



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

Disclaimer: The courses recommended in this guide are current as of 12.2.21. Please note that some of the courses recommended in this guide may no longer be offered as Udemy regularly removes and adds courses. A course may also be modified by the author in various ways, including change of title, addition of content, increase in duration, etc. You must enroll in a course to ensure you have continued access to it in case it is retired. To know which courses Udemy will be retiring, go to the Udemy Business Help and Support page and follow these links: Retired Courses > Read article > Udemy Business Course Retirement List.

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 |
|---------------------|---|-----|-----|-----|-----|
| 1. | Consulting Approach to Problem Solving Learn about a hypothesis-based problem solving method used by top consulting firms to solve business problems. 1.5 hours 18 Lectures https://lacounty.udemy.com/consulting-approach-to-problem-solving/ | | | ✓ | ✓ |
| 2. | Leadership: Practical Leadership Skills Master leadership skills and techniques through practical techniques and strategies. 3 hours 43 Lectures https://lacounty.udemy.com/practical-leadership/ | | | ✓ | ✓ |
| 3. | Management Skills: New Manager Training in Essential Skills Learn how to develop people, lead teams, and improve processes. 11 hours 82 Lectures https://lacounty.udemy.com/the-new-manager-managing-people-teams-processes/ | | | | ✓ |
| 4. | Master Strategic Thinking and Problem Solving Skills 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 https://lacounty.udemy.com/master-strategic-thinking-and-problem-solving-skills/ | | | ✓ | ✓ |
| 5. | Microsoft Excel – Excel from Beginner to Advanced Excel with this A – Z Microsoft Excel course. Microsoft Excel 2010, 2013, 2016, Excel 2019, and Microsoft/Office 365. 18 hours 218 Lectures https://lacounty.udemy.com/course/microsoft-excel-2013-from-beginner-to-advanced-and-beyond/ | ✓ | ✓ | ✓ | ✓ |
| 6. | Microsoft PowerPoint in 1 Hour: Introduction to PowerPoint Start using Microsoft PowerPoint with confidence – Your shortcut for career success. 1.5 hours 27 Lectures https://lacounty.udemy.com/course/microsoft-powerpoint-in-2-hours-time-to-boost-your-career/ | ✓ | ✓ | ✓ | ✓ |
| 7. | New Manager: The Basics and More of Being a Great Leader Go from a slightly uncertain, confused newbie to a confident, skilled manager who builds and leads effective teams. 6.5 hours 122 Lectures https://lacounty.udemy.com/new-manager/ | | | | ✓ |
| 8. | The Complete Management Skills Certification Course (2022) Learn to build management skills including productivity, communication, negotiation, leadership, strategy, and more. 4.5 hours 69 Lectures https://lacounty.udemy.com/course/new-manager-training/ | | | | ✓ |

| RECOMMENDED COURSES | | CLR | TCH | ANA | SUP |
|---|--|-----|-----|-----|-----|
| 9. Time Management Training with Outlook | | ✓ | ✓ | ✓ | ✓ |
| Learn about the efficient workflow tips, tricks, and tools available in Outlook. | | | | | |
| 2.5 hours 10 Lectures | | | | | |
| https://lacounty.udemy.com/outlook-time-management/ | | | | | |
| 10. Up and Running with Microsoft Teams | | ✓ | ✓ | ✓ | ✓ |
| Learn how to use Microsoft Teams. | | | | | |
| 2 hours 19 Lectures | | | | | |
| https://lacounty.udemy.com/course/learn-staffhub/ | | | | | |

