

2016 Consortium Training Catalog

www.pinellascounty.org/hr/training

All classes are open to Pinellas County employees.
Many classes are open to non-County employees who are part of the Pinellas County Training Consortium.

Class List – by Name (alphabetical)

***The classes listed below are hyperlinks.
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Class dates and times are subject to change.

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Career Development

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Diversity

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Leadership

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[Supervisory & Mgmt. Competencies Series](#)

New Employee Orientation

1 - [Setting Sail \(Human Resources info\)](#)
 2 - [Muster Drill \(Safety and Risk Management\)](#)
 3 - [Freestyle Cruising \(Retirement, Wellness\)](#)

Records Management

[Managing Electronic Records 1.0](#)
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[Records Management - Why It Matters](#)

Retirement

[Getting Ready for Retirement](#)
[Passport to Retirement](#)

A Kick in the Attitude

A New Attitude Series Part I

3.5 hours

Sam Glenn, motivational keynote speakers, says, "Humor is the Gateway to a better attitude. If you just lighten up...even a little, it can do wonders for your attitude."

How would you like to enjoy learning while you are laughing? Participants who attend will learn how four key principles can lead you to a happier and more positive work environment – and life. Take back your enthusiasm, focus, sense of humor, and resilience. Discover how life gets better when we get better.

A Kick in the Attitude is Part one of the three part series, A New Attitude. The classes are individual classes. Taking all three is recommended, but not required.

Presented by: Pinellas County Training Consortium.

Intended Audience: All Consortium members

Learning Objectives:

- ❑ Learn fresh and inspiring new ways of adapting to and coping with change
- ❑ Discover innovative ideas to solving old problems
- ❑ Gain valuable insight into how your attitude shapes your interactions and relationships with everyone from co-workers and customers to family and friends

<i>W</i>	<i>1/13/16</i>	<i>8:30-12:00</i>	<i>Sheriff's Office Ulmerton Rd</i>
<i>W</i>	<i>6/8/16</i>	<i>8:30-12:00</i>	<i>Sheriff's Office Ulmerton Rd</i>

OPEN TO CONSORTIUM

Instructor(s)

Vilma Monteros



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A Leader's Guide To Delegating

3.5 hours

Shared trust is a simple but central aspect of delegation. But when delegating a task, trust typically suffers or flourishes based on the skills of the person doing the delegating. This program can fill the gap many managers feel when it comes to delegation by presenting a simple but thorough 5-step process that will achieve success for the manager, the delegate, and the organization.

Presented by: Pinellas County Training Consortium.

Intended Audience: All Consortium members currently holding a leadership position.

Recommended for all supervisors.

Learning Objectives:

- ❑ Recognize the positive impact effective delegation can have on you, your organization, and those you work with.
- ❑ Understand the importance of clearly communicating your expectations.
- ❑ Learn and practice a 5-step process that enhances your delegation skills and creates opportunities for your employees to succeed.

Th	4/21/16	8:30-12:00	Studio B
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OPEN TO CONSORTIUM

Instructor(s)

Joan Read



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Budget 101

2.0 hours

The BCC strategic plan includes a strategy to “Be responsible stewards of the public’s resources.” This training course is designed to help managers and directors understand how they can effectively contribute to the County’s success in this area.

Managers and directors of BCC departments and agencies are hired for their skills in managing specific operations that include a variety of resources including personnel and equipment. Managing a budget requires another set of tools and the training to understand how to use them effectively.

This introductory course will provide an overview of the Pinellas County budget, stakeholder roles, rules governing the County budget, how and why the County adopts its annual budget, the process for developing the budget, reports, and resources available for additional assistance.

Presented by: Pinellas County Office of Management & Budget

Intended Audience: Managers and directors of BCC departments and agencies.
[STRONGLY RECOMMENDED FOR ALL STAFF RESPONSIBLE FOR MANAGING ALL OR PART OF THEIR DEPARTMENT’S BUDGET.]

Learning Objectives:

- ❑ Understand the Pinellas County Budget
- ❑ Construction of the Budget and Why
- ❑ How Budget is Formulated and Managed
- ❑ Stakeholder Roles
- ❑ Resources Available for Reporting and Support

W	2/3/16	1:00-3:00	Communications – Studio B
W	3/2/16	1:00-3:00	Communications – Studio B
W	4/6/16	1:00-3:00	Communications – Studio B
W	5/4/16	9:00-11:00	Communications – Studio B
W	6/1/16	9:00-11:00	Communications – Studio B
W	7/6/16	9:00-11:00	Communications – Studio B
W	8/3/16	1:00-3:00	Communications – Studio B
W	9/7/16	9:00-11:00	Communications – Studio B
W	10/5/16	1:00-3:00	Communications – Studio B
W	11/2/16	9:00-11:00	Communications – Studio B
W	12/7/16	1:00-3:00	Communications – Studio B

OPEN TO BCC DEPARTMENTS

Instructor(s)

Bill Berger



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Career Development Forum

15 hours

This ongoing workshop provides general information and tips on how to enhance your career opportunities. You will have numerous opportunities to interact with County supervisors and managers willing to share their experience and expertise and perhaps serve as mentors. Anyone signing up for this program must commit to attending all five sessions. The Forum covers such topics as:

- ❑ How to Develop Skills for Getting Along and Moving Ahead
- ❑ Organizational Communications and Politics (including Networking)
- ❑ Taking Personal Responsibility for Your Success.

Presented by: The Pinellas County Human Resources Department

Intended Audience: All Pinellas County employees.

<i>W</i>	<i>3/9/16</i>	<i>8:30-11:30</i>	<i>Studio B</i>
<i>W</i>	<i>4/6/16</i>	<i>8:30-11:30</i>	<i>Studio B</i>
<i>W</i>	<i>6/15/16</i>	<i>8:30-11:30</i>	<i>Studio B</i>
<i>W</i>	<i>8/10/16</i>	<i>8:30-11:30</i>	<i>Studio B</i>
<i>W</i>	<i>10/12/16</i>	<i>8:30-11:30</i>	<i>Studio B</i>

Open to UPS employees only

Instructor(s)

Jim Valliere



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Certified Public Manager Program (CPM)

Courses in this program are offered throughout the year by the Florida Center for Public Management, Florida State University (FSU). Pinellas County employees holding management or management staff positions may be nominated by department directors to participate in this program. The CPM Program is a nationally-recognized management development program for public managers, supervisors and management staff. A supervisory position is defined as one that requires direction and supervision of more than one other employee. A management staff position is defined as one which, while not requiring direction and supervision of others, directly serves management by providing high-level technical or professional experience.

More than 20 states and the federal government participate in the CPM Consortium, which accredits programs and establishes the requirements for the CPM designation. The CPM certification is a professional designation, not an academic one. The curriculum consists of eight 4-day courses (called Levels). In addition to the classes, participants must also complete three reading assignments, three applied projects in the work place, and two open-book comprehensive examinations outside the classroom. All out-of-class requirements must be completed before proceeding to the next level. Florida State University awards three college credits, either at the graduate or under-graduate level once four CPM levels have been satisfactorily completed.

