico Rivera - Probation Training Center	00455910	03/19/20
06/16/20	Tuesday	1pm—5pm	Pico Rivera - Probation Training Center	00455911	06/09/20

## 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
01/22/20	Wednesday	9am – 4pm	Pico Rivera - Probation Training Center	00455894	01/15/20
02/19/20	Wednesday	9am – 4pm	Pico Rivera - Probation Training Center	00455895	02/12/20
04/09/20	Thursday	9am – 4pm	Pico Rivera - Probation Training Center	00455896	04/02/20
06/11/20	Thursday	9am – 4pm	Pico Rivera - Probation Training Center	00455897	06/04/20

## 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
01/16/20	Thursday	8am – 12pm	Pico Rivera - Probation Training Center	00455912	01/09/20
03/10/20	Tuesday	8am – 12pm	Pico Rivera - Probation Training Center	00455913	03/03/20
04/30/20	Thursday	8am – 12pm	Pico Rivera - Probation Training Center	00455914	04/23/20
05/12/20	Tuesday	8am – 12pm	Pico Rivera - Probation Training Center	00455915	05/05/20



### 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
02/05/20	Wednesday	9am – 4pm	Pico Rivera - Probation Training Center	00455916	01/29/20
03/03/20	Tuesday	9am – 4pm	Pico Rivera - Probation Training Center	00455917	02/25/20
04/01/20	Wednesday	9am – 4pm	Pico Rivera - Probation Training Center	00455918	03/25/20
05/07/20	Thursday	9am – 4pm	Pico Rivera - Probation Training Center	00455919	04/30/20
06/30/20	Tuesday	9am – 4pm	Pico Rivera - Probation Training Center	00455920	06/23/20



## 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
02/18/20	Tuesday	9am – 4pm	Pico Rivera - Probation Training Center	00455921	02/11/20
04/02/20	Thursday	9am – 4pm	Pico Rivera - Probation Training Center	00455922	03/26/20
06/09/20	Tuesday	9am – 4pm	Pico Rivera - Probation Training Center	00455923	06/02/20

## Team Building

\$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
02/06/20	Thursday	8am – 5pm	Pico Rivera - Probation Training Center	00455934	01/30/20
04/07/20	Tuesday	8am – 5pm	Pico Rivera - Probation Training Center	00455935	03/31/20
06/10/20	Wednesday	8am – 5pm	Pico Rivera - Probation Training Center	00455936	06/03/20



## 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
01/28/20 01/29/20	Tuesday Wednesday	8am – 5pm	Pico Rivera - Probation Training Center	00455928	01/21/20
02/12/20 02/13/20	Wednesday Thursday	8am – 5pm	Pico Rivera - Probation Training Center	00455929	02/05/20
03/24/20 03/25/20	Tuesday Wednesday	8am – 5pm	Los Angeles—AC Bilbrew Library	00455930	03/17/20
04/21/20 04/22/20	Tuesday Wednesday	8am – 5pm	Pico Rivera - Probation Training Center	00455931	04/14/20
05/26/20 05/28/20	Tuesday Thursday	8am – 5pm	Pico Rivera - Probation Training Center	00455932	05/19/20
06/23/20 06/24/20	Tuesday Wednesday	8am – 5pm	Pico Rivera - Probation Training Center	00455933	06/16/20



## 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
01/14/20	Tuesday	9am—12pm	Pico Rivera - Probation Training Center	00455882	01/07/20
04/15/20	Wednesday	1pm—4pm	Pico Rivera - Probation Training Center	00455883	04/08/20

## 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
02/25/20	Tuesday	1pm – 4pm	Pico Rivera - Probation Training Center	00455884	02/18/20
05/19/20	Tuesday	1pm – 4pm	Pico Rivera - Probation Training Center	00455885	05/12/20

**Diversity: Skills for the 21<sup>st</sup> 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
02/04/20	Tuesday	8am – 12pm	Pico Rivera - Probation Training Center	00455886	01/28/20
04/08/20	Wednesday	8am – 12pm	Pico Rivera - Probation Training Center	00455887	04/01/20
06/03/20	Wednesday	1pm – 5pm	Downey – Library Headquarters	00455888	05/27/20

**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
01/21/20	Tuesday	8am – 12pm	Pico Rivera - Probation Training Center	00455900	01/14/20
02/20/20	Thursday	1pm – 5pm	Pico Rivera - Probation Training Center	00455901	02/13/20
02/27/20	Thursday	8am – 12pm	Pico Rivera - Probation Training Center	00455902	02/20/20
03/05/20	Thursday	8am – 12pm	Pico Rivera - Probation Training Center	00455903	02/27/20
03/19/20	Thursday	8am – 12pm	Pico Rivera - Probation Training Center	00455904	03/12/20
04/28/20	Tuesday	1pm – 5pm	Pico Rivera - Probation Training Center	00455905	04/21/20
05/21/20	Thursday	8am – 12pm	Pico Rivera - Probation Training Center	00455906	05/14/20
06/02/20	Tuesday	8am – 12pm	Pico Rivera - Probation Training Center	00455907	05/26/20

