



# Employees' Advisory Council



*to continually improve the Pinellas County classified employees' quality of work life*

APPROVED BY THE EAC

Employee Advisory Council – Delegate Meeting Minutes  
Extension Services, 12520 Ulmerton Road, Largo, FL  
Thursday, March 27, 2014, 8:00 a.m. – 10:00 a.m.

## **Call to Order**

The EAC Delegate meeting was called to order at 8:10 a.m. by Chairman, Charles Toney.

## **Guests Introductions**

The chairman introduced all new Delegates for 2014.

## **Comments from EAC Chairman – Charles Toney**

At the Personnel Board meeting, we discussed a couple of rule changes. Everyone was encouraged to go to the Human Resources web site and review the Personnel Rules (<http://www.pinellascounty.org/hr/pdf/Personnel-Rules.pdf>) and advise of any comments. The EAC Council will be discussing Personnel Rules at the next EAC Representatives meeting.

## **Comments from Director of Human Resources – Peggy Rowe**

Peggy Rowe introduced the new hiring process. Employees will need to complete an application online that includes basic information. This is a one-time process. There will be no carry over from the previous registers. When you apply for a position, you will only apply for the position, not a classification. Additionally, Jack Loring gave an overview of the new hiring process that included reviewing the new employment opportunities website. The new process is job specific, and the jobs are specific to a location. If the job is for multiple locations, the posted job will say “varies”. Testing will now be administered to differentiate skill levels for top candidates later in the selection process. When completing the general application, make sure all fields are completed that are in red. There are no supplemental questions with the general application. Once the application is submitted, you can go back in and make changes and updates as needed. You will not be able to make changes to supplemental questionnaires once submitted.

Questions: Will we still have the Job Interest card? With the Taleo system, employees will have the opportunity to track jobs that they are interested in. Rather than a Job Interest card, employees can create Job Alerts and receive an email notification as soon as a job matching their interest becomes available. Will there be a time out on the supplemental questions? No. Can you attach a resume? You can attach a resume when applying for the position. Do you think there will be an increase in jobs being posted? There will probably be an increase in jobs because the jobs being posted are specific jobs. How quickly will the hiring manager see the applicants who applied for the position? The hiring manager will see the submission of the applications immediately. The manager has a log-in that is received from Human Resources. The manager can contact Jack Loring for training, if needed. Will employees who assist the manager with the requisitions be trained? Yes, requisition training is available. Are there a maximum number of characters in the job history area? Jack Loring will research the character limit. If an individual is on the existing register, will the individual be called for a job? It's possible because of overlapping of the hiring process change. Human Resources can give the old register to the manager. However, eventually, the register will go away. Will the posted job say part-time? Human Resources can add a field including the number of hours and the shift. What is meant by Cost of Labor? Cost of Labor is the value of an occupation including the cost to the employer to provide pay and benefits measured over a period of time. Is there going to be a raise? There is no Cost of Living raise. The County Administrator is budgeting for a wage increase which will be a combination of several things like Cost of Labor and merit evaluation.

## **Health and Wellness Update – Dave Blasewitz**

The new incentive program includes a Get Fit program for covered spouses and domestic partners and a rewards redemption program. Points are earned depending on the incentive. The two different ways to get the points are through rewards or cash. The points can be seen on the United Healthcare website.

Questions: Are the reward points the same as cash? If you receive reward points, you are getting points that are added to your service award points. You can shop and redeem the points right away or save them. Your reward is mailed to your home. You can double the points if you add your spouse or your partner. The spouse or partner will need to create a United Healthcare account if not on the medical program. Can you accumulate points with the Safe Driver Awards program? Consideration is being given to adding other reward categories, such as the Safe Driver. How do you acknowledge that you want the cash or reward points? If you are taking reward points, you don't have to do anything. If you want to choose cash, you will receive an email with the [link](#). It will also be on the Human Resources website. Where will the points be located? The points will be deposited in your account on the United Healthcare website. Can you change your decision regarding the reward or cash? If you are in rewards, you can change. Do the points roll over to the next year? Yes. Cash does not roll over. If an employee has his or her 25<sup>th</sup> anniversary in May, when will the points be shown? The points will show up on the anniversary date. You can redeem them any time. There is a deadline to get cash. If you select cash this quarter and the next quarter you change your mind, what can you do? Contact Employee Benefits to override the change. Can Benefits put out information stating how many points are listed for a year? The points are listed on the Human Resources website under [Service Awards](#). Can you change your password on the website? Yes, you can. Remember cash is taxed; points are not.