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/they 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. | Business Etiquette 101: Social Skills for Success Master social skills in business to increase your confidence and self-esteem in conversation, networking, and building your digital brand. 4 hours 28 Lectures https://lacounty.udemy.com/business-etiquette-101-social-skills-for-success/ | ✓ | ✓ | ✓ | ✓ |
| 2. | Communication Fundamentals: How To Communicate Better Become an effective communicator and learn how to get your message across by learning communication fundamentals. 1.5 hours 38 Lectures https://lacounty.udemy.com/communication-fundamentals-how-to-communicate-better/ | ✓ | ✓ | ✓ | ✓ |
| 3. | Communication Skills for Beginners Learn to start building your communication skills. 31 hours 602 Lectures https://lacounty.udemy.com/communication-skills-for-beginners-d/ | ✓ | ✓ | | |
| 4. | Conscious Listening Transform your confidence and communication. 1.5 hours 14 Lectures https://lacounty.udemy.com/conscious-listening/ | ✓ | ✓ | ✓ | ✓ |
| 5. | How to Manage Difficult Conversations: Beginner's Guide Become more confident holding conversations about difficult topics. Learn communication skills and successful mindsets. 1 hour 44 Lectures https://lacounty.udemy.com/course/talks-about-challenging-topics/ | ✓ | ✓ | ✓ | ✓ |
| 6. | Listening Skills - The Ultimate Workplace Soft Skills Learn how listening skills can help you advance your career. 29.5 hours 551 Lectures https://lacounty.udemy.com/listening-skills-the-ultimate-workplace-soft-skills/ | ✓ | ✓ | ✓ | ✓ |
| 7. | Powerful speaking Learn how to speak so people listen from a five-time TED speaker - includes a complete masterclass in public speaking. 1.5 hours 19 Lectures https://lacounty.udemy.com/powerful-speaking/ | ✓ | ✓ | ✓ | ✓ |
| 8. | Public Speaking and Communicating: Skip Theory, Master the Art Learn about a proven method for presenting. 5 hours 44 Lectures https://lacounty.udemy.com/sparkwords/ | | | ✓ | ✓ |
| 9. | Smart Tips: Communication Communicate with impact, master presentation skills, give/receive effective feedback, and navigate tricky conversations. 3 hours 61 Lectures https://lacounty.udemy.com/course/communicatebrilliantly/ | ✓ | ✓ | ✓ | ✓ |

| RECOMMENDED COURSES | | CLR | TCH | ANA | SUP |
|---|--|-----|-----|-----|-----|
| 10. Workplace Communication: You Can Speak Up at Meetings! | Learn how to look and sound your best in meetings. 28.5 hours 601 Lectures https://lacounty.udemy.com/how-to-speak-up-at-meetings/ | ✓ | ✓ | ✓ | |

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. | Better Business Writing Skills Learn the skills, tips and tricks of persuasive writing from a professional speechwriter. 3.5 hours 65 Lectures https://lacounty.udemy.com/betterbusinesswriting/ | | | ✓ | ✓ |
| 2. | Business Writing & Technical Writing Immersion Learn effective business and technical writing fast in this content writing course. 4.5 hours 38 Lectures https://lacounty.udemy.com/business-writing-immersion/ | | | ✓ | ✓ |
| 3. | Email Etiquette: Write More Effective Emails At Work Learn how to write emails that get results and build better working relationships. 1 hour 32 Lectures https://lacounty.udemy.com/business-emails/ | ✓ | ✓ | ✓ | ✓ |
| 4. | Master Business Writing and Editing Explore patterns and strategies to write and edit emails, letters, and memos so they stand out. 3 hours 28 Lectures https://lacounty.udemy.com/masterbusinesswriting/ | | ✓ | ✓ | ✓ |
| 5. | Ninja Writing: The Four Levels Of Writing Mastery Turn your business writing, blogs, books and essays into masterpieces. 4.5 hours 50 Lectures https://lacounty.udemy.com/course/ninja-writing-the-four-levels-of-writing-mastery/ | | | ✓ | ✓ |
| 6. | Punctuation Mastery Learn how to apply punctuation stylishly! 2.5 hours 37 Lectures https://lacounty.udemy.com/punctuation-mastery/ | ✓ | ✓ | ✓ | ✓ |
| 7. | Report Writing Made Simple Learn a step-by-step method for writing a polished, professional and persuasive business report. 1.5 hour 35 Lectures https://lacounty.udemy.com/report-writing/ | | ✓ | ✓ | ✓ |
| 8. | Write Better Emails: Tactics for Smarter Team Communication Learn email writing tips to save time and enhance communication with your team. 1.5 hours 23 Lectures https://lacounty.udemy.com/write-better-emails/ | ✓ | ✓ | ✓ | ✓ |