Information about the CPM can also be found on the Internet at www.fcpm.fsu.edu.

Presented by: Florida Center for Public Management , Florida State University

Intended audience: Pinellas County employees holding management/staff positions who are nominated by their department director.

Consortium members are also eligible. Consortium members must contact Training & Development at 464-3796 for additional information.

Level 1	Focuses on management of individual performance, with topics such as personal styles, leadership, delegation, motivation, goal-setting, performance feedback, and coaching and counseling.
Level 2	Expands the focus to teams. Topics include group dynamics, conflict, team leadership, problem-solving, decision-making, and process improvement.
Level 3	Emphasizes productivity, productivity evaluation, organizational communication, and project management.
Level 4	Deals with such complex issues as power and influence, ethics and organizational change.
Level 5	Examines societal change and its impact on public management; topics include social change, planning and budgeting, organizational design and organizational dynamics.
Level 6	Teaches the systems approach to management. Topics include systems analysis, modeling, and systems applications.
Level 7	Is an in-depth seminar on public policy, during which participants develop their own policy arguments and critiques.
Level 8	Is a management development seminar featuring contemporary issues affecting public management and government in general. The final day is the closing banquet and public graduation ceremony.

Registration Information:

Once they are approved for participation, nominees register directly with the school offering the class. Once each level is satisfactorily completed, nominees are eligible for reimbursement. Call Carol Strickland, 464-3796 for more information. Also see the Human Resources Department website on the Internet for a link to CPM information specific to Pinellas County Government employees:

<http://www.pinellascounty.org/hr/training/pdf/Certified-Public-Manager.pdf>

		L4	Tu-F	2/9-2/12/16	8:30-4:30	Swisher
		L4	Tu-F	3/8-3/11/16	8:30-4:30	Swisher
		L5	Tu-F	6/7-6/10/16	8:30-4:30	EpiCenter
		L5	M-Th	6/27-6/30/16	8:30-4:30	EpiCenter
		L6	Tu-F	8/23-8/26/16	8:30-4:30	EpiCenter
		L6	Tu-F	9/27-9/30/16	8:30-4:30	EpiCenter

OPEN TO CONSORTIUM

Consortium members will be charged for attending this class.

Instructor(s)

Outside vendor FSU



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The Changing Environment & Future Trends in Leadership Development

3.5 hours

The environment of today's workplace is growing increasingly complex, and for many, that complexity is overwhelming their capacity to cope. Much of the stress that leaders experience today has less to do with workload and more to do with the tension of trying to make sense of an environment that has become too complex for their current stage of development. Do you recognize any of these conditions in your own organization? The question becomes how to ensure our leaders are equipped to deal with an increasingly volatile, uncertain, complex and ambiguous workplace. The skills needed for leadership have changed, but the methods used to develop those skills have not. How do we develop leaders with new methods so they can succeed in the changing environment? Join us in this highly interactive, creative, and innovative leadership workshop. You will enjoy short video clips, small and large group activities, and sharing of new ideas.

Presented by: Pinellas Training Consortium

Intended Audience: All employees of the Pinellas Training Consortium at every level

Learning Objectives:

- ❑ Define Four Trends for the Future of Leadership Development
 1. Horizontal and Vertical Development
 2. Individual Development Ownership
 3. Collaborative Leadership
 4. Innovative leadership
- ❑ Describe how these Four Trends address the current leadership challenges
- ❑ Compare and contrast horizontal and vertical development
- ❑ Identify ways to apply the Four Trends in developing our leaders
- ❑ Complete an action plan to apply these Trends to your organizational and individual leadership development

Th	2/11/16	8:30-12:00	Studio B
Th	7/14/16	8:30-12:00	Studio B
W	10/5/16	8:30-12:00	Studio B

OPEN TO CONSORTIUM

Instructor(s)

Joan Read



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Communicate This!

3.5 hours

Have you ever encountered someone you just couldn't seem to communicate with effectively? Well, now is your opportunity to not only learn why this happens, but how to change it. This course is designed to help participants communicate more effectively with anyone, both at work and in their personal lives, simply by understanding four styles of communication.

Presented by: Pinellas Training Consortium Sheriff's Office.

Intended Audience: All employees of the Pinellas Training Consortium.

Learning Objectives:

- ❑ Tips and examples on how to determine a person's communication behavior/style
- ❑ Techniques on how to effectively communicate with each type
- ❑ Suggestions on how to be *Flexible* in your own style
- ❑ Introduction to the *Platinum Rule*

Th	3/10/16	8:30-12:00	Sheriff's Office
Th	6/9/16	8:30-12:00	Sheriff's Office
Th	9/8/16	8:30-12:00	Swisher 211

OPEN TO CONSORTIUM

Instructor(s)

Vestina Crayton



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Office & Administrative Skills Program
Customer Responsiveness

7 hours

You are often the first person who has contact with your customers. How you respond to and interact with customers creates positive defining moments. Learn how to consistently provide customer satisfaction in this highly interactive and activity based program.

Presented by: Pinellas County Training Consortium.

Intended Audience: All clerical and administrative support staff of Pinellas Training Consortium.

Learning Objectives:

- ☐ Flexibility/adapting to change
- ☐ How to be a team player
- ☐ Presenting a positive public image
- ☐ Responding to irate customers & clients
- ☐ Organizational skills (incl. multi-tasking)
- ☐ Balancing internal work priorities

<i>Th</i>	<i>8/4/16</i>	<i>8:30-4:30</i>	<i>Studio B</i>
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OPEN TO CONSORTIUM

Instructor(s)
Joan Read



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Dealing With Difficult People

3.5 hours

How can you keep your cool while others are losing theirs? This seminar offers techniques for a practical approach to dealing with anyone who expresses anger or aggressiveness.

Presented by: Pinellas County Training Consortium

Intended Audience: All employees of the Pinellas Training Consortium.

Recommended for all supervisors.

Learning Objectives:

- ❑ Identify basic contributors that cause people to be difficult
- ❑ Identify communication techniques for dealing with difficult people
- ❑ Develop a win-win plan for yourself and the other person

<i>Tu</i>	<i>3/8/16</i>	<i>8:30-12:00</i>	<i>Utilities</i>
<i>Tu</i>	<i>8/9/16</i>	<i>8:30-12:00</i>	<i>Studio B</i>

OPEN TO CONSORTIUM

Instructor(s)

Jerome Jordan



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Effective Leadership

7 hours

This course is designed for non-supervisory personnel who would like to develop their leadership skills. You will explore ways you can increase your level of initiative and become a more independent contributor to your organization.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the Pinellas Training Consortium.

Learning Objectives:

- ❑ Participants will discuss characteristics of effective leaders
- ❑ Discover ways to improve your flexibility, problem-solving skills, acceptance of responsibility
- ❑ Increase your ability to prioritize workload and decision-making
- ❑ Explore ways you can increase your level of initiative

<i>Th</i>	<i>6/30/16</i>	<i>8:30-4:30</i>	<i>Studio B</i>
<i>W</i>	<i>11/2/16</i>	<i>8:30-4:30</i>	<i>Utilities 4th floor</i>

OPEN TO CONSORTIUM

Instructor(s)

Joan Read



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Effective Listening

3.5 hours

This workshop provides a valuable tool in better communication techniques – the ability to listen more effectively.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the Pinellas Training Consortium.