## 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
01/14/20	Tuesday	1pm—4pm	Pico Rivera - Probation Training Center	00455924	01/07/20
04/15/20	Wednesday	9am – 12pm	Pico Rivera - Probation Training Center	00455925	04/08/20

## 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
02/25/20	Tuesday	9am – 12pm	Pico Rivera - Probation Training Center	00455926	02/18/20
05/19/20	Tuesday	9am – 12pm	Pico Rivera - Probation Training Center	00455927	05/12/20

**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
02/04/20	Tuesday	1pm – 5pm	Pico Rivera - Probation Training Center	00455937	01/28/20
06/03/20	Wednesday	8am – 12pm	Pico Rivera - Probation Training Center	00455938	05/27/20



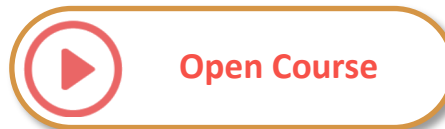
The following online trainings are developed or delivered by the Department of Human Resources Workforce and Employee Development Division. To launch a training in the Learning Net, click the Launch Course button. (Please note that some trainings may require supervisory approval.)

### County Policy of Equity for Employees (New!)

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

**Duration:** 30 minutes

**Description:** This online 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 components of the County Policy of Equity, including employees' rights and responsibilities, conduct prohibited by the policy, and the process for reporting violations.

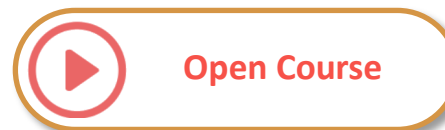


### County Policy of Equity for Supervisors (New!)

**Target Audience:** All managers and supervisors (mandatory)

**Duration:** 35 minutes

**Description:** This online course is designed to help managers and supervisors understand employees' rights to be free from discrimination, unlawful harassment, retaliation, and other inappropriate conduct. The course covers key components of the County Policy of Equity, including employees' rights and responsibilities, conduct prohibited by the policy, manager/supervisor responsibilities, and the process for reporting violations.

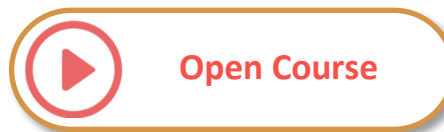


## County Teleworker Training

**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.

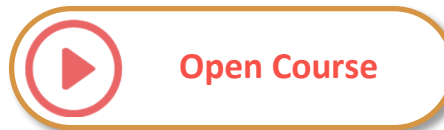


## County Telemanager Training

**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.

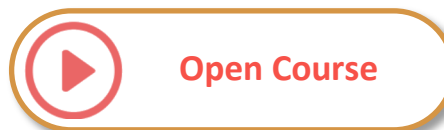


## Disaster Service Worker Awareness

**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.



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



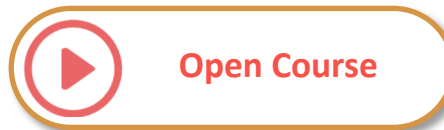
## Domestic Violence Awareness

**Target Audience:** All County Employees

**Duration:** 70 minutes

**Description:** This training presents interviews with subject matter experts from multiple agencies across the County to help employees understand the various forms of domestic violence, who is impacted, how it can affect the workplace, how to support a potential survivor, and how to get help through a wide range of local services and resources.

This training is also designed to assist managers and supervisors with their responsibilities under PPG 622, *Los Angeles County Employee Domestic Violence Assistance Program*, which include providing a supportive environment, advising employees of available resources, and reporting potential safety threats to the workplace.

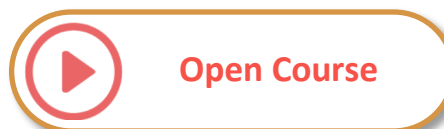


## Drug Free Workplace: Reasonable Suspicion Training

**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.

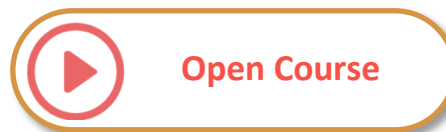


## FLSA Essentials

**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

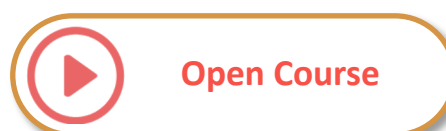
**Target Audience:** All County employees (mandatory)

**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.

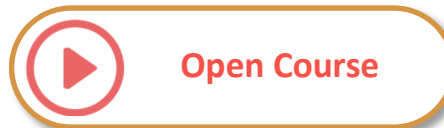


## Sexual Harassment Prevention Training for Line Staff

**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.

