



SACRAMENTO
COUNTY

2020 Winter/Spring Course Catalog



TABLE OF CONTENTS

Leadership & Employee Development Tracks	3
Enrollment FAQs.....	4
Personal Development	5
Professional Development & Wellness Seminars	7
Supervisor Training	9
Policy & Procedure.....	9
Safety & Risk Management.....	10
Interpersonal Leadership	11
Manager Training.....	13
Management Development.....	13
Training from County Counsel	16
Computer Training (DTech)	17
Microsoft Courses	17
SAP/COMPASS Courses	17
Mandatory Training	18
Discrimination & Harassment Prevention	18
Ethics	18
MYLEARNING DEPARTMENT ADMINISTRATORS	19

Leadership & Employee Development Tracks

For Supervisors

Supervisors & Lead Workers have options for three separate leadership track certificates. Those interested in receiving a certificate must complete all courses within a track within three (3) years from the date of the first class taken.

Policy & Procedure	Safety & Risk Management	Interpersonal Leadership
FMLA/CFRA	Injury and Illness Prevention (1)	Foundations to Building Trust
Reasonable Accommodation	Injury and Illness Prevention (2)	Resolving Conflict Creatively as a Leader
Hiring Process & Interviewing Best Practices	Risk Management	Creating Employee Engagement
Labor Relations	Workplace Violence Prevention	Performance Management & Accountability
Investigations & Documentation	Defensive Driver	
Workers' Compensation		

For All Employees

An additional track is available for both employees and supervisors within Personal Development. Those interested in receiving a certificate should complete this track within three (3) years from the date of the first class taken.

Personal Development
Critical Thinking Skills
Managing Workplace Stress
Communicating Effectively in the Workplace
Mastering Public Speaking
Myers-Briggs Type Indicator

Enrollment FAQs

How do I enroll in a training class?

1. Login in to your MySacCounty account, click on the “Employee Self-Service” tab.
2. Click the link for “MyLearning” under the Career & Development tab.
 - If you are defaulted to the “Home” tab click the drop down and click “Learning.”
3. Locate the “Find Learning” box on the right side of the page. Enter the course you are searching for and click “Go.” You can also choose to “browse all courses.”
4. Once you find the class you’d like to enroll in, click “See Offerings” and then click “Register Now” for the session you’d like to attend.
5. Click “Confirm.”
6. Your enrollment is now awaiting supervisor approval.

Link to full tutorial:

http://inside.my.saccounty.net/MySacCountyLearningMaterials/Documents/ML_How_to_Register_for_a_Class.pdf

How do I check my enrollment status?

To check you enrollment status, login to your MyLearning portal and check your “Learning” page. All assignments will be listed as pictured below. The status will be noted in the upper right corner of the class.



Workers' Compensation
COURSE DPS_WORK_COMP

ENROLLED



I wasn't able to sign up for the class I wanted, can I show up to the class as a drop-in and stay if there is room?

Drop-ins are not permitted for DPS trainings. To attend a training, your status must be listed as “enrolled.” It is recommended that you check your enrollment status prior to attending a training.

Don't see your question listed here?

Tutorials and resources for employees and supervisors are available on our website.

<http://inside.personnelservices.saccounty.net/TrainingOrganizationDevelopment/Pages/My-Learning.aspx>

Personal Development

Communicating Effectively in the Workplace

We've all probably experienced a time when we felt frustrated because we weren't able to successfully get our point across to someone else. It's not uncommon to have times when we struggle to understand what others are trying to communicate. Sometimes those struggles are because the person sending the message isn't communicating effectively. Though, it could be because we aren't taking steps to help us accurately understand the message. Participants will learn about the communication process and how to efficiently send a message and how to receive messages successfully and provide proper feedback.

Instructor: Magellan Health

Class Length: 2 hours

Managing Workplace Stress

Stress is a normal part of life. Some stress can help increase productivity and push employees to reach their goals. However, excessive stress can interfere with productivity and cause physical and emotional problems. When pressures and demands at work increase, employees need ways to manage it. In this training, employees will learn the signs and symptoms of excessive workplace stress and techniques to manage stressors. Participants will learn how to plan effectively for their day; ways to break negative habits that could be increasing their stress levels, and quick tips to diffuse stress.