How do you handle departments that do not give travel time to the Wellness Learning Series sessions? It is the department's call. You can bring it to the attention of the EAC Representatives Council and the Council can bring up at the Appointing Authorities meeting. Will the Learning Series be better this year? Last year, webinars were done. The learning experience varied in quality due to technical challenges with the webinars. This year it will be done face-to-face. If an individual wants to attend the pre-diabetes program and cannot qualify, what can be done? You can contact United Healthcare or our United on-site representative to see if you may qualify, or if another program can meet your needs. How is the processing of FMLA going with Standard? Supervisors and managers are receiving emails from Standards advising them of updates. There were problems the first couple of months this year. Standard is requiring employees to certify chronic conditions often. Is this the new policy? The County policy for recertification is unchanged, and is six months. Contact Standard with questions, and Employee Benefits if you still have concerns. What is the procedure to let your manager know when you are out for FMLA? It depends on your department's policy, but they need to be made aware of absences from the work place. What is the maximum amount you can roll over in our Flexible Spending account? You can roll over \$500. Your account will show the roll over amount for 2013 and the amount for 2014. Contact Employee Benefits if you have concerns.

## **Committee Reports**

- Legislative - Some legislators still want to discontinue the pension side of the FRS plan for new hires. A list of the Legislative Delegation is on the website at <http://www.pinellascounty.org/delegation>. The Legislative Delegation list was also available at the meeting.
- Personnel Rules - With the new hiring process, seniority will no longer be included in the test scores. The Personnel Rules Review Committee is scheduled to meet in April.
- Advocates - There are no updates for the Advocate Committee.

## **Open Discussion**

What are you doing for employees who are at the top of the maximum range? We are looking at getting additional time for the maxed out employees. The group was reminded that any job only warrants a pay that the specific job will be paid in a given market area, regardless of the length of time worked. Some suggestions would be to get additional training that could qualify you for a higher paying position and to take on additional responsibilities that would warrant a position audit for a higher pay grade. Additional suggestions can be given to the EAC Representatives. Delegates met with their EAC Representative.

## **Upcoming Meetings**

Personnel Board Meeting is April 3, 2014. The EAC Representatives meeting is April 16, 2014 and the EAC Delegate meeting is May 22, 2014.

**Adjourned**

The meeting was adjourned at 9:50 a.m.



# Employees' Advisory Council



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APPROVED BY THE EAC

## Employees' Advisory Council – Representative Meeting Minutes County Office Annex, Room 429, Clearwater, FL Wednesday, April 16, 2014, 2:30 p.m. – 4:30 p.m.

### **Call to Order**

The EAC Representative meeting was called to order at 2:32 pm by Chairman, Charles Toney.

### **Approval of Minutes**

A motion was made by Maria Keller to approve the EAC Representative minutes for March 19, 2014 including the clarification of contact person for questions about the Advocate Program as Lisa Wombles, EAC Advocacy Committee Chair. If an employee needs an Advocate, the employee should contact Employee Relations. The motion was seconded by Steve Yeatman.

### **Comments from Director of Human Resources – Peggy Rowe**

- Dave Blasewitz – We are continuing to see some activities at the legislative session such as restricting access to the FRS Plan for new hires. A suggestion was made by a legislator to have a Hybrid Plan in the middle of FRS Defined Plan and the Investment Plan. It does not appear to have a lot of support, however.
- Jack Loring – The recruiting process is going well. A job alert feature will be added to the recruiting system. (See <http://www.pinellascounty.org/hr/pdf/job-alerts.pdf>)
- Questions:
  - Is the recruiting register gone? It is almost gone. Some registers were established before the change. If the hiring manager asks for the old style register, it will be provided. The new register is job specific.
  - Is there proposed legislation recommending the State to match FRS contributions and is the County considering matching the Deferred Compensation Plan? Dave Blasewitz said he does not see that happening with the FRS Plan because the County pays a contribution and the employees pay a contribution. The Deferred Comp Plan is employee contributions only.
  - What is the status of the cyclic review for Real Estate Management? The preliminary report was sent to the County Administrator for approval. Who is on the position audit appeal panel? The panel includes the Analyst who made the decision conducted the audit, an additional Analyst, an HR Manager, the appellant(s), and members of the appellant's management – typically the department head.
  - Will there be a raise or increase in pay this year? There was a cash adjustment done last October for this year. Focus Groups will meet to discuss how raises or increase in pay should work. EAC Representative Steve Yeatman is a member of a Focus Group. A compensation proposal will be presented to the Appointing Authorities. The EAC asked to be included for an update on the compensation proposal.
  - What is the dollar amount of the proposal for raises? Human Resources will not know until the budget is approved.