| RECOMMENDED COURSES | | CLR | TCH | ANA | SUP |
|---|--|-----|-----|-----|-----|
| 9. Writing With Confidence: Writing Beginner To Writing Pro | | | | ✓ | ✓ |
| Learn to find your voice as a business writer and transform your writing from dull to dazzling. | | | | | |
| 6 hours 97 Lectures | | | | | |
| https://lacounty.udemy.com/writing-for-business/ | | | | | |
| 10. Writing With Flair: How To Become An Exceptional Writer | | | | ✓ | ✓ |
| Learn to write with confidence, style, and impact in this course from a former Wall Street Journal editor. | | | | | |
| 7.5 hours 79 Lectures | | | | | |
| https://lacounty.udemy.com/course/writing-with-flair-how-to-become-an-exceptional-writer/ | | | | | |

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/their 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. | Active Listening Masterclass Stop hearing; start listening. Transform your business now. 31 minutes 14 Lectures https://lacounty.udemy.com/active-listening/ | ✓ | ✓ | ✓ | ✓ |
| 2. | Brilliant Customer Service: How to Impress your Customers! Enhance your customer support and truly differentiate yourself from your competition! 1.5 hours 6 Lectures https://lacounty.udemy.com/brilliant-customer-service-lecture/ | ✓ | ✓ | ✓ | ✓ |
| 3. | Customer How to Manage Customer Feedback Learn to create an environment that welcomes customer feedback and to educate your team on handling feedback and using it to improve. 1 hour 15 Lectures https://lacounty.udemy.com/customer-how-to-manage-customer-feedback/ | | ✓ | ✓ | ✓ |
| 4. | Customer How to Understand Customer Needs Learn how to understand the modern customer and how their needs have changed over time. 1 hour 20 Lectures https://lacounty.udemy.com/customer-how-to-understand-customer-needs/ | ✓ | ✓ | ✓ | ✓ |
| 5. | Customer Service Mastery: Delight Every Customer Master customer service in this practical customer care course. 2.5 hours 39 Lectures https://lacounty.udemy.com/customer-service-mastery/ | ✓ | ✓ | ✓ | ✓ |
| 6. | Customer Service: Soft Skills Fundamentals Learn how to keep your head when everyone else is losing theirs. 40 minutes 22 Lectures https://lacounty.udemy.com/customer-service-soft-skills-fundamentals/ | ✓ | ✓ | ✓ | ✓ |
| 7. | Customer Success How to Actively Engage Your Customers 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 14 Lectures https://lacounty.udemy.com/how-to-actively-engage-your-customers/ | ✓ | ✓ | ✓ | ✓ |
| 8. | Customer Success How to Understand Your Customers Explore how effective listening can create fantastic results. 1 hour 13 Lectures https://lacounty.udemy.com/how-to-understand-your-customers/ | ✓ | ✓ | ✓ | ✓ |

| RECOMMENDED COURSES | | CLR | TCH | ANA | SUP |
|---|--|-----|-----|-----|-----|
| 9. Customer Success: Build Cross-Functional Relationships | | | | ✓ | ✓ |
| Lead through influence and collaboration with marketing, sales, support, services, product, finance, and leadership. | | | | | |
| 1.5 hours 41 Lectures | | | | | |
| https://lacounty.udemy.com/course/customer-success-build-cross-functional-relationships/ | | | | | |
| 10. Service Design: Designing for Experience Over Time | | | | ✓ | ✓ |
| Learn how to structure new service innovations that deliver value to customers and users. | | | | | |
| 1 hour 7 Lectures | | | | | |
| https://lacounty.udemy.com/servicedesign/ | | | | | |