Instructor: Magellan Health

Class Length: 2 hours

Critical Thinking Skills

Critical thinking skills are an important aspect in both your work environment and everyday life. During this training, participants will understand elements of critical thinking, engage in various critical thinking exercises, recognize hindrances to logical problem solving and decision making, and use their "Six Thinking Hats" to solve scenarios.

Instructor: Chanel Durkee

Class Length: 3.5 hours

Register for available offerings in [MyLearning](#)

Mastering Public Speaking

This workshop will help refine communication skills through accomplishing four objectives: understanding public speaking foundations, speech development, speech arrangement and style, and strategizing public speaking use. Upon completion of the course, participants should have a solid grasp of techniques to building stronger speeches and overcoming obstacles that impede public speaking success.

Instructor: Jennifer Norman

Class Length: 3.5 hours

Myers-Briggs Type Indicator

The Myers–Briggs Type Indicator (MBTI) is a personality indicator based on differing psychological preferences in how people perceive the world around them and make decisions. What's right for one person may not be right for another. And sometimes others' behavior doesn't make any sense to us. This tool will help you organize personality traits into a framework that will show you some new ways of looking at them. MBTI helps us to enhance understanding of ourselves and those around us and to better communicate and appreciate what each type brings to the table.

Instructor: Chanel Durkee

Class Length: 2.5 hours

Register for available offerings in [MyLearning](#)

Professional Development & Wellness Seminars

Five Fast Fixes to Reduce Stress

Stress is an inevitable part of life. It comes in many forms, such as trying to figure out how to pay unexpected bills or managing increased demands at work. We can't stop all stressful events from happening, but we can learn to manage them in a way that keeps our stress level under control. This training teaches five simple tips to help manage everyday stressors faced at work or home.

Instructor: Magellan Health

Class Length: 2 hours

Cultural Competency in the Workplace

Work environments are increasingly diverse in age, gender, ethnicity, etc. A key component of a healthy and thriving team is the ability to navigate through these differences successfully. In this training, you will gain a deeper understanding of your individual diversity and that of others around you. You will learn what it means to be culturally competent and why this is so important in today's ever-changing world. Finally, you will gain practical insights and strategies for acquiring skills of cultural competence that are applicable both within and outside of work.

Instructor: Magellan Health

Class Length: 2 hours

Strategies for Resolving Workplace Conflict

Conflict is normal, a natural part of relationships and is inevitable. This can be especially true in today's diverse workplace. Yet unaddressed and unresolved conflict can be damaging to workplaces. In this training, employees will gain an understanding of why conflict happens and their response to it. They will also learn and apply strategies for effectively approaching and resolving their workplace conflicts.

Instructor: Magellan Health

Class Length: 2 hours

Register for available offerings in [MyLearning](#)

Using Emotional Intelligence for Workplace Stress

Did you know IQ only accounts for a small part of workplace success? More often employers are looking at personal qualities, such as perseverance, self-control, and superior social skills. Emotional intelligence (EI) is our ability to recognize and understand emotions in ourselves and others, and our ability to use this awareness to manage our behavior and relationships. In this training, you will learn why EI is important in the workplace and ways to improve your emotional intelligence.

Instructor: Magellan Health

Class Length: 2 hours

Improving Communication with Your Teen

Despite the challenges of communicating with teenagers, this can be a very satisfying time in your relationship with your child. Despite their protests to the contrary, our teens still need us. This training will help you to improve your communication with your teen and keep the relationship strong.

Instructor: Magellan Health

Class Length: 2 hours

Planning & Caring for an Aging Loved One

With advances in modern medicine, Americans are living longer. This increase in the elderly population has raised the demand for caregivers. This seminar will address the challenges of caregiving, such as initiating a discussion with an aging loved one; health care; legal and financial plans; caregiver guilt; self-care and communicating with your manager/supervisor when work is affected.

Instructor: Magellan Health

Class Length: 2 hours

Register for available offerings in [MyLearning](#)

Supervisor Training

Policy & Procedure

Family Medical Leave Act (FMLA)

Managers and Supervisors will be provided with a basic understanding of the Family Medical Leave Act and the California Family Rights Act. These laws provide for job-protected leave, coordination of different types of leave, notification procedures, and continuation of health benefits. Supervisors will be introduced to the County policy and administrative guidelines. Participants will work interactively with several scenarios to deepen their understanding of and strengthen their skills in working with the laws and administrative requirements.