Recommended for all supervisors.

Learning Objectives:

- ❑ Learn to identify barriers to good listening skills
- ❑ Learn to look beyond the words we hear to the meaning behind them
- ❑ Practice active listening skills

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CEU Certified

OPEN TO CONSORTIUM

Instructor(s)



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Emotional Intelligence

3.5 hours

Most of us were taught to leave our emotions at home when we go to work, but in reality, that's impossible. Even more importantly, that's counter-productive. Organizations that know this, and apply Emotional Intelligence (EI) principles, come out ahead in employee morale, creativity, energy and productivity.

Participants will gain a solid basic knowledge of the EI competencies, learn how to build on their existing strengths and develop key leadership skills. They will also identify and practice a structured step-by-step approach to developing the emotional competencies in which they need to improve to bring more satisfaction and success to their work, whatever their industry or field, and to their personal lives as well.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the Pinellas Training Consortium.

Recommended for all supervisors.

Learning Objectives:

- ❑ Taps into the power of emotions
- ❑ Improves team performance
- ❑ Shows how to manage negative emotions

<i>Th</i>	<i>2/11/16</i>	<i>1:00-4:30</i>	<i>Studio B</i>
<i>W</i>	<i>4/27/16</i>	<i>1:00-4:30</i>	<i>Studio B</i>
<i>W</i>	<i>9/14/16</i>	<i>1:00-4:30</i>	<i>Studio B</i>

OPEN TO CONSORTIUM

Instructor(s)

Jim Valliere



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Facilitation Skills Workshop

3.5 hours

During this fast-paced morning you'll experience the steps from planning to conducting to ending a group session. You'll analyze and practice a wide range of skills and develop a repertoire of facilitator strategies to help your group (one-time or ongoing) achieve its purpose.

Presented by: Pinellas County Training Consortium.

Intended Audience: All County staff who may be called on to facilitate meetings.

Recommended for those currently involved in leading a group that comes together to accomplish a particular purpose.

Learning Objectives:

- ❑ Identify at least five elements of good facilitation
- ❑ Use strategies to keep a group focused and on track to achieve its purpose
- ❑ Deal constructively with participant behavior that impedes group functioning

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OPEN TO COUNTY EMPLOYEES

Instructor

Julie Mazo



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Five Dysfunctions of a Team

3.5 hours

This workshop, based on the book of the same name, explores the five dysfunctional behaviors that plague most teams. Teamwork may seem simple, but in practice it is difficult. The common problems that teams encounter are: (1) absence of trust (2) fear of conflict (3) lack of commitment (4) avoidance of accountability (5) inattention to results. Learn how to overcome these obstacles and build an effective team. Also, you will be able to apply proven strategies to build a high-performing team during this interactive workshop.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the Pinellas Training Consortium.

Learning Objectives:

- ❑ Define the 5 dysfunctions of a team
- ❑ Analyze the root cause of each of the dysfunctions
- ❑ Deduce solutions for overcoming the dysfunctions
- ❑ Evaluate your own team and create a plan for developing a high-performing team

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OPEN TO CONSORTIUM

Instructor(s)



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Five Questions Every Leader Must Ask

7 hours

The Framework for Leadership uses a set of highly effective questions to shift a group's focus from a problem orientation to one of solutions and success.

The five questions in the Framework can be applied to almost every management challenge: improving teamwork, resolving conflicts, encouraging performance improvement, solving problems, managing projects, and much more.

Presented by: Pinellas County Training Consortium.

Intended Audience: All Consortium members currently holding a leadership position.

Recommended for all supervisors.

Learning Objectives:

- ❑ Change the emphasis from a backward-focused mindset of “what went wrong” to a “Forward Focus” that expands possibilities, solutions, and achievement
- ❑ Utilize a 5-step questioning process, apply the knowledge gained from the answers received and build on each question to create a successful outcome
- ❑ Create a buy-in, establish accountability, and build trust within teams
- ❑ Apply the Framework for Leadership to a wide range of management challenges

Th	5/12/16	8:30-4:30	Studio B
W	10/26/16	8:30-4:30	Studio B

OPEN TO CONSORTIUM

Instructor(s)

Joan Read



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New Employee Orientation**Freestyle Cruising – New Employee Orientation – Class 3**

4 hours

This course is designed to provide you with in depth details on the retirement and wellness components of your employment with Pinellas County. Emphasis will be on the selection of the Florida Retirement System (FRS) retirement plan that is best for you and how to enroll in and use your own contributions to a retirement account to compliment the FRS benefit. Additionally, we will learn how the County's robust Wellness Program impacts our lives at work and beyond.

Presented by: Pinellas County Training Consortium.

Intended Audience: Strongly recommended for all new employees of the Unified Personnel System.

Learning Objectives:

- ❑ FRS representative speaks on the differences, advantages and disadvantages of the pension and investment plan.
- ❑ Deferred Compensation representative will highlight the ease of using the optional contribution into our own retirement account to decrease your taxable income now and increase your retirement income.
- ❑ Wellness Coordinator will speak on the activities included in the program and the benefits of participation.

<i>M</i>	<i>1/25/16</i>	<i>8:00 – 12:00</i>	<i>Magnolia Room</i>
<i>M</i>	<i>4/25/16</i>	<i>8:00 – 12:00</i>	<i>Magnolia Room</i>
<i>M</i>	<i>7/25/16</i>	<i>8:00 – 12:00</i>	<i>Magnolia Room</i>
<i>M</i>	<i>10/24/16</i>	<i>8:00 – 12:00</i>	<i>Magnolia Room</i>

Open to UPS employees only

Instructor(s)

Sue Keim
Beth Woodbury



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Getting Ready for Retirement

4 hours

A retirement benefit is part of your total compensation package. Come learn how you can use this benefit with Social Security and your personal savings to create a comfortable retirement.

Key Topics:

- ❑ Florida Retirement System
 - Pension Plan
 - DROP
 - Investment Plan
- ❑ Social Security
- ❑ Deferred Compensation
 - Maximizing savings
 - Investments
 - Distributions
- ❑ Retiree Insurance
 - Medical
 - Dental
 - Life

The Florida Retirement System (FRS) offers a choice of a defined benefit pension plan or defined contribution investment plan. Focus will be on how the respective benefits are determined and what employees can do to maximize their retirement income. Details will also be provided on DROP, an optional program for those in the FRS pension plan which

can produce a nest egg of tax deferred retirement income.

A retired Social Security representative will explain the Social Security program and provide answers to your questions.

Finally, the staff of Human Resources will present information on Deferred Compensation, your retirement medical, dental and life insurance plans, the availability and cost of coverage.

Employees who wish more advanced and detailed information about investment strategies for retirement should consider taking Passport to Retirement.

