

Workforce and Employee Development

# Training Catalog

August - December 2021





### ENROLLMENT PROCESS

1. Employees may register for live webinars by self-enrollment in the **Learning Link** or through a Departmental registrar.
2. Managers must approve webinar enrollments in the Learning Link. (Managers will receive an approval request email from the Learning Link with a link to the approval page.)

Note: Webinars 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 confirmation of attendance, with or without a manager's preapproval, shall authorize DHR to charge the Department for the employee's participation in the webinar.

### CANCELLATION PROCESS

1. The deadline for cancellation is 3 days before the webinar. (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 webinars. 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 LINK PROFILES

Please ensure employee profile information in the Manager Profile System (MPS) is correct. Learning Link profiles are based on MPS data, and incorrect information (e.g., email address, manager) will delay the enrollment process and may prevent employees from receiving important emails. For assistance updating employee profiles, 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  
Cynthia Ornelas at (213) 738-2439

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



**Customer Service****\$44 per participant****Target Audience:** Frontline and administrative employees with significant customer service responsibilities**Duration:** 4 Hours (2 Parts)**Description:** This webinar provides the tools, strategies, and perspectives 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	Learning Link Provider	Enrollment Deadline
08/10/21	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	08/07/21
09/15/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	09/12/21
11/04/21	Thursday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	11/01/21

**Coaching for Performance Improvement****\$44 per participant****Target Audience:** Managers and supervisors**Duration:** 4 Hours (2 Parts)**Description:** The focus of this webinar 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	Learning Link Provider	Enrollment Deadline
08/03/21	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	07/31/21
10/14/21	Thursday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	10/11/21
12/01/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	11/27/21

**Effective Communication and Difficult Conversations****\$44 per participant****Target Audience:** All County employees**Duration:** 4 Hours (2 Parts)

**Description:** This webinar 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	Learning Link Provider	Enrollment Deadline
08/11/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	08/08/21
09/16/21	Thursday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	09/13/21
10/13/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	10/10/21
11/09/21	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	11/06/21

**Employment Law for Supervisors****\$22 per participant****Target Audience:** Managers and supervisors**Duration:** 2 Hours

**Description:** The purpose of this webinar 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), Fair Labor Standards Act (FLSA), discrimination, harassment and retaliation, legally-protected leaves, worker's compensation, the County Policy of Equity (CPOE), Workplace Violence, and Drug

Date	Day	Time	Location	Learning Link Provider	Enrollment Deadline
09/28/21	Tuesday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	09/25/21
12/02/21	Thursday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	11/29/21

## Effective Discipline

\$44 per participant

**Target Audience:** Managers and supervisors

**Duration:** 4 Hours (2 Parts)

**Description:** This webinar is designed to help managers and supervisors effectively navigate the employee discipline process in Los Angeles County. The webinar 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	Learning Link Provider	Enrollment Deadline
08/24/21	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	08/21/21
09/29/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	09/26/21
10/21/21	Thursday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	10/18/21
12/14/21	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	12/11/21

## New Employee Orientation

\$22 per participant

**Target Audience:** Newly appointed, permanent County employees

**Duration:** 2 Hours

**Description:** This webinar 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	Learning Link Provider	Enrollment Deadline
08/26/21	Thursday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	08/23/21
10/06/21	Wednesday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	10/03/21
12/14/21	Tuesday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	12/11/21



### Performance Evaluation

\$44 per participant

**Target Audience:** Managers, supervisors, and human resources staff

**Duration:** 4 Hours (2 Parts)

**Description:** This webinar 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	Learning Link Provider	Enrollment Deadline
08/04/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	08/01/21
09/09/21	Thursday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	09/06/21
10/05/21	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	10/02/21
11/03/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	10/31/21
12/09/21	Thursday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	12/06/21



**Selection Interviewing****\$44 per participant****Target Audience:** Managers, supervisors, and human resources analysts/staff**Duration:** 4 Hours (2 Parts)

**Description:** This webinar 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	Learning Link Provider	Enrollment Deadline
08/26/21	Thursday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	08/23/21
10/12/21	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	10/09/21
12/15/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	12/12/21

**Team Building****\$44 per participant****Target Audience:** All County employees**Duration:** 4 Hours (2 Parts)

**Description:** This webinar 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	Learning Link Provider	Enrollment Deadline
08/25/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	08/22/21
10/07/21	Thursday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	10/04/21
11/30/21	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	11/27/21



## Supervisor Essentials (2 Day)

\$66 per participant

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

**Duration:** 6 Hours (3 Parts))

**Description:** This webinar is designed to provide supervisors with an orientation to 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, relationship building, performance management, the Merit System, key laws and County policies, decision making, delegation, time management, and stress management.