-Are the raises or increase in pay tied to performance evaluation? Human Resources staff is looking at separating the anniversary date and the merit date. What about a plan for raises for the next five years? This will be referred to Human Resources. At what point will the evaluation system be presented? The evaluation system is being revised. It will be presented to EAC and the Appointing Authorities for input.

-What is the difference between Wellness Incentive for cash and reward points? Cash is an option that comes out of the health fund and is taxable. The reward points program is an option that may not be subject to taxes. (IMPORTANT: After the meeting, it was determined that the rewards points option is taxable. Employees were notified of this by Employee Benefits in an email from Employee Communications on May 5, 2014. This is an update to the March 27, 2014 EAC Delegates meeting minutes which also stated that reward points were not taxable.)

-Will additional ways be added to earn reward points? Yes, Human Resources staff is reviewing different award strategies.

-Who should we ask about the meaning of abbreviations in OPUS? Send question to Human Resources for follow up. (There are many abbreviations in OPUS, such as for time entry – see <http://intraweb.co.pinellas.fl.us/opus/pdf/education/Timecard-Entry-Hours-Types.pdf>. For info on OPUS, see <http://intraweb.co.pinellas.fl.us/opus> or contact the BTS Help Desk at 453-HELP.)

### **Personnel Board**

The Personnel Rules changes will be presented to the Personnel Board as the different areas are completed. The EAC and Appointing Authorities will receive the proposed changes for review prior to the changes being enacted by the Personnel Board. There are no termination appeals scheduled for the upcoming Personnel Board meeting.

### **Committee Reports**

- **Legislative**

There are no legislative updates at this time other than the session is continuing.

- **Personnel Rules**

The Personnel Rules Committee has scheduled meetings.

- **Advocate Program**

We have five active Advocates and more are needed. Human Resources will review Advocate rules to see if we can use volunteers as Advocates. Human Resources will consider putting another article in *The Pen*, sending a letter to the EAC Representatives and doing a presentation at one of the EAC Delegate meetings.

- **Suggestion Awards**

A total of \$5,000 was paid out to employees.

### **Old Business**

- Reviewed some of the Personnel Rules that resulted in the following questions:

- ✓ In the Personnel Rules regarding leave, is the number of weeks off combined for both parents if they work for the same employer? The Family Medical Leave Act (FMLA) is not part of the Personnel Rules. It is a Federal Law. It is shared time and it is consecutive time. Generally, employees are not encouraged to break up the time but to use it all at once. Standard Insurance can give information on how it works.
- ✓ Some Appointing Authorities have used temporary employees beyond the definition in the Personnel Rules. Is there any discussion to make changes to the Personnel Rules to be more

specific about expectations of the temporary employees and their contributions to the County Departments? The Personnel Rules address classified employees only, not temporary employees working through a staffing agency. This question will be sent to Human Resources for additional review and follow up.

- ✓ Is there any plan to add more funeral time? It has been suggested to add the spouse's grandparents. Funeral leave and other entitlements are part of the review being done by the Personnel Rules Committee so more to come.
- ✓ Vacation accrual tops out at 20 years of service. Is there any consideration to add accrual up to 25 and 30 years? There is none at this time.

### **New Business**

The Personnel Board meeting is scheduled for May 1, 2014. The next EAC Rep meeting is May 21, 2014 and the EAC Delegate meeting is May 22, 2014.

### **Adjourned**

Lisa Wombles motioned that the meeting be adjourned at 4:30 pm and it was seconded by Steve Yeatman.