Presented by: The Pinellas County Human Resources Department

Intended Audience: All Pinellas County employees within 10 years of retirement.

Proposed

<i>W</i>	<i>3/16/16</i>	<i>8:00-12:00</i>	<i>GMDN</i>
<i>Th</i>	<i>4/21/16</i>	<i>1:00-5:00</i>	<i>Extension</i>
<i>Tu</i>	<i>6/21/16</i>	<i>8:00-12:00</i>	<i>EpiCenter</i>
<i>W</i>	<i>7/20/16</i>	<i>8:00-12:00</i>	<i>Utilities 4th Flr</i>
<i>Th</i>	<i>9/29/16</i>	<i>8:00-12:00</i>	<i>South Cross</i>

Open to UPS employees only

Instructor(s)

Sue Keim
Joy Lamar



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Give 'Em The Pickle

3.5 hours

This introductory course in customer service teaches the concept of internal and external customers and the skills required to help relate to others who depend on your customer service.

- ❑ **Service** - Make serving others your #1 priority. Be proud of what you do and how you do it.
- ❑ **Attitude** - Choose your attitude. How you think about your customers is how you will treat them.
- ❑ **Consistency** - Set high standards, and stick to them. Customers return because they liked the service last time.
- ❑ **Teamwork** - Make your teammates look good. In the end, it all ends up in front of the customer!

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the Pinellas Training Consortium.

Learning Objectives:

- ❑ Explains how to show appreciation to customers
- ❑ Builds customer loyalty
- ❑ Leads to satisfied customers

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OPEN TO CONSORTIUM

Instructor(s)



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Goal Setting, Planning & Organizing

3.5 hours

Learn how to become more successful and efficient through effective techniques for establishing goals, objectives, and action plans for yourself and those who report to you. Learn how to effectively plan, prioritize, and organize your work and tasks so you can accomplish more important things in your workday.

Presented by: Pinellas County Training Consortium

Intended Audience: All employees of the Pinellas Training Consortium.

Recommended for Supervisors

Learning Objectives:

- ❑ Establish goals and action plans that reflect the priorities of your organization and are supported by staff members
- ❑ Identify methods for organizing your time and your work in a more efficient and effective manner

Tu	4/19/16	8:30-12:00	Studio B
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OPEN TO CONSORTIUM

Instructor(s)

Gene Pressoir



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Grievance & Disciplinary Procedures

3.5 hours

This 3.5 hour course provides participants with an understanding of Pinellas County's disciplinary and grievance procedures and policies. Small group activities involving case studies and role-playing will be part of the course.

Presented by: Pinellas County Employee Relations Department.

Intended Audience: All Pinellas County employees.

Recommended for all supervisors.

Learning Objectives:

- ❑ The course will cover Rule XXIV (Discipline), including standard ranges of disciplinary actions
- ❑ Rule XX (the four-step grievance procedure)
- ❑ Topics on coaching and counseling, performance appraisal and problem solving
- ❑ Techniques to aid in resolving workplace conflicts

W

7/27/16

8:30-12:00

Studio B

Open to UPS employees only

Instructor(s)

Jim Valliere



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Introduction to Excel 2007

3 hours

This instructor-led course covers the basic functions and features of Excel 2007. Students will learn about the window components of Excel, and will learn how to create, edit, and format basic spreadsheets. Students will also learn to use the search and help features.

NOTE: This course is only for those using PCs running the Windows version of Microsoft Office. This course is not appropriate for those using Mac computers running the Mac version of Microsoft Office.

Presented by: Pinellas County Business Technology Services (BTS)

Intended Audience: All Pinellas County employees.

A maximum enrollment of 10 students will be accommodated.

Excel 2007 advanced topics will not be covered in this course.

Learning Objectives:

- ❑ Basic functions and features of Excel 2007.
- ❑ Create, edit, and format basic spreadsheets.
- ❑ Use of the search and help features.

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OPEN TO UPS Employees Only

Instructor(s)

Kat Black

Kevin Connelly



[back to Class List](#)

Introduction to Outlook 2007

3 hours

This instructor-led course covers the basic functions and features of Outlook 2007. Students will learn about the window components of Outlook, and will read, create, and send email messages; learn how to manage email messages and attachments, configure message options, and use search folders. Students will also learn to send and respond to meeting requests, and use the calendar functions.

NOTE: This course is only for those using PCs running the Windows version of Microsoft Office. This course is not appropriate for those using Mac computers running the Mac version of Microsoft Office.

Presented by: Pinellas County Business Technology Services (BTS)

Intended Audience: All Pinellas County employees.

A maximum enrollment of 10 students will be accommodated.

Outlook 2007 advanced topics will not be covered in this course.

Learning Objectives:

- ☐ Basic functions and features of Outlook 2007.
- ☐ Read, create and send email messages and attachments.
- ☐ Send and respond to meeting requests.
- ☐ Use of the calendar functions.

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OPEN TO UPS Employees Only

Instructor(s)

Kat Black
Kevin Connelly



[back to Class List](#)

Introduction to Supervision for Non-Supervisors

7 hours

This course provides an overview of the general skills, knowledge and aptitudes supervisors must master to be effective. You will explore the variety of situations first-line supervisors experience on a daily basis and examine the challenges of managing work through others. Find out if supervision is right for you!

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of Pinellas Training Consortium interested in becoming supervisors.

Learning Objectives:

- ❑ Discover the skills and aptitudes needed to be a good supervisor
- ❑ Learn about the rewards and sacrifices of supervision
- ❑ Explore various situations that supervisors face
- ❑ Decide if supervision is right for you!

<i>Th</i>	<i>3/10/16</i>	<i>8:30-4:30</i>	<i>Studio B</i>
<i>W</i>	<i>6/1/16</i>	<i>8:30-4:30</i>	<i>Utilities 4th floor</i>
<i>W</i>	<i>11/16/16</i>	<i>8:30-4:30</i>	<i>Studio B</i>

OPEN TO CONSORTIUM

Instructor(s)

Kimberly Nicholls
Joanie Read



[back to Class List](#)

Introduction to Windows 7 & Internet Explorer

3 hours

This instructor-led course covers the basic functions and features of Windows 7 & Internet Explorer. Participants will learn to manage and work with multiple windows as well as how to properly navigate to Windows 7 files and folders. Participants will also learn how to surf the web using Internet Explorer and how to create bookmarks to their favorite websites. Participants will be introduced to search engines that can be used to access information and find help online.

NOTE: This course is only for those using PCs running Windows 7. This course is not appropriate for those using Windows XP.

Presented by: Pinellas County Business Technology Services (BTS)

Intended Audience: All Pinellas County employees.

A maximum enrollment of 10 students will be accommodated.

Windows 7 & Internet Explorer advanced topics will not be covered in this course.

Learning Objectives:

- ❑ Basic functions and features of Windows 7 & Internet Explorer.
- ❑ Learn to manage and work with multiple windows.
- ❑ Discover how to properly navigate to Windows 7 files and folders.
- ❑ Learn to surf the web using Internet Explorer.
- ❑ Create bookmarks to capture favorite websites.
- ❑ Search engine introduction to access information and find help online.