Instructor: Alice Krueger

Class Length: 3.5 hours

Reasonable Accommodation

This course provides supervisors with a basic understanding of the responsibilities they have under these laws. Supervisors will be introduced to the County's Reasonable Accommodation process including the Accommodation Transfer process.

Instructors: Nancy Gumnor, Cori Stillson, Richard Chang

Class Length: 3.5 hours

Hiring Process & Interviewing Best Practices

Supervisors will have an opportunity to develop a job duty statement, review the application and begin the process of selecting the best candidate for the job. Supervisors will learn how to avoid legal pitfalls and ensure they are compliant throughout the hiring process. Participants will learn behavior based interview techniques and how to develop interview questions specific to the skills needed for the position.

Instructors: Candice Mabra, Cathy O'Connell

Class Length: 3.5 hours

Labor Relations

Supervisors will gain understanding of what constitutes a grievance and how the grievance process works. Participants will also understand the term "Contract" as it relates to the County's bargaining agreements and the supervisor's role in contract administration. Participants will be given hands-on experience on how a grievance is handled and who has the burden of proof when a grievance is presented.

Instructors: Matt Connolly, Vanessa De Leon

Class Length: 3.5 hours

Investigations & Documentation

Supervisors will gain an understanding of how the investigation process works and when to investigate. An overview of the documentation needed to complete an investigation will be provided along with an understanding of which situations should be escalated to appropriate human resources staff. Participants will learn how to appropriately document an investigation and ensure the investigation is fair, legal, and objective.

Instructors: Quinn Johnston, Mindy Scates-Gonzalez

Class Length: 3.5 hours

Workers' Compensation

The Workers' Compensation class provides a comprehensive overview of the claims process from injury through settlement including legally mandated forms, as well as the role of the supervisor in completing those forms.

Instructors: Charma Howard, Larry Scott

Class Length: 2 hours

Safety & Risk Management

Injury & Illness Prevention (1)**

This course will serve as an introduction to the County's Injury and Illness Prevention Program (IIPP). Participants will learn how to ensure workplaces are free from recognized hazards and learn to promote the health and wellbeing of your staff, while safeguarding all work activities. In addition, participants will learn how to develop and implement a Job Hazard Analysis to safeguard processes and tasks. ****Part 1 must be completed before Part 2****

Instructors: Julie Cobb, Mai Moua

Class Length: 4 hours

Injury & Illness Prevention (2)

Participants will build on the knowledge from part 1 of this series and gain insight about operations by understanding the need for and conducting inspections of your worksites for

safety and health hazards. Learn how to prevent future accidents and incidents by employing the proper investigative techniques involving employee injury or illness.

Instructors: Julie Cobb, Mai Moua

Class Length: 4 hours

Risk Management

Supervisors will gain understanding of the role they play in Risk Management. Risk Management topics include: claims and the claims process, evaluation of risk, the County's various self-insurance and insurance programs, as well as how to reduce the County's exposure to loss and what supervisors and employees can do to help reduce claims costs. Participants will understand their leadership role in creating a safe work environment and minimizing risk.

Instructors: Paul Hight, Kristin Usery, Mike Daily

Class Length: 2 hours

Workplace Violence Prevention

Supervisors will learn about the potential for violence in the workplace, recognize the warning signs, learn how to investigate and report threats and/or incidents of violence, and learn how to diffuse a potentially violent individual or situation. By participating in this program, supervisors will help the County and its employees minimize the risk of violence and injury.

Instructors: Julie Cobb, Mai Moua

Class Length: 4 hours

Interpersonal Leadership

Foundations to Building Trust

This workshop provides participants an understanding of trust, seven principles to change people's perception of trustworthiness, and a thorough exploration of the influences that affect trust in the workplace. Trust starts with an individual and then expands within teams. This workshop will assist with establishing or re-establishing trustworthiness, which is essential to departments' success.