Charles Toney	Randy Rose	Clare McGrane	Maria Keller	Chuck Mangio
Richard Carvale	Lisa Wombles	Steve Yeatman	John Cloud	Jennifer Gundel
Hazel Lane	Mike Powell	Elaine Billey	Dawn Grasso	Mercedes Pearson



# Employees' Advisory Council



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## Employees' Advisory Council – Representative Meeting Minutes

County Office Annex, Room 429, Clearwater, FL

Wednesday, May 21, 2014, 2:30 p.m. – 4:30 p.m.

### **Call to Order**

The EAC Representative meeting was called to order at 2:33 p.m. by Vice-Chairman, Richard Carvale.

### **Approval of Minutes**

The minutes were approved for EAC Delegate Meeting on March 27, 2014. A motion to approve the minutes was made by Clare McGrane and approved by several EAC Council members.

### **Comments from Director of Human Resources – Peggy Rowe**

A special Personnel Board Meeting will be held on Thursday, May 22, 2014. The topic will include a discussion about dissolving the federal Department of Justice Consent Decree based on the County's recruiting practices over time. The County will continue to utilize affirmative practices to recruit qualified employees that reflect our community. However, less reporting and paperwork will be required. Other business will be discussed as necessary. There will be no Personnel Board Meeting in June 2014.

### **Committee Reports**

Suggestion Awards - Two different groups were awarded \$2,500 each for their suggestions. Everyone is encouraged to submit suggestions.

There were no other committee updates.

### **New Business**

Laura Berkowitz conducted a Focus Group with the EAC Representatives to gather input about "How to Reward Performance." These Focus Groups are being conducted throughout the County.

### **Adjourned**

The meeting was adjourned at 4:30 p.m.

Charles Toney  
Richard Carvale  
Hazel Lane

Randy Rose  
Lisa Wombles  
Mike Powell

Clare McGrane  
Steve Yeatman  
Elaine Billey

Maria Keller  
John Cloud  
Dawn Grasso

Chuck Mangio  
Jennifer Gundel  
Mercedes Pearson





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## **Employees' Advisory Council – Delegate Meeting Minutes**

Extension Services, 12520 Ulmerton Road, Largo, FL

Thursday, May 22, 2014, 8:00 a.m. – 10:00 a.m.

### **Call to Order**

The EAC Delegate meeting was called to order by EAC Vice Chairman Richard Carvale.

### **Comments from Director of Human Resources – Peggy Rowe**

- Still working on Personnel Rules.
- About to roll out new Performance Management System. The goal is for an interactive process with frequent dialogue between an employee and supervisor. We'll be getting training soon. The process will be more user-friendly. We'll get a preview at the next EAC Delegate meeting.

### **Questions:**

- How does the transfer list work? There are no longer job classification registers. You may apply online for any job opening you are interested in or set up a job alert to be notified of openings.
- What happens to employees who are maxed out on salary? Generally they will not be eligible for a raise unless a lump sum is given. They will be eligible for a raise if their salary range goes up due to reclassification. They can look for promotional opportunities.
- Will my job application "time out" while progress so that I lose my work? The job application does not time out. However, some applicants take a long time to respond to the supplemental questions. HR suggests copying or printing out the questions and then returning to the application later after you have formulated your responses to the questions. You can update your application at any time, even if you are not seeking another job, so that you will be ready if something comes open in the future.
- Can my manager see that I've applied for another job with the new hiring process? No - only a hiring manager in "hiring mode" can see job applicants' names.
- Why couldn't my husband complete his health assessment survey? A possible explanation is that it's been less than six months since a survey was completed. Another possibility is that he needs to create his own login and password (a spouse can't use the employee's login and password). For help, contact Benefits at 464-4570.

### **Committee Reports**

- Legislative – No changes were made to the Florida Retirement System (FRS) in the 2014 legislative session.
- Personnel Rules – Still working on changes.
- Advocates – No update; always need more.

### **Special Guest – Interim County Administrator – Mark Woodard**

- Employee picnic on April 30<sup>th</sup> was a big success with approximately 1,100 employees attending. We are planning next year's picnic.
- Are still committed to HPO? We are a High Performing Organization now.