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OPEN TO UPS Employees Only

Instructor(s)

Kat Black

Kevin Connelly



[back to Class List](#)

Introduction to Word 2007

3 hours

This instructor-led course covers the basic functions and features of Word 2007. Students will learn about the window components of Word, and will learn to create, edit, format, and save documents. Students will also learn to use the search and help features.

NOTE: This course is only for those using PCs running the Windows version of Microsoft Office. This course is not appropriate for those using Mac computers running the Mac version of Microsoft Office.

Presented by: Pinellas County Business Technology Services (BTS)

Intended Audience: All Pinellas County employees.

A maximum enrollment of 10 students will be accommodated.

Word 2007 advanced topics will not be covered in this course.

Learning Objectives:

- ❑ Basic functions and features of Word 2007.
- ❑ Create, edit, format and save documents.
- ❑ Use of the search and help features.

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OPEN TO UPS Employees Only

Instructor(s)

Kat Black

Kevin Connelly



[back to Class List](#)

The Leadership Pickles

3.5 hours

What are leadership pickles? How are they useful to successful leaders? For those who strive to be more than a manager or supervisor and become a leader in their department or agency, this course is for you.

This is not Give 'Em the Pickle, but is presented in a similar format. This class is all about you, your employees, and being a leader. You are encouraged to come to class, have some fun, and share some pickles.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of Pinellas Training Consortium in or seeking a supervisory role.

Learning Objectives:

- ☐ Spread enthusiasm
- ☐ Inspire confidence
- ☐ Demonstrate integrity

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OPEN TO CONSORTIUM

Instructor(s)



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Leading With Persuasion

3.5 hours

Have you ever had a really good idea, but nobody would listen to you? In this interactive workshop you will learn how to persuade others about your good idea. You will become skilled at communicating your idea to others through the power of positive persuasion. At the end of the workshop you will be able to lead with persuasion by following the three essential steps: preparation, presentation and response.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of Pinellas Training Consortium in or seeking a supervisory role.

Learning Objectives:

- ❑ Describe the importance of persuasion in the workplace.
- ❑ Demonstrate how to prepare for persuasion by recognizing their own value, focusing on a single idea, supporting their idea with evidence and anticipating objections.
- ❑ Present your idea with confidence by establishing credibility, being direct and logical and showing conviction.
- ❑ Respond to emotional issues and objections by talking to people one-on-one, using active listening skills and compromising.

<i>W</i>	<i>3/23/16</i>	<i>8:30-12:00</i>	<i>Studio B</i>
<i>Th</i>	<i>7/28/16</i>	<i>8:30-12:00</i>	<i>Utilities</i>

OPEN TO CONSORTIUM

Instructor(s)

Joanie Read



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Managing Change

3.5 hours

This seminar examines why people resist change and provides ways to minimize the trauma caused by change.

Presented by: Pinellas County Training Consortium

Intended Audience: All employees of the Pinellas Training Consortium

Recommended for all supervisors.

Learning Objectives:

- ❑ Learn a six-step approach to implementing change
- ❑ Understand why resistance to change exists
- ❑ Understand how conflict is often a part of managing change

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OPEN TO CONSORTIUM

Instructor(s)

Meagan Decker



[back to Class List](#)

Managing Electronic Records 1.0

3.5 hours

This course is designed to assist participants with managing electronic records at a high level, from emails to shared drive documents in accordance with the Florida Public Records Laws.

Presented by: Pinellas County Training Consortium

Intended Audience:

BOCC Department
CCC Departments

Learning Objectives:

- ❑ Understand the legal requirements for electronic records
- ❑ Learn how to organize and control electronic records based on their historical, administrative, legal and fiscal value
- ❑ Evaluate electronic records and apply the appropriate retention schedule for proper retention and final disposition

Th	3/17/16	8:30-12:00	Swisher 211
Th	6/16/16	8:30-12:00	Swisher 211
Th	11/17/16	8:30-12:00	Swisher 211

OPEN TO CONSORTIUM

Instructor(s)

Michele Koehler



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Managing Workplace Stress

3.5 hours

This half-day workshop will enable participants to deal more effectively with stress in the workplace and other situations. Participants will learn how to balance work with other aspects of their life, identify warning signals of stress and how it affects their job, and use humor to help them cope with all kinds of stress.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the Pinellas Training Consortium.

Recommended for all supervisors.

Learning Objectives:

- ☐ Balance work with other aspects of your life
- ☐ Identify warning signals of stress and how it affects your job
- ☐ Use humor to help you cope better with all kinds of stress

<i>Tu</i>	<i>3/8/16</i>	<i>8:30-12:00</i>	<i>Sheriff's Office Ulmerton Rd</i>
<i>Tu</i>	<i>9/20/16</i>	<i>8:30-12:00</i>	<i>Sheriff's Office Ulmerton Rd</i>

OPEN TO CONSORTIUM

Instructor(s)

Vilma Monteros



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New Employee Orientation
Muster Drill – New Employee
Orientation - Class 2

3.5 hours

For new hires to Pinellas County Government.

Presented by: Pinellas County Risk Management

Intended Audience: Required for all new Pinellas County employees.

Call 464-3796 if you have any questions.

Topics include:

- ☐ Safety Orientation
- ☐ Right to Know Law
- ☐ County Self-Insurance
- ☐ Safety & Loss Control
- ☐ Workers' Compensation
- ☐ General and Office Safety
- ☐ Driver Awareness

<i>Tu</i>	<i>1/19/16</i>	<i>8:30-12:00</i>	<i>Magnolia Rm</i>
<i>Tu</i>	<i>2/16/16</i>	<i>8:30-12:00</i>	<i>Magnolia Rm</i>
<i>M</i>	<i>3/21/16</i>	<i>8:30-12:00</i>	<i>Magnolia Rm</i>
<i>M</i>	<i>4/18/16</i>	<i>8:30-12:00</i>	<i>Magnolia Rm</i>
<i>M</i>	<i>5/16/16</i>	<i>8:30-12:00</i>	<i>Magnolia Rm</i>
<i>M</i>	<i>6/20/16</i>	<i>8:30-12:00</i>	<i>Magnolia Rm</i>
<i>M</i>	<i>7/18/16</i>	<i>8:30-12:00</i>	<i>Magnolia Rm</i>
<i>M</i>	<i>8/15/16</i>	<i>8:30-12:00</i>	<i>Magnolia Rm</i>
<i>M</i>	<i>9/19/16</i>	<i>8:30-12:00</i>	<i>Magnolia Rm</i>
<i>M</i>	<i>10/17/16</i>	<i>8:30-12:00</i>	<i>Magnolia Rm</i>
<i>M</i>	<i>11/21/16</i>	<i>8:30-12:00</i>	<i>Magnolia Rm</i>
<i>M</i>	<i>12/19/16</i>	<i>8:30-12:00</i>	<i>Magnolia Rm</i>

Open to UPS employees only

Instructor(s):

James Abaka
David Mangicaro



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Myers-Briggs Type Indicator

3.5 hours

Myers-Briggs Type Indicator – or MBTI is a self-report questionnaire designed to identify valuable differences between personal styles various individuals use. MBTI results help us identify our unique gifts and personal styles and enhance self-understanding of our own motivations, natural strengths, and potential areas for growth. Understanding the variety of personal styles also helps us appreciate people who differ from us.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the Pinellas Training Consortium.