Date	Day	Time	Location	Learning Link Provider	Enrollment Deadline
08/17/21 08/18/21 08/19/21	Tuesday Wednesday Thursday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	08/14/21
09/21/21 09/22/21 09/23/21	Tuesday Wednesday Thursday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	09/18/21
10/26/21 10/27/21 10/28/21	Tuesday Wednesday Thursday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	10/23/21
11/16/21 11/17/21 11/18/21	Tuesday Wednesday Thursday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	11/13/21
12/07/21 12/08/21 12/09/21	Tuesday Wednesday Thursday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	12/04/21



**Diversity: Skills for the 21<sup>st</sup> Century Workforce****\$44 per participant****Target Audience:** Potential supervisors, advocacy staff, and equal employment opportunity coordinators**Duration:** 4 Hours (2 Parts)

**Description:** This webinar is designed to broaden and deepen participants' understanding of diversity and diversity-related issues in the workplace. 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	Learning Link Provider	Enrollment Deadline
08/12/21	Thursday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	08/09/21
09/14/21	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	09/11/21
10/06/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	10/03/21
11/10/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	11/07/21
12/16/21	Thursday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	12/13/21

**Employment Discrimination Prevention Training****\$44 per participant****Target Audience:** Managers and supervisors**Duration:** 4 Hours (2 Parts)

**Description:** This webinar is designed to assist managers and supervisors in identifying their roles 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	Learning Link Provider	Enrollment Deadline
08/17/21	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	08/14/21
09/02/21	Thursday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	08/30/21
10/14/21	Thursday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	10/11/21
11/02/21	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	10/30/21
12/08/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	12/05/21

## Transgender Awareness for Managers and Supervisors

\$44 per participant

**Target Audience:** Managers and supervisors

**Duration:** 4 Hours (2 Parts)

**Description:** This webinar is designed to assist managers and supervisors in understanding their role 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	Learning Link Provider	Enrollment Deadline
09/07/21	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	09/04/21
11/17/21	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	Microsoft Teams Live Webinar	WED Webinars	11/14/21

## Transgender Awareness (Non-Supervisory)

\$22 per participant

**Target Audience:** Line Staff

**Duration:** 2 Hours

**Description:** This webinar is designed to assist staff in understanding Federal and State laws, and County policies that protect transgender employees from discrimination, harassment, and inappropriate conduct. Employees will get an overview of terminology and etiquette, a brief review of the concept of implicit bias, and best practices for an inclusive work environment for all employees.

Date	Day	Time	Location	Learning Link Provider	Enrollment Deadline
08/05/21	Thursday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	08/02/21
10/19/21	Tuesday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	10/16/21
12/01/21	Wednesday	10am—12pm	Microsoft Teams Live Webinar	WED Webinars	11/28/21



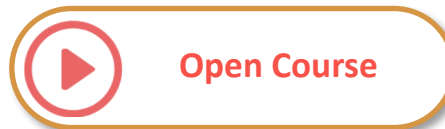
The following online trainings are developed or delivered by the Department of Human Resources Workforce and Employee Development Division. To launch a training in the Learning Link, click the Open Course button.