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/their 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. Business Etiquette and Professionalism | ✓ | ✓ | | | |
| The course comprehensively covers the important aspects of any professional's behavior that can help to excel in their field of work. | | | | | |
| 2 hours 61 Lectures | | | | | |
| https://lacounty.udemy.com/course/business-etiquette-and-professionalism/ | | | | | |
| 2. Emotional Intelligence at Work: Learn from Your Emotions | ✓ | ✓ | ✓ | ✓ | |
| Master EQ to identify emotions in yourself and others, manage your emotions, and improve your relationships at work. | | | | | |
| 1 hour 21 Lectures | | | | | |
| https://lacounty.udemy.com/course/emotional-intelligence-at-work-learn-from-your-emotions/ | | | | | |
| 3. Goal Setting at Work: Plan for Success and Reach Your Goals | ✓ | ✓ | ✓ | ✓ | |
| Use SMART goals to focus your work, hold yourself accountable, measure and evaluate your progress, and make an impact. | | | | | |
| 1 hour 19 Lectures | | | | | |
| https://lacounty.udemy.com/goal-setting-at-work/ | | | | | |
| 4. Leadership Ethics and Integrity: A Comprehensive Guide! | | | | | ✓ |
| Deep and enlightening insights and lessons from the research on integrity and ethics for today's leaders! | | | | | |
| 4 hours 36 Lectures | | | | | |
| https://lacounty.udemy.com/insights-into-integrity-ethics-and-morality-for-leaders/ | | | | | |
| 5. Learn to Fully Charge Your Work & Life | ✓ | ✓ | ✓ | ✓ | |
| Learn the keys to leading your best, fully-charged life from Tom Rath, the best-selling author of <i>StrengthsFinder</i> . | | | | | |
| 3 hours 65 Lectures | | | | | |
| https://lacounty.udemy.com/course/learn-to-fully-charge-your-work-life-by-tom-rath/ | | | | | |
| 6. Motivation: The Science of Motivating Yourself and Your Team | | | | | ✓ |
| Learn the critical leadership skill of motivation. | | | | | |
| 4 hours 27 Lectures | | | | | |
| https://lacounty.udemy.com/how-to-motivate-yourself-and-others/ | | | | | |
| 7. Navigate Diversity | ✓ | ✓ | ✓ | ✓ | |
| Learn to assert yourself and leverage diversity on your team to enrich the workplace. | | | | | |
| 1 hour 24 Lectures | | | | | |
| https://lacounty.udemy.com/navigate-diversity/ | | | | | |
| 8. Respect Gender & Sexual Differences & Assert Yourself | ✓ | ✓ | ✓ | ✓ | |
| Diversity enriches the workplace, as long as everyone is respectful. Assert yourself & leverage diversity on your team. | | | | | |
| 31 minutes 29 Lectures | | | | | |
| https://lacounty.udemy.com/respect-gender-sexual-differences-assert-yourself/ | | | | | |

| RECOMMENDED COURSES | | CLR | TCH | ANA | SUP |
|---|--|-----|-----|-----|-----|
| 9. Soft Skills: The 11 Essential Career Soft Skills | | ✓ | ✓ | ✓ | ✓ |
| Learn to become a stronger communicator, enhance your professional image, avoid common career blunders, and manage expectations. | | | | | |
| 31.5 hours 602 Lectures | | | | | |
| https://lacounty.udemy.com/soft-skills-the-11-essential-career-soft-skills/ | | | | | |
| 10. Work from Home - Work Life Balance and Time Management | | ✓ | ✓ | ✓ | ✓ |
| Learn to set boundaries, manage time, avoid burnout, and avoid wasting time. | | | | | |
| 5.5 hours 50 Lectures | | | | | |
| https://lacounty.udemy.com/course/work-life-balance-for-the-self-employed/ | | | | | |