Teams are encouraged to attend together.

Please note: Your results will be kept confidential unless you choose to share them with others.

Learning Objectives:

- ❑ Complete a self assessment
- ❑ Participate in a number of experiential exercises
- ❑ Learn about your preferences by exploring activity that energizes you, how you take in information, how you make decisions, and how you live your life
- ❑ Increase your awareness of the differences in preference that exist and discover ways to communicate with those who are different than you

<i>Th</i>	<i>3/17/16</i>	<i>8:30-12:00</i>	<i>Studio B</i>
<i>W</i>	<i>7/20/16</i>	<i>8:30-12:00</i>	<i>Studio B</i>
<i>Th</i>	<i>10/13/16</i>	<i>8:30-12:00</i>	<i>Studio B</i>

OPEN TO CONSORTIUM

Consortium Members will be charged \$20.00 for materials.

Instructor(s)

Gene Pressoir

Joan Read

David Groeller



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Pre-Retirement Planning

Pre-retirement planning is not just for those on the verge of retiring. Successful retirement planning takes years of preparation and investment. If possible, you are encouraged to take the following courses at least five years before your planned retirement.

Passport to Retirement is offered in the evenings and includes a \$30 course participation fee charged to participants (\$25 if pre-paid). To pre-pay: Mail a check for \$25 to Kahn Financial Group at 1700 McMullen Booth Rd. Suite A-5, Clearwater, FL 33759 (postmarked five days prior to class start date). Spouses are encouraged to attend and do so free of charge.

Passport to Retirement

6 hours

This 3-night seminar, **offered outside of official work time**, will introduce you to the concepts and practices that will help make your retirement comfortable and free from money worries.

You will receive a Retirement Planning Data form that will help you develop a written summary of your assets, income, social security and pension benefits, as well as The Passport to Retirement workbook to use as both course material and a future reference text. Participants also have available to them an optional, no obligation retirement planning consultation with the instructor after the class is completed.

Key Topics:

- ☐ Investments
- ☐ Asset protection
- ☐ Social security & Medicare
- ☐ Estate Planning

Learning Objectives:

- ☐ Provide a secure retirement for self/spouse with peace of mind
- ☐ How to generate a steady income
- ☐ Protect your assets from erosion
- ☐ Minimize income & estate taxes

Presented by: Kahn Financial Group

Intended audience: All employees of the Pinellas Training Consortium and their spouses.

There is a \$30.00 course participation fee per employee (\$25.00 if pre-paid five days prior to class start date). To pre-pay, mail a check for \$25 to Kahn Financial Group at 1700 McMullen Booth Rd, Ste A-5, Clearwater FL 33759 (postmarked five days prior to class start date.) Spouses are encouraged to attend and do so free of charge.

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OPEN TO CONSORTIUM

Instructor(s)

David Kahn Financial Group



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Performance Management

3.5 hours

Performance happens every day. Through strategic performance management we create a work culture that encourages employees and teams to perform their best as we strive to improve the quality of life for the citizens of Pinellas County. Performance Management is a continuous, ongoing process that:

- Aligns the employees' and supervisors' goals with those of the appointing authorities
- Promotes ongoing dialogue between employees and supervisors
- Increases employees and team engagement by creating a sense of personal ownership and accountability for success
- Builds trust by using a system that is fair and transparent

Presented by: Pinellas County Training Consortium.

Intended Audience: Supervisors under the UPS

Learning Objectives:

- ❑ Understand the FACE of performance
- ❑ Gain confidence in having performance conversations with employees you supervise
- ❑ Demonstrate the ability to develop performance expectations for employees
- ❑ Develop and support a growth and development plan that supports employee performance

<i>Th</i>	<i>2/11/16</i>	<i>8:30-12:00</i>	<i>Utilities</i>
<i>Tu</i>	<i>4/19/16</i>	<i>8:30-12:00</i>	<i>Magnolia Room</i>
<i>W</i>	<i>8/3/16</i>	<i>8:30-12:00</i>	<i>ERB</i>

Open to UPS employees only

Instructor(s):
Meagan Decker



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Power of Future Conversations

3.5 hours

We've all heard the saying, "Talk is cheap." However, talk is the driving force behind change and growth that moves people and organizations. So, what are you talking about? In this interactive workshop learn how to stop having conversations that focus on the past and how to have conversations focused on the future. Future conversations are filled with radical improvements that help drive present action. At the end you will know how to consciously manage conversations – both speaking and listening – to create breakthroughs, energize team commitment and produce lasting change.

Presented by: Pinellas County Training Consortium.

Intended Audience: UPS & Consortium

Learning Objectives:

- ☐ Understand the importance of conversation at work and in your daily life.
- ☐ Distinguish between different kinds of conversations.
- ☐ Identify speech acts that take place in the past, present and future.
- ☐ Practice shifting conversations out of the past and into the realms of present and future.
- ☐ Employ skills to avoid the unspoken conversations that prevent positive change.
- ☐ Demonstrate how to listen effectively and affirmatively.
- ☐ Practice using conversation as a tool to create breakthroughs in your life.

<i>W</i>	<i>2/17/16</i>	<i>8:30-12:00</i>	<i>Studio B</i>
<i>Th</i>	<i>7/7/16</i>	<i>1:00-4:30</i>	<i>Studio B</i>

OPEN TO CONSORTIUM

Instructor(s)

Joanie Read



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Problem Solving / Decision Making

3.5 hours

This course is designed to assist participants in exploring the best practices for problem solving and decision making. It demonstrates how effective problem solving and decision making can benefit leaders, their employees and the entire organization.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the Pinellas Training Consortium.

Recommended for all supervisors.

Learning Objectives:

- ❑ Illustrate how to define problems by identifying the root cause
- ❑ Teach participants how problem solving and decision making work together
- ❑ Demonstrate how to solve problems and make decisions by following six essential steps including analyzing the problem, brainstorming solutions, making the best decisions, and following through by monitoring results
- ❑ Understand how to creatively solve problems through the use of various techniques
- ❑ Demonstrate the ability to evaluate solutions in order to choose the best idea that will yield measurable results

Th	3/24/16	8:30-12:00	Swisher 211
Th	6/23/16	8:30-12:00	Swisher 211
Th	9/22/16	8:30-12:00	Swisher 211

OPEN TO CONSORTIUM

Instructor(s)

Vestina Crayton



[back to Class List](#)

Project Management

3.5 hours

Have you been asked to manage a project, or do you have tasks that could be made easier with some management insights? This seminar will help you to envision, plan, implement and evaluate a major project. These skills can also be used to successfully manage your regular work-load.

Presented by: Pinellas County Training Consortium

Intended Audience: All employees of the Pinellas Training Consortium.