### County Policy of Equity for Employees

**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.

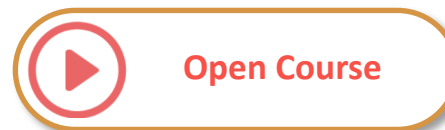


### County Policy of Equity for Supervisors

**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.

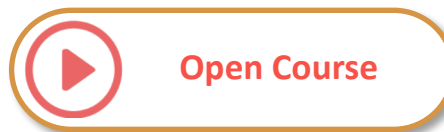


## County Teleworker Training

**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.

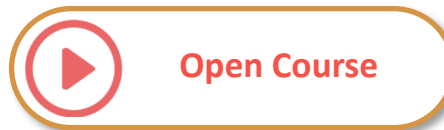


## County Telemanager Training

**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.

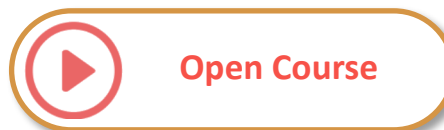


## Disaster Service Worker Awareness

**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.



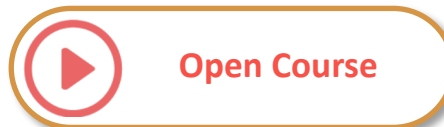
## Domestic Violence Awareness

**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.



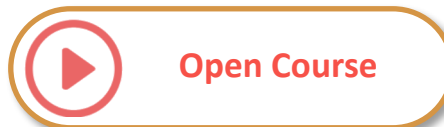
## FLSA Essentials for Supervisors (New!)

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

**Duration:** 45 minutes

**Description:** This course provides the essential concepts, definitions, and requirements that County managers and supervisors need to know to ensure compliance with the Fair Labor Standards Act (FLSA). Topics covered include key definitions and concepts, which County employees are covered under FLSA, what is considered work time, which specific types of activities are compensable, what managers and supervisors must do to ensure FLSA compliance, and the authorities, policies, and resources that should be consulted for questions about FLSA compliance at the County.

This course also provides FLSA guidance on a wide range of County work scenarios and commonly-asked questions about time keeping, authorizing work, travel, training, and remote work. Learners will also complete applied scenarios to demonstrate their knowledge and ability to apply FLSA requirements in various contexts.



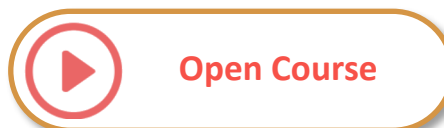
## Implicit Bias and Cultural Competency: An Introduction

**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.



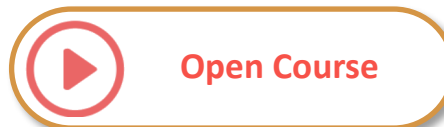


## Sexual Harassment & Discrimination Prevention Training for Line Staff

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

**Duration:** 1 Hour

**Description:** This course emphasizes the County of Los Angeles' commitment to creating and maintaining a workplace free from discrimination, harassment and retaliation. This course covers federal and state anti-harassment and nondiscrimination laws and a review and acknowledgment of the County's Policy of Equity. The course is designed to provide knowledge and tools to equip the learner with recognizing and avoiding illegal behavior, understanding gender and sexual orientation at work, recognizing abusive conduct and its negative effects, identifying how to be an active bystander, and outlining how to best respond to harassing and/or hostile behavior and other forms of misconduct. This course uses terminology, quizzes, case studies, and additional resources to engage and reinforce the learners understanding of these important concepts. This course is compliant with California's most recent legal training requirements under Government code 12950.1 (Amended by Stats.2020, Ch.227, Sec. 1.).

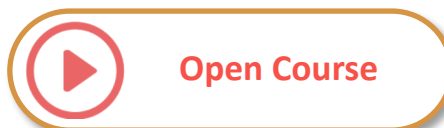


## Sexual Harassment & Discrimination Prevention Training for Managers and Supervisors

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

**Duration:** 2 Hours

**Description:** This course emphasizes the County of Los Angeles' commitment to creating and maintaining a workplace free from discrimination, harassment and retaliation. This course covers federal and state anti-harassment and nondiscrimination laws and a review/acknowledgment of the County's Policy of Equity. The course is designed to provide knowledge and tools to equip managers with recognizing and avoiding illegal behavior, understanding gender and sexual orientation at work, and recognizing abusive conduct and its negative effects. The course also dives into manager responsibilities, including how to effectively report incidents of misconduct, avoiding retaliation, and how micro-aggressions can occur in the workplace. This course is compliant with California's most recent legal training requirements under Government code 12950.1 (Amended by Stats.2020, Ch.227, Sec. 1.) Managers will also receive Employment Discrimination Prevention Training (EDPT) credit after completing this course.



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

## Workplace Violence Prevention (New!)

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

**Duration:** 90 minutes

**Description:** This course provides training on the essential concepts, strategies, and County procedures for the prevention of workplace violence, as well as response and recovery after an incident occurs. Topics covered include key definitions and concepts, types of workplace violence, risk factors, warning signs and stages of violence, prevention strategies, intervention and reporting, response and recovery, and supporting resources.