- 3 keys are:
  - Respect and continuous learning
  - Making decisions in the best interests of the organization
  - Continued commitment to Achieve Global training by in-house staff
- We don't necessarily need to hire consultants to help solve our problems. Who knows better than we do?
- Commitment to promoting from within – we have the talent. We need to focus on training our staff.
- We need to be positive and confident about our future. We have always overcome our challenges.
- Focus on *Let's do things* to make life better for our citizens. It's time for action.
- Mr. Woodard will visit departments and do a monthly work day starting in June to work alongside staff to better understand what they do.
- They are doing budget work sessions with the Board of County Commissioners. Property values are up 5.4% and the budget looks positive.
- There will be an increase for employees this year, but not sure how much. He expects it to be around 3% but that cannot be determined until the budget is approved.
- Tourists pay around 30% of the Penny for Pinellas funding through the tourism bed tax program. The money may be spent for items such as marketing, cultural events, sports facilities, and beach renourishment, but it may not be applied to the general fund, per state law.
- We need to return to the principle of serving the public.
- Question: Will you apply for the permanent County Administrator position in October? Mr. Woodard said that he will.

### **Open Discussion**

Delegates met with their Representatives.

### **Upcoming Meetings**

Personnel Board Meeting is June 5, 2014. The EAC Representatives meeting is June 18, 2014 and the EAC Delegate meeting is July 24, 2014.

July 24, 2014 EAC Delegate meeting Guest Speaker – Deborah Clark – Supervisor of Elections

### **Adjourned**

The meeting was adjourned at 10:00 a.m.



# Employees' Advisory Council



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## **Employees' Advisory Council – Representative Meeting Minutes**

County Office Annex, Room 429, Clearwater, FL

Wednesday, June 18, 2:30 p.m. – 4:30 p.m.

### **Call to Order**

The EAC Representative meeting was called to order at 2:35 p.m. by Chairman Charles Toney.

### **Approval of Minutes**

The minutes were approved for the EAC Representative meeting that was held on April 16, 2014. A motion was made by Lisa Wombles and approved by Elaine Billey.

### **Comments from Director of Human Resources – Peggy Rowe**

David Blasewitz – The joint Appointing Authority meeting is targeted for October of this year. Some employees have been concerned about the incentive reward points being taxed and not being able to select the cash incentive. Employees can log in now and choose the cash incentive option by June 30, 2014. The option can also be back dated. More information is in the [June 2014 Pen](#). This election will stay in effect until the end of this year. For a second time, Pinellas County employees were recognized by United Healthcare based on what the County is doing in the Wellness Program. We were one of four employers recognized nationwide. The EAC Representatives will be invited in July to attend a “recognition luncheon” with the approval of their manager. Pinellas County also won a platinum award from the American Heart Association.

The Commissioners want to hear from the employees including how employees feel about the interim County Administrator. Comments may be sent to Della Klug, Sr. Executive Assistant. EAC Representative, Maria Keller, has accepted a Personal Trainer position in Sports Medicine working with a private corporation. The Employee Advisory Council wished Maria congratulations in her new career. Maria will check to see if someone can take her place as Representative on the EAC Council.

### **Questions:**

- When is the next payout for the incentive? The next payout is the first pay day in August.
- How many more focus groups will be scheduled? We will have at least four more focus groups.
- At the last Appointing Authorities meeting, we were told we will have to take annual leave if one worked during the election. Employees are not willing to volunteer because they have to give up their annual leave. Can we go back to employees being paid administrative leave? David Blasewitz will talk to Peggy Rowe and follow up.
- Can employees get the old application history from the previous recruitment system? Yes. It is possible for Human Resources to get the information. Some records are also in OPUS.
- Why is there no sick time leave? The sick time could only be used when the employee was sick. We currently have annual leave that can be used for any type of time off.
- Employees who are maxed out and receive a one-time cash amount would like to receive the cash separated over different pay periods due to tax purposes. Can this be done? At the end of the year, the taxes are still the same.

### **Personnel Board**

The June Personnel Board Meeting was cancelled because a special meeting was held May 22, 2014. The Personnel Board Meeting for July and August will be the second week instead of the first week. There will be a grievance at the meeting in August.