Learning Objectives:

- ❑ Identify major and minor elements in project planning
- ❑ Prioritize tasks, schedule activities and resources
- ❑ Evaluate the process and the project

<i>Th</i>	<i>1/28/16</i>	<i>9:00-12:30</i>	<i>Pinellas Park</i>
<i>Th</i>	<i>5/19/16</i>	<i>9:00-12:30</i>	<i>Pinellas Park</i>
<i>Th</i>	<i>10/6/16</i>	<i>9:00-12:30</i>	<i>Pinellas Park</i>

OPEN TO CONSORTIUM

Instructor(s)

Fred Borgianini
Ryan Auclair



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Records Management 1.0

4 hours

This four-hour workshop includes a detailed overview of records management and an introduction to the Records Management System application.

Presented by: Pinellas County Training Consortium

Intended Audience:

BOCC Departments
CCC Departments

Learning Objectives:

- ❑ Learn the importance and benefits of records management
- ❑ Learn the laws that govern the process
- ❑ Receive step-by-step instruction on how to access and navigate the Records Management System, which includes how to store, retrieve and re-file inactive records

<i>Th</i>	<i>1/21/16</i>	<i>8:30-12:30</i>	<i>Swisher 111</i>
<i>Th</i>	<i>4/21/16</i>	<i>8:30-12:30</i>	<i>Swisher 111</i>
<i>Th</i>	<i>9/15/16</i>	<i>8:30-12:30</i>	<i>Swisher 111</i>

Open to UPS employees only

Instructor(s)

Michele Koehler



[back to Class List](#)

Records Management 2.0

2.5 hours

This 2.5-hour class will walk you step-by-step through the requirements for a successful inventory and destruction process.

Presented by: Pinellas County Training Consortium

Intended Audience:

BOCC Departments
CCC Departments

Learning Objectives:

- ❑ Determine and assign the appropriate retention codes
- ❑ Review and complete quarterly destruction notices
- ❑ Evaluate inventory and complete inventory worksheets

Th	2/18/16	8:30-11:00	Swisher 211
Th	5/19/16	8:30-11:00	Swisher 211
Th	10/20/16	8:30-11:00	Swisher 211

Open to UPS employees only

Instructor(s)

Michele Koehler



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Records Management: Why It Matters

1.5 hours

This 1.5 hour session is intended as a high-level overview of the importance of records management and highlights Florida Public Records Laws and record retention schedules. It is designed to raise awareness of the local and global impacts of proper records management and remind staff about their responsibilities.

Presented by: Pinellas County Training Consortium

Intended Audience:

Open to ALL employees under the BCC and CCC Departments

Learning Objectives:

- ❑ Understand the legal requirements for records management
- ❑ Understand your individual and departmental responsibility for proper records management
- ❑ Global impacts of records management

<i>Tu</i>	<i>5/10/16</i>	<i>10:00-11:30</i>	<i>Extension's Magnolia Room</i>
<i>Tu</i>	<i>10/11/16</i>	<i>3:00-4:30</i>	<i>Annex 429</i>

Open to UPS employees only

Instructor(s)

Michele Koehler



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New Employee Orientation
Setting Sail – New Employee
Orientation - Class 1

8 hours

For new hires to Pinellas County Government.

Presented by: Pinellas County Human Resources Department, Business Technology Services

Intended Audience: Required for all new Pinellas County employees.

Call 464-3796 if you have any questions.

Human Resources Topics covered include:

- ☐ Unified Personnel System
- ☐ Benefits (Medical, Dental, Life Insurance)
- ☐ Wellness Program
- ☐ Paid Time Off
- ☐ Retirement
- ☐ Diversity
- ☐ Organizational structure
- ☐ Ethics
- ☐ Human Resources policies
- ☐ Employee OPUS Self-Service

M	1/11/16	8:30-5:00	Annex 429
M	1/25/16	8:30-5:00	Annex 429
M	2/8/16	8:30-5:00	Annex 429
M	2/22/16	8:30-5:00	Annex 429
M	3/14/16	8:30-5:00	Annex 429
M	3/28/16	8:30-5:00	Annex 429
M	4/11/16	8:30-5:00	Annex 429
M	4/25/16	8:30-5:00	Annex 429
M	5/9/16	8:30-5:00	Annex 429
M	5/23/16	8:30-5:00	Annex 429
M	6/13/16	8:30-5:00	Annex 429
M	6/27/16	8:30-5:00	Annex 429
M	7/11/16	8:30-5:00	Annex 429
M	7/25/16	8:30-5:00	Annex 429
M	8/8/16	8:30-5:00	Annex 429
M	8/22/16	8:30-5:00	Annex 429
M	9/12/16	8:30-5:00	Annex 429
M	9/26/16	8:30-5:00	Annex 429
M	10/10/16	8:30-5:00	Annex 429
M	10/24/16	8:30-5:00	Annex 429
M	11/14/16	8:30-5:00	Annex 429
M	11/28/16	8:30-5:00	Annex 429
M	12/12/16	8:30-5:00	Annex 429
Tu	12/27/16	8:30-5:00	Annex 429

Open to UPS employees only

Instructor(s)

Various HR, BTS facilitators



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Sharpening Your Professional Image

3.5 hours

Discover the essential elements that form the foundation for a professional image. Unlock your potential – develop a presence that goes beyond the visual package, encompassing not only your appearance, but your communication skills, your attitude, and your behavior. By recognizing and developing these skills, you can create a powerful impact on your career and achieve professional success.

Presented by: Pinellas County Training Consortium-Sheriff's Office.

Intended Audience: All employees of the Pinellas Training Consortium.

Learning Objectives:

- ❑ Learn what's important to improve your professional image
- ❑ Discover how a positive self-image can enhance your self-esteem
- ❑ Realize your potential and ultimately achieve personal and career success

Th	3/31/16	8:30-12:00	Sheriff's Office Ulmerton Rd
W	9/28/16	8:30-12:00	Sheriff's Office Ulmerton Rd

OPEN TO CONSORTIUM

Instructor(s)

Vilma Monteros



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Supervisory & Management Competencies Series

63 hours 9 Days

All new supervisors, whether promoted from within or hired externally are required to participate in the Supervisory and Management Competencies Series (SMCS). The topics, taught one day a week for 9 weeks, align leadership training with the County's performance competencies system. The SMCS modules are identified in the schedule below, portions of which are open to Consortium leaders.

Note - Most of these topics will also be available as a stand-alone course for experienced supervisors needing a refresher.

Presented by: Pinellas County Training Consortium.

Intended Audience: Required for all new supervisors, whether promoted from within or hired externally.

SMCS date schedule: Studio B except where noted

Day	Series I	Series II	Series III
Day 1	2/2/16	5/17/16	8/16/16
Day 2	2/9/16	5/24/16	8/23/16
Day 3	2/16/16	6/7/16	8/30/16
Day 4	2/23/16	6/14/16	9/13/16
Day 5	3/1/16	6/21/16	9/20/16
Day 6	3/8/16	6/28/16	9/27/16
Day 7	3/15/16	7/12/16	10/4/16
Day 8	3/29/16	7/19/16	10/11/16
Day 9	4/5/16	8/2/16	10/18/16

Also recommended are Myers-Briggs Type Indicator (MBTI) and Emotional Intelligence. The two will be offered together after each series has been completed, dates to be announced.