Instructor: Jennifer Norman

Class Length: 3.5 hours

Register for available offerings in [MyLearning](#)

Resolving Conflict Creatively as a Leader *(formerly Conflict Management)*

As a leader, resolving conflicts can be a daily occurrence. Addressing these issues is important as unresolved conflicts can lead to intense animosity. When you resolve the conflict appropriately, it can lead to personal and professional growth. In this course, you will learn the most common sources of conflict and different individual styles for dealing with conflict. You will also learn strategies to improve your listening skills and help employees resolve conflict individually or as a group.

Instructor: Magellan Health

Class Length: 2 hours

Creating Employee Engagement

Employees are the most important assets in any organization and how they view their connection to it impact their motivation and overall organization effectiveness. From daily recognition to communication efforts and teambuilding opportunities, there are a variety of tools supervisors can implement to build confidence, improve morale and increase productivity. This training reviews what employee engagement means, how it can be measured and explores strategies and tools to improve engagement at both an individual and team level.

Instructor: Chanel Durkee

Class Length: 3.5 hours

Performance Management & Accountability

Performance Management and Accountability is the collaboration of expectations, employee development and an evaluation process to foster supportive communication in a productive work environment that engages employees. An overview will be provided of the necessary skills and techniques to conduct year-round performance management and an effective performance evaluation that offers an employee performance and career development information.

Instructor: Chanel Durkee

Class Length: 3.5 hours

Register for available offerings in [MyLearning](#)

Manager Training

Management Development

Team Building Strategies for Leaders

Creating teamwork can be challenging. Simply calling a group a team doesn't make it so. In this interactive training supervisors, managers and HR leaders will learn differences between workgroups and teams; team strengthening strategies; identify their team's areas of improvement; set goals for change and receive information on additional team building activities, continuous team building, and leadership skill development.

Instructor: Magellan Health

Class Length: 2 hours

Helping Employees Navigate Change

How do you respond to change? How do you think your employees respond to change? Attend this training to learn more about the factors affecting change and how to deal with resistance to change. You will also have an opportunity to discuss and apply what you've learned to changes you may currently be experiencing.

Instructor: Magellan Health

Class Length: 2 hours

Coaching Services

As a leader in your organization, your words, actions and behavior become an example for others. Your demonstration of emotional intelligence, as well as effective communication and interpersonal skills or lack thereof ripple throughout your organization, impacting the bottom line and, ultimately, the citizens. It starts with you! Once viewed as a "fix" for problem employees with performance issues, coaching has evolved into and is recognized as a proactive measure adopted by savvy leaders to support their success. Why go it alone when you can have a coach in your corner? And, as for your career advancement, without a coach, you may lag behind the competition, because, as popular as coaching is nowadays, it's very likely that your competition has a coach in their corner. Access the "Benefits of Coaching" link for research study results on the positive impact of coaching in the workplace.

For more information about our coaching services, please visit our webpage.

<http://inside.personnelservices.saccounty.net/TrainingOrganizationDevelopment/CoachingServices/Pages/default.aspx>

County Purchasing Training

Purchasing 101

This program is designed to provide County employees with an overview of the purchasing process and procedures. It introduces the services that the Contract & Purchasing Services Division provides in regard to the acquisition of supplies, equipment, materials, professional and other services. Participants gain an understanding of the role in the purchasing process, their mandated obligations and responsibilities.

Instructor: John Moestopo

Class Length: 3 hours

Procurement Card (P-Card) Training

The Procurement Card (Pcard) Program is a program that authorizes departments to make small dollar (\$2,500 or less) purchases for goods or services not available via a county contract. Attending this class is mandatory for those who wish to utilize the Pcard Program and become a Pcard Participant. Details of the Pcard Program will be discussed, along with Program Overview, Taxes, Obtaining a Pcard, Using a Pcard, Monthly Statements, Card Security and Protection. An on-line version of this course is also available.

Instructor: Dianna Baird

Class Length: 3.5 hours

Delegated Purchase Order Program

The Delegated Purchase Order (DPO) Program is a program that authorizes departments to make small dollar (\$5,000 or less) purchases for goods or services not available via a county contract. Attending this class is mandatory for those who wish to utilize the DPO program and become a Department Delegated Buyers. Details of the DPO Program will be discussed, along with effective buying strategies, program requirements and responsibilities, ethics and conflicts of interest, maverick spending and County contracted vendors. Renewing Cardholders will receive their renewal Pcard after passing the Assessment requirement. An online version of this course is also available.