### **Committee Reports**

- Legislative – FRS – Larry Ahern, Representatives for District 66 will have a meeting Saturday morning, June 21. Let the chairman know if you are interested in attending the meeting.
- Personnel Rules – There is no date scheduled at this time for the Personnel Rules Committee to meet.
- Advocates Program – We have seven advocates and two are not working. There is still a need for more advocates.
- Suggestion Awards – Three suggestions were submitted and two were approved. Four employees received suggestion awards, and one is still pending.

### **Old Business**

The Personnel Rules are still on the agenda for review by the Personnel Rules Committee and Human Resources. The Discipline Rule will probably be sent to the EAC for review soon. As the Personnel Rules are revised, they will be given to the EAC for review, Appointing Authorities, and to the Personnel Board. Personnel Rules approved with sunset dates are also being reviewed during this process, such as: getting some days off for employees who are maxed out based on performance review, changing the percentage rate due to promotion, and raises at the midpoint.

### **New Business**

The EAC is asking for topics of discussions to be addressed at the upcoming Joint EAC / Appointing Authorities meeting that may be applicable to everyone.

HR plans to start training for the Performance Management System changes in August.

### **Adjourned**

Mike Powell motioned that the meeting be adjourned at 4:00 p.m. and it was seconded by Lisa Wombles.

Charles Toney	Randy Rose	Clare McGrane	Maria Keller	Chuck Mangio
Richard Carvale	Lisa Wombles	Steve Yeatman	John Cloud	Jennifer Gundel
Hazel Lane	Mike Powell	Elaine Billey	Dawn Grasso	Mercedes Pearson

### July 2014 Customer Service: More than Satisfaction

*"The more high tech the world becomes, the more people crave high-touch service."*

- John Naisbett

Every one of us has had one: a fantastic customer experience. It's that feeling of being more than satisfied. It's a sense that the service provider respects you, listens to you, and is going to exceed your expectations with every contact. Great customer experiences are full of positive defining moments.

It's these kinds of stellar experiences that make us loyal customers who:

- Continue to do business with an organization
- Encourage others to use the service / product
- Speak positively about the organization
- Give recognition to the organization for going above and beyond.

Having loyal customers is critical to our county's commitment to progressive public policy, superior public service, courteous public contact, judicious exercise of authority and sound management of public resources to meet the needs and concerns of our citizens today and tomorrow.<sup>1</sup>

We can build customer loyalty by creating positive defining moments in our interactions. This happens when we remember that every interaction has a human dimension to it. Every one of our customers, whether they are internal or external, needs to feel respected, understood and that they matter. It occurs when we can meet the needs of the customer balanced with the needs of the organization.

Customers have shared in surveys that there are four qualities they look for in the service they receive: They want service that is:

- **Seamless**  
Customers don't want to have to talk with numerous people or worry about all the details. They want one point of contact, a guide through the system, and someone who makes sense of policy (not just quotes policy.)
- **Trustworthy**  
Customers want to feel like they are in good hands. They want us to do what we say we will do and make it right the first time. If something does go wrong, they would like a quick and thorough resolution.
- **Attentive**  
Customers want to be acknowledged with respect in a quick and polite manner. They want to have their human needs met as well as the business needs. They are looking for service providers who are friendly, courteous, understanding and patient. They want to feel valued.
- **Resourceful**  
Customers are looking for creative solutions to problems. They appreciate a flexible approach to solving their problems and accommodating their requests.

Who are your customers? Once you have identified them, explore ways you can create more positive defining moments by providing service that is more seamless, trustworthy, attentive and resourceful. With these tools and actions we will be able to exceed the public's expectations of our service.

<sup>1</sup>[Pinellas County Mission/Vision/Values](#)

# June 2014

June 2014							July 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7			1	2	3	4	5
8	9	10	11	12	13	14	6	7	8	9	10	11	12
15	16	17	18	19	20	21	13	14	15	16	17	18	19
22	23	24	25	26	27	28	20	21	22	23	24	25	26
29	30						27	28	29	30	31		

