Workforce and Employee Development

Webinar Training Catalog

July - December 2024

Los Angeles County University

Los Angeles County DEPARTMENT OF Human Resources

OPEN ENROLLMENT PROCESS

1. For the open-enrollment webinars listed in this catalog, employees may self-enroll in TalentWorks or register through a Departmental Learning Administrator.
2. Managers must approve webinar enrollments in TalentWorks. (Managers will receive an approval request email from TalentWorks with a link to the approval page.)

> **Please Note**: Trainings 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. **An employee's attendance, with or without a manager's preapproval, shall authorize DHR to charge the Department for the employee's participation in the training.**

CANCELLATION PROCESS

1. The deadline for cancellation is 3 days before the webinar. (After the deadline, please contact DHR-WED.)
2. 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.
3. If the originally enrolled employee does not attend and a replacement is not sent, the Department will be charged the full fee for the enrollment.

DEPARTMENT-DEDICATED CLASSES

Departments may also schedule dedicated classes for their staff upon request. Department-dedicated classes can be delivered as **webinars** or **in-person workshops**.

For details on pricing, workshop duration, and minimum/maximum enrollments, or to schedule a dedicated class for your Department, please contact DHR-WED.

DHR-WED CONTACTS

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Check out our website for a full list of DHR Workforce and Employee Development offerings, including our online trainings, leadership development programs, Udemy Learning, and more!

http://employee.hr.lacounty.gov/development-2/

Customer Service $58 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	Enrollment Deadline
07/11/24	Thursday	Part I: 9am—11am Part II: 1pm—3pm	07/08/24
09/03/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	08/31/24
11/06/24	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	11/03/24
12/04/24	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	12/01/24

Coaching for Performance Improvement $58 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	Enrollment Deadline
08/07/24	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	08/04/24
10/22/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	10/19/24
12/03/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	11/30/24

Workforce & Employee DEVELOPMENT
A Division of Los Angeles County **Human Resources**

Effective Communication and Difficult Conversations $58 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	Enrollment Deadline
07/24/24	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	07/20/24
09/26/24	Thursday	Part I: 9am—11am Part II: 1pm—3pm	09/23/24
11/12/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	11/09/24
12/05/24	Thursday	Part I: 9am—11am Part II: 1pm—3pm	12/02/24

Workforce & Employee DEVELOPMENT
A Division of Los Angeles County **Human Resources**

Employment Law for Supervisors $29 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 Free Workplace policies.

Date	Day	Time	Enrollment Deadline
08/13/24	Tuesday	10am—12pm	08/10/24
10/10/24	Thursday	10am—12pm	10/07/24

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Effective Discipline $58 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	Enrollment Deadline
07/25/24	Thursday	Part I: 9am—11am Part II: 1pm—3pm	07/22/24
08/27/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	08/24/24
09/18/24	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	09/15/24
10/29/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	10/26/24
11/19/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	11/16/24
12/12/24	Thursday	Part I: 9am—11am Part II: 1pm—3pm	12/09/24

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Performance Evaluation $58 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	Enrollment Deadline
07/24/24	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	07/21/24
08/20/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	08/17/24
09/19/24	Thursday	Part I: 9am—11am Part II: 1pm—3pm	09/16/24
10/03/24	Thursday	Part I: 9am—11am Part II: 1pm—3pm	09/30/24
11/05/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	11/02/24
12/04/24	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	12/01/24

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Selection Interviewing $58 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	Enrollment Deadline
08/06/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	08/03/24
10/09/24	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	10/06/24
12/10/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	12/07/24

Team Building $58 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	Enrollment Deadline
08/15/24	Thursday	Part I: 9am—11am Part II: 1pm—3pm	08/12/24
09/24/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	09/21/24
11/20/24	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	11/17/24

Supervisor Essentials $87 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	Enrollment Deadline
07/16/24 07/17/24 07/18/24	Tuesday Wednesday Thursday	10am—12pm	07/13/54
08/20/24 08/21/24 08/22/24	Tuesday Wednesday Thursday	10am—12pm	08/17/24
09/17/24 09/18/24 09/19/24	Tuesday Wednesday Thursday	10am—12pm	09/14/24
10/15/24 10/16/24 10/17/24	Tuesday Wednesday Thursday	10am—12pm	10/12/24
11/12/24 11/13/24 11/14/24	Tuesday Wednesday Thursday	10am—12pm	11/0924
12/10/24 12/11/24 12/12/24	Tuesday Wednesday Thursday	10am—12pm	12/07/24

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Diversity: Skills for the 21ˢᵗ Century Workforce $55 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	Enrollment Deadline
08/14/24	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	08/11/24
10/03/24	Thursday	Part I: 9am—11am Part II: 1pm—3pm	09/30/24
11/05/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	11/01/24
12/11/24	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	12/08/24

Employment Discrimination Prevention Training $55 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	Enrollment Deadline
07/23/24	Tuesday	Part I: 9am—11am Part II: 1pm—3pm	07/20/24
10/30/24	Thursday	Part I: 9am—11am Part II: 1pm—3pm	10/27/24

Equal Employment Opportunity (EEO) Training for Commissioners $60 per participant

Target Audience: Newly appointed, permanent LA County Commissioners

Duration: 4.5 Hours

Description: This webinar informs Commissioners of their rights, roles, and responsibilities under Federal & State anti-harassment and nondiscrimination laws, and the County Policy of Equity. Commissioners will also build cultural competence, learn how to mitigate implicit bias, and deepen their understanding of diversity and diversity-related issues. This course includes key terminology, quizzes, case studies, and additional resources to engage learners and reinforce these important concepts.

Date	Day	Time	Enrollment Deadline
09/10/24	Tuesday	Part I: 9am—11:30am Part II: 1pm—3:00pm	09/07/24

Increasing Respect in the Worklace $55 per participant

Target Audience: Managers and supervisors

Duration: 4 Hours (2 Parts)

Description: This webinar is designed to broaden and deepen participants' understanding of respect in the workplace, barriers and consequences of disrespect, tools for self-improvement and apply techniques for effective and respectful communication. Participants will also learn about policies, conduct activities to build self-awareness related to respect, culture and human diversity. By bringing all of these together, along with best practices, participants will be able to apply their learning and critical thinking skills throughout the training.

Date	Day	Time	Enrollment Deadline
07/16/24	Tuesday	8:00am—12:00pm	07/13/24
09/12/24	Thursday	8:00am—12:00pm	09/09/24
11/13/24	Wednesday	8:00am—12:00pm	11/10/24

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Transgender Awareness for Managers and Supervisors $55 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	Enrollment Deadline
07/31/24	Wednesday	Part I: 9am—11am Part II: 1pm—3pm	07/28/24

Transgender Awareness (Non-Supervisory) $27 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	Enrollment Deadline
09/26/24	Thursday	10am—12pm	09/23/24

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