See table on proceeding pages for topic detail

OPEN TO CONSORTIUM

Open to Consortium members only on days indicated in table on proceeding page.

Instructor(s)

Various County Instructors

Day and Start Time	Supervisory & Management Competencies Series Studio B	Series I February 2 thru April 5	Series II May 17 thru August 2	Series III August 16 thru October 18
Day 1	(Open to Consortium)	2/2/16	5/17/16	8/16/16
8:30	Effective Leadership Techniques			
1:00	Creating A Motivated Team			
Day 2	(County Only)	2/9/16	5/24/16	8/23/16
8:30	Overview of UPS			
9:30	Labor Laws, Rights & Responsibilities			
11:00	Employee Compensation			
1:00	EAP			
Day 3	(Open to Consortium)	2/16/16	6/7/16	8/30/16
8:30	Human Relations & Effective Communications			
1:00	Conflict Resolution			
Day 4	(County Only)	2/23/16	6/14/16	9/13/16
8:30	Employee Interviewing & Selection			
Day 5	(Open to Consortium)	3/1/16	*6/21/16	9/20/16
8:30	A Leader's Guide to Delegating			
1:00	*Coaching and Counseling			
Day 6	(County Only)	3/8/16	6/28/16	9/27/16
8:30	Performance Management			
1:00	Grievances & Discipline			
Day 7	(Open to Consortium)	3/15/16	*7/12/16	10/4/16
8:30	*Management Ethics			
1:00	Workplace Diversity			
Day 8	(County Only)	3/29/16	7/19/16	10/11/16
8:30	EEO & Diversity Effectiveness			
1:00	TBD			
Day 9	(Open to Consortium)	4/5/16	8/2/16	10/18/16
8:30	Safety & the Supervisor / Violence in the Workplace			
1:00	Managing Change			

*Coaching and Counseling, and Management Ethics will switch time and date for Series II.

OPEN TO CONSORTIUM only the days as indicated above.

UPS employees should register for an entire series only, not individual classes. If a UPS employee misses any classes in a Series they then can register for individual classes, as make-up classes, on date needed the next time the Series is offered. Consortium members are registered for the entire series though only attend the odd Days of training (Day 1, 3, 5, 7, 9).

Also recommended are Myers-Briggs Type Indicator (MBTI) and Emotional Intelligence. The two will be offered together after each series has been completed, dates to be announced.



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Team Building

7 hours

Teams aren't just for baseball anymore. Come and learn what it takes to create and maintain a successful team at work!

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the Pinellas Training Consortium.

Recommended for all supervisors.

Learning Objectives:

- ❑ Identify the characteristics of a successful team
- ❑ Explore the “Stages of Team Development”
- ❑ Identify team members responsibilities in building and maintaining a high performing team
- ❑ Practice communication skills in team development

<i>Tu</i>	<i>7/26/16</i>	<i>8:30-4:30</i>	<i>Studio B</i>
<i>W</i>	<i>12/7/16</i>	<i>8:30-4:30</i>	<i>Utilities 4th floor</i>

OPEN TO CONSORTIUM

Instructor(s)

Joan Read



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Time Management

30 Ways To Make More Time

3.5 hours

Most people think they are efficient. But unless they know how to manage their time, it's unlikely they will ever be fully effective. Poor time management can also have an effect on their colleagues or the team they work with.

30 ways to make more time

demonstrates that time management training can be applied to anyone within an organization. You will experience many different situations and various issues surrounding time management - showing both the right and the wrong ways of doing things.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the Pinellas Training Consortium.

Recommended for all supervisors.

Learning Objectives:

- ☐ Start the day correctly in order to be more productive
- ☐ Prioritize tasks by deciding which ones are important or urgent
- ☐ Handle meetings
- ☐ Use the phone or email more effectively
- ☐ Identify 'time robbers' and build the right defenses against them.

Th	1/21/16	8:30-12:00	Studio B
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OPEN TO CONSORTIUM

CEU Certified

Instructor(s)

Wayne Hamm, Pinellas County Health Dept



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Tips for Getting the Job You Want

3.5 hours

Have you ever had trouble creating a résumé or difficulty deciding what information to include on an application form? Have you ever been concerned or disappointed with your performance in a job interview? This workshop is designed to provide you with tips and suggestions to assist you in presenting yourself, your experience, and your abilities in positive ways to a selecting official.

While participation in this class in no way guarantees you will get the next job opening you seek, it can help you identify how to put your best foot forward and enhance your chances of selection.

Presented by: Pinellas County Human Resources Employment and Volunteer Services.

Intended Audience: All Pinellas County Employees.

TBA

TBA

TBA

TBA

Participants will be automatically waitlisted until adequate enrollment numbers are reached.

Open to UPS employees only

Instructor(s)

Beverly Waldron



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What To Do When Conflict Happens

3.5 hours

This introductory workshop is designed to address “people problems” which confront workers every day. Upon completion, you will be able to identify sources of conflicts and follow procedures to resolve conflicts and interaction problems.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the Pinellas Training Consortium.

Learning Objectives:

- ❑ Identify sources of conflict
- ❑ Assess your own personal style in dealing with conflict
- ❑ Become familiar with a variety of methods for effectively managing conflict
- ❑ Learn about the use of specific techniques, such as mediation, in resolving conflict

<i>W</i>	<i>3/2/16</i>	<i>8:30-12:00</i>	<i>Studio B</i>
<i>Th</i>	<i>7/21/16</i>	<i>1:00–4:30</i>	<i>Studio B</i>
<i>Tu</i>	<i>10/25/16</i>	<i>1:00–4:30</i>	<i>Studio B</i>

OPEN TO CONSORTIUM

Instructor(s)

Jim Valliere



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When Change Happens, Adjust Your Sail

A New Attitude Series Part III

4 hours

Think about being on a small boat in the middle of a storm. The boat is being rocked by winds and the stormy seas. How can you navigate through the storm and get back on your navigational path? One way to accomplish this is to adjust your sails and get out of the storm.

Participants will learn three valuable lessons in this powerful training session: 1) Don't panic, 2) It's Okay to Complain, but..., and 3) Stay Positive. Navigate through the Storm of Change – starting with your own positive attitude. You can learn how to deal with negative people, challenges, and the unexpected simply by tapping into your own resources – adjusting your sail – with a smile all the way!

When Change Happens, Adjust Your Sail is Part Three of the three part series, A New Attitude. The classes are individual classes. Taking all three is recommended, but not required.

Presented by: Pinellas County Training Consortium.

Intended Audience: All Consortium members

Learning Objectives:

- ❑ Learn fresh and inspiring new ways of adapting to and coping with change
- ❑ Discover innovative ideas to solving old problems
- ❑ Gain valuable insight into how your attitude shapes your interactions and relationships with everyone from co-workers and customers to family and friends

W	4/13/16	8:30-12:00	Sheriff