	Monday	Tuesday	Wednesday	Thursday	Friday
Jun 2 - 6	<b>Jun 2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
			8:30am 4:30pm Effective Leadership (Annex 429)		
Jun 9 - 13	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>
	8:30am 5:00pm New Employee Orientation (Annex 429)	8:30am 12:00pm Problem Solving / Decision Making (Swisher 211)	8:30am 12:00pm Managing Change (Studio B)	8:30am 12:00pm Goal Setting, Planning & Organizing (Studio B)	
Jun 16 - 20	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>
		8:30am 12:00pm Workplace Diversity: Beyond Race, Religion & Gender (Studio B)	8:30am 12:00pm Five Dysfunctions of a Team (Utilities 4th floor)		
Jun 23 - 27	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>
	8:30am 5:00pm New Employee Orientation (Annex 429)	8:30am 12:00pm Communicate This! (Swisher 211)	8:30am 12:00pm Sharpening Your Professional Image (Sheriff's Office) 8:30am 11:30am Career Development Forum 3 of 5 (Studio B)	8:30am 12:00pm Managing Workplace Stress (Sheriff's New Location)	
Jun 30 - Jul 4	<b>30</b>	<b>Jul 1</b>	<b>2</b>	<b>3</b>	<b>4</b>

# July 2014

July 2014							August 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
6	7	1	2	3	4	5	3	4	5	6	7	1	2
13	14	8	9	10	11	12	10	11	12	13	14	8	9
20	21	15	16	17	18	19	17	18	19	20	21	22	23
27	28	22	23	24	25	26	24	25	26	27	28	29	30
		29	30	31			31						

	Monday	Tuesday	Wednesday	Thursday	Friday
Jun 30 - Jul 4	<b>Jun 30</b>	<b>Jul 1</b>	<b>2</b>	<b>3</b>	<b>4</b>
					Holiday
Jul 7 - 11	<b>7</b> 8:00am 12:00pm Freestyle Cruising - Onboarding (Utilities 4th floor)	<b>8</b> 1:00pm 4:30pm Getting Ready for Retirement (Studio B)	<b>9</b> 1:00pm 4:30pm What To Do When Conflict Happens (Studio B)	<b>10</b> 8:30am 12:30pm Records Management 1.0 (Swisher 111) 8:30am 12:00pm Workplace Diversity: Developing Cultural Competence (Utilities 4th floor)	<b>11</b>
Jul 14 - 18	<b>14</b> 8:30am 5:00pm New Employee Orientation (Annex 429)	<b>15</b>	<b>16</b> 8:30am 5:00pm Intro to Supervision for Non-Supervisors (Swisher 211) 1:00pm 5:00pm Excel workshop (Swisher 111)	<b>17</b>	<b>18</b>
Jul 21 - 25	<b>21</b>	<b>22</b>	<b>23</b> 8:30am 12:00pm Grievance & Disciplinary Procedures (Studio B)	<b>24</b> 8:30am 4:30pm Office & Administrative Skills: Customer Responsiveness (Studio B) 8:30am 12:00pm Records Management 2.0 (Swisher 111)	<b>25</b>
Jul 28 - Aug 1	<b>28</b> 8:30am 5:00pm New Employee Orientation (Annex 429)	<b>29</b>	<b>30</b>	<b>31</b>	<b>Aug 1</b>

# August 2014

August 2014							September 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
3	4	5	6	7	8	9	7	8	9	10	11	12	13
10	11	12	13	14	15	16	14	15	16	17	18	19	20
17	18	19	20	21	22	23	21	22	23	24	25	26	27
24	25	26	27	28	29	30	28	29	30				
31													

	Monday	Tuesday	Wednesday	Thursday	Friday
Jul 28 - Aug 1	<b>Jul 28</b>	<b>29</b>	<b>30</b>	<b>31</b>	<b>Aug 1</b>
Aug 4 - 8	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
			8:30am 4:30pm HPO (Utilities)		
Aug 11 - 15	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
	8:30am 5:00pm New Employee Orientation (Annex 429)			8:30am 12:00pm Managing Electronic Records 1.0 (Swisher 111)	
Aug 18 - 22	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>
		8:30am 4:30pm Supervisory & Management Competencies Ser 10:00am 11:30am Records Management: Why It Matters (S 1:30pm 3:00pm Records Management: Why It Matters (S			
Aug 25 - 29	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>
	8:30am 5:00pm New Employee Orientation (Annex 429)	8:30am 4:30pm Supervisory & Management Competencies Series 2 of 9 (Studio B)	8:30am 11:30am Career Development Forum 4 of 5 (Studio B)	8:30am 12:00pm Managing Electronic Records 2.0 (Swisher 211)	