Instructor: Craig Rader

Class Length: 3.5 hours

Purchasing or Public Works?

California public works (construction) laws are rapidly evolving, and some previous equipment “purchase and installation” orders may now be considered public works projects. Participants

will gain an understanding of the differences between the purchase of equipment, goods and services, and the public works contracting process. There are also several options within each process to help keep your procurement on time and within legal requirements. Reference materials will also be provided. This class is designed for department staff who are involved in the purchasing process, as well as supervisors and managers.

Instructor: John Finney

Class Length: 2 hours

More information on County Contracts and Purchasing Guidelines can be found here:

<http://inside.dgs.saccounty.net/capsd/Pages/default.aspx>

Register for available offerings in [MyLearning](#)

Training from County Counsel

County Contracts

Learn about the County's contracting process, policies, the role of the contract officer, and the role of County Counsel. Departments are encouraged to send program staff and/or others who deal with, negotiate, or draft contracts on behalf of their departments/agencies.

Instructor: Rick Heyer

Class Length: 2 hours

Public Records Act

Learn the legal requirements in the dissemination of public records to protect the County. This training provides participants with a broad overview of the procedure and substantive requirements of the Public Records Act, relating to the disclosure of governmental records and documents.

Instructor: Rick Heyer

Class Length: 2 hours

Register for available offerings in [MyLearning](#)

Computer (DTech) Training

The County Department of Technology (DTech) offers several computer training courses are offered for many of the applications found in the Microsoft Office 2016 suite and for SAP/COMPASS in the FI (Accounting) and LO (Purchasing/MM) modules. COMPASS course offerings are free of charge and Microsoft Courses will be charged \$175 to your department.

Microsoft Courses

Access 2016, 1 Basic
Access 2016, 2 Intermediate
Access 2016, 3 Advanced
Excel 2016, 1 Basic
Excel 2016, 2 Intermediate
Excel 2016, 3 Advanced
Word 2016, 1 Basic
Word 2016, 2 Intermediate
Word 2016, 3 Advanced
Outlook 2016
PowerPoint 2016
Publisher 2016
Visio 2016
AgendaNet*

SAP/COMPASS Courses

Introduction to COMPASS
Introduction to Finance
Introduction to Purchasing
Asset Management - Equipment
Board Approved Purchasing
Centralized Purchasing
Cost Control
FI—Reporting
General Ledger
Parking Invoices

Additional information and training resources are available at the Computer Training Center:

<http://inside.dtech.saccounty.net/services/Pages/Computer-Training-Center.aspx>

Register for available offerings in [MyLearning](#)

Mandatory Training

Discrimination & Sexual Harassment Prevention

Classroom: This training will meet the qualification for all employees (both supervisory and non-supervisory employees) per California state law. This class will provide employees with information on the prevention of discrimination and harassment in the workplace. Based on County policies regarding Discrimination and Sexual Harassment prevention, this learning program uses various scenarios to encourage employees to analyze, discuss, and understand the impact that discrimination and harassment potentially have on their work environment.

Online: The online Discrimination & Sexual Harassment Prevention training is an alternative to the classroom setting where you may progress at your own pace. The online training program is an interactive course where you will receive immediate feedback to increase your knowledge and gain skills for responding to situations where sexual harassment or discrimination may occur. The best techniques for preventing, reporting and responding to equal employment ("EEO") issues are re-enforced. Course materials are updated annually.

The online course is available for all County employees through [MyLearning](#) in ESS.

Discrimination & Sexual Harassment Prevention training is required every 2 years for all employees effective January 1, 2019.

Ethics

All elected officials of the County and all members of the County's "legislative bodies" must receive a minimum of two hours of ethics training, per California state law. Per Board actions, the County expanded the Conflict of Interest & Ethics Training requirement to include the following employees: Chief of Staff and Assistants to Supervisors, Agency Administrators, Deputy Agency Administrators, Department Heads, Assistant or Deputy Department Heads (or equivalent), Board and Commission Members who are required to file Form 700, County staff that provide primary administrative support or service to any of the affiliated Boards, Commissions, Committees or Councils which are required to file Form 700.

A minimum of two hours of Conflict of Interests and Ethics training (AB 1234) is required at least every two years.