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/they 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. | Agile Crash Course; Agile Project Management; Agile Delivery Get Agile Certified and learn about the key concepts and tools of Agile Project Management (Scrum). 2.5 hours 24 Lectures https://lacounty.udemy.com/course/agile-crash-course/ | | | ✓ | ✓ |
| 2. | Authentic Leadership: Bring Your Whole Self to Work Learn how to build trust, inspire performance, and create strong relationships with your team. 1.5 hours 33 Lectures https://lacounty.udemy.com/course/authentic-leadership-skills/ | | | | ✓ |
| 3. | Building Influence at Work 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 https://lacounty.udemy.com/building-influence-at-work/ | ✓ | ✓ | ✓ | ✓ |
| 4. | Building Your Team: How to put together the perfect team Learn how to build, support, and lead more effective teams, and create a culture of teamwork within your organization. 43 minutes 16 Lectures https://lacounty.udemy.com/building-your-team-how-to-put-together-the-perfect-team/ | | | | ✓ |
| 5. | Certified Six Sigma White Belt Obtain a basic understanding of Six Sigma concepts and the two core approaches of process improvement. 1 hour 15 Lectures https://lacounty.udemy.com/six-sigma-white-belt/ | | | ✓ | ✓ |
| 6. | Complete Guide to Conflict Management in the Workplace Learn conflict resolution skills & effective listening, communication & problem solving techniques. 3 hours 49 Lectures https://lacounty.udemy.com/complete-guide-to-conflict-management-in-the-workplace/ | ✓ | ✓ | ✓ | ✓ |
| 7. | Complete Introduction to Business Data Analysis Learn to turn data into information, insight and intelligence. 3.5 hours 53 Lectures https://lacounty.udemy.com/the-complete-introduction-to-business-data-analysis/ | | | ✓ | ✓ |
| 8. | Delegation Mastery: Increase Productivity & Hit Your Goals! Boost your time management and productivity by delegating tasks to teams and virtual assistants to hit your goals! 4 hours 40 Lectures https://lacounty.udemy.com/delegation-mastery/ | | | | ✓ |

| RECOMMENDED COURSES | | CLR | TCH | ANA | SUP |
|--|---|-----|-----|-----|-----|
| 9. Feedback is Fuel | Become better at giving and receiving feedback in the workplace. 34 minutes 27 Lectures https://lacounty.udemy.com/feedback-is-fuel/ | ✓ | ✓ | ✓ | ✓ |
| 10. Fundamentals of Business Analysis | Get the foundation in business analysis you need to solve your organization's biggest problems. 6 hours 68 Lectures https://lacounty.udemy.com/businessanalysis/ | | | ✓ | ✓ |
| 11. How to Manage & Influence Your Virtual Team | Learn step-by-step tips that help you get things done with your virtual team by increasing trust and accountability. 3 hours 38 Lectures https://lacounty.udemy.com/course/virtual-teams/ | | | | ✓ |
| 12. How to Motivate Employees (So That Productivity Increases)! | Proven ways to motivate your team. 2.5 hours 50 Lectures https://lacounty.udemy.com/how-to-motivate-employees-so-that-productivity-increases/ | | | | ✓ |
| 13. Innovation Master Class | Learn to develop an enterprise innovation practice in this comprehensive course. 3.5 hours 47 Lectures https://lacounty.udemy.com/innovationmasterclass/ | | | ✓ | ✓ |
| 14. Leadership: Leading When You Are Not In Charge! | Leadership is critical for managers, but anyone can lead at any time. Learn key leadership skills and enhance your career! 3 hours 45 Lectures https://lacounty.udemy.com/course/leadership-leading-not-in-charge/ | ✓ | ✓ | ✓ | |
| 15. Lean Management: Reduce Waste and Boost Efficiency | Learn how to use the principles of lean management to optimize production, eliminate waste, and maximize customer value. 1 hour 17 Lectures https://lacounty.udemy.com/lean-management-reduce-waste-and-boost-efficiency/ | | | ✓ | ✓ |
| 16. Manage Change Through Collaboration and Team Work | Change Management Success – How collaboration can help when you lead and manage change. 1.5 hours 21 Lectures https://lacounty.udemy.com/implement-change-more-effectively-by-embracing-collaboration/ | | | ✓ | ✓ |