The online course has a two hour training requirement and a certificate of completion that you will need to print in order to obtain credit. Make sure you pace yourself through each section of the online course so that you meet the two hour minimum completion time without getting timed out. An outline of each section to help you pace yourself is available – [online instructions](#).

The online course can be access through the link below.

<http://localethics.fppc.ca.gov/ab1234>

MYLEARNING DEPARTMENT ADMINISTRATORS

For the most recent list, please visit our training site:

<http://inside.personnelservices.saccounty.net/TrainingOrganizationDevelopment/Pages/default.aspx>

ASSESSOR	Tammy Terrell	6-6756	terrellt@saccounty.net
BRADSHAW TEAM			
Ag Commissioner	Teresa Adams	5-6386	adamst@saccounty.net
Animal Care	Vita Tsymbal	5-4781	tsymbalvi@saccounty.net
Dev & Code Services	Samantha Matsumoto	4-2896	matsumotos@saccounty.net
Economic Development	Tisha Tolliver	4-4417	tollivert@saccounty.net
Environmental Mgmt	Christina Menefee	5-8425	menefeech@saccounty.net
General Services			DGSTraining@saccounty.net
Human Resources	Kaneswha Cheatum	5-4348	cheatumk@saccounty.net
Planning	Rita Ensign	5-3118	ensignr@saccounty.net
Regional Parks	Ellie Guerrero	5-6961	GuerreroE@saccounty.net
Regional Parks	Adriane Rosemond	5-1222	RosemondA@saccounty.net
Regional San-SRWTP	Kim Ruelas	5-9101	SDATraining@sacsewer.com
Regional San-Goethe	David Stoffel	5-1281	SDATraining@sacsewer.com
SASD	Shelly Smith-Cortez	6-6076	SDATraining@sacsewer.com
Transportation	Justin Hess	6-5414	hessj@saccounty.net
	Mitch Villierme	6-5418	villiermem@saccounty.net
Waste Management	Felicia Johnson	5-6976	Johnsonfe@saccounty.net
Water Resources	Aaron Pflueger	5-0186	pfleugera@saccounty.net
DISTRICT ATTORNEY	Gabriela Villa	4-6606	DAPersonnel@sacda.org
FAMILIES FIRST TEAM			
Human Assistance	Dwayne Covey	5-8509	coveyd@saccounty.net
Child Support Services	Reynando Accooe	5-9691	accooer@saccounty.net

PARKWAY TEAM			
Human Resources	HHS Training	5-1339	HHS-Training@saccounty.net
Probation	Audrey Jones	5-6012	jonesau@saccounty.net
DHS-Management Services	Rebecca Naughton	5-3113	Naughtonr@saccounty.net
DHS-Public Health	Prabhjot Johnson	5-1409	JohnsonP@saccounty.net
DCFAS-APS	Irene Chu	5-0675	chui@saccounty.net
DCFAS-CPS	Melanie Perez	4-5198	perezme@saccounty.net
DCFAS-SAS	Heidi Richardson	4-9336	richardsonh@saccounty.net
RETIREMENT	Shannon Browning	4-9090	brownings@saccounty.net
	Amy Larson	4-9030	larsona@saccounty.net
SHERIFF	Huong Nguyen	5-0400	hnguyen@sacsheriff.com
VOTER REGISTRATION	Mike Lotz	5-6464	lotzmi@saccounty.net
WEST TEAM			
Airports Board of Supervisors CEO DTECH Personnel Services Public Defender	Kathleen Crowley	4-8059	Crowleyk@saccounty.net
Civil Service Comm	Marika Garcia	4-5083	garciamarik@saccounty.net
Clerk of the Board	Kathy McClellan	4-8987	McClellanK@saccounty.net
Conflict Criminal Def	Jill Steinhofer	4-5236	Steinhoferj@saccounty.net
Coroner	Daniel Baker	4-9321	BakerD@saccounty.net
Clerk Recorder	Nathan Crow	4-9120	CrowN@saccounty.net
County Counsel	Stacy Revoir	5-9793	RevoirS@saccounty.net
Finance	Paula Burris	4-6016	Burrispj@saccounty.net
Revenue Recovery	Andrea Hornsby	6-6671	HornsbyA@saccounty.net
	Norriel Hernandez	5-7830	Hernandezn@saccounty.net