| RECOMMENDED COURSES | | CLR | TCH | ANA | SUP |
|---|--|-----|-----|-----|-----|
| 17. Mentor for Impact - Start Mentoring | | | | ✓ | ✓ |
| Learn essential wisdom and tools for becoming a great mentor. | | | | | |
| 1 hour 13 Lectures | | | | | |
| https://lacounty.udemy.com/mentoring/ | | | | | |
| 18. Teamwork | | ✓ | ✓ | ✓ | ✓ |
| Learn to develop team performance. | | | | | |
| 19 minutes 6 Lectures | | | | | |
| https://lacounty.udemy.com/teamwork/ | | | | | |
| 19. The Essentials of Feedback & Performance Management (2022) | | | | | ✓ |
| Used at Citibank®, Yelp!®, Oracle®, and other leading firms. Build communication skills and earn your certificate! | | | | | |
| 3 hours 45 Lectures | | | | | |
| https://lacounty.udemy.com/course/the-essentials-of-giving-and-receiving-feedback/ | | | | | |
| 20. The Manager's Guide to Effective One on One Meetings | | | | | ✓ |
| Learn frameworks and strategies to hold effective 1:1 meetings to help you grow and develop your employees. | | | | | |
| 1.5 hours 28 Lectures | | | | | |
| https://lacounty.udemy.com/the-managers-guide-to-effective-one-on-one-meetings/ | | | | | |

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. | Become a SpeedDemon: Productivity Tricks to Have More Time Learn productivity strategies and easy-to-use techniques to help you get through everyday tasks faster and more efficiently. 2.5 hours 38 Lectures https://lacounty.udemy.com/become-a-speeddemon-hack-automation-focus-efficiency-to-have-more-time/ | ✓ | ✓ | ✓ | ✓ |
| 2. | Boost Your Productivity: Adapt, Improve, Do! Get increased productivity with a boost in willpower, habits, motivation, goal setting and decision making process. 1 hour 9 Lectures https://lacounty.udemy.com/self-mastery/ | ✓ | ✓ | ✓ | ✓ |
| 3. | Build Grit Learn how to keep going when you want to give up. 1 hour 15 Lectures https://lacounty.udemy.com/grit-how-to-keep-going/ | ✓ | ✓ | ✓ | ✓ |
| 4. | Change Management for Organizations: Drive Strategic Results Lead change using leadership alignment, stakeholder engagement, culture assessment, communication, and training. 1 hour 29 Lectures https://lacounty.udemy.com/change-management-for-organizations/ | | | | ✓ |
| 5. | Focus and Flow State: A Comprehensive Brain Guide A neuroscience perspective on focus, from distractions and multi-tasking over improvement strategies to the Flow State. 2 hours 22 Lectures https://lacounty.udemy.com/improve-your-focus/ | ✓ | ✓ | ✓ | ✓ |
| 6. | Modern Productivity - Superhuman Focus in a Distracted World Boost your productivity, reclaim your focus, and achieve your goals with this proven approach to personal productivity. 2 hours 30 Lectures https://lacounty.udemy.com/course/modern-productivity/ | ✓ | ✓ | ✓ | ✓ |
| 7. | Productivity and Time Management for the Overwhelmed Learn to reduce your overwhelm and increase your results in this complete productivity and time management course. 2 hours 32 Lectures https://lacounty.udemy.com/productivity-and-time-management/ | ✓ | ✓ | ✓ | ✓ |
| 8. | Stress management for business owners, directors & managers Learn to reduce and manage stress at work, building stress resilience through 50+ practical stress management strategies. 1.5 hours 32 Lectures https://lacounty.udemy.com/stress-management-for-business-owners-directors-managers/ | | | | ✓ |

| RECOMMENDED COURSES | | CLR | TCH | ANA | SUP |
|---------------------|---|-----|-----|-----|-----|
| 9. | The Hyper-Focus, Self-Control and Productivity Masterclass Improve your personal productivity and effectiveness by applying proven strategies for focus mastery and self-discipline. 12.5 hours 37 Lectures https://lacounty.udemy.com/course/unlimited-success-transform-your-personal-productivity/ | ✓ | ✓ | ✓ | ✓ |
| 10. | Working Remotely: How to Succeed in the New Workplace A how-to-guide for remote workers – and those who work with them. 1 hour 33 Lectures https://lacounty.udemy.com/course/working-remotely/ | ✓ | ✓ | ✓ | ✓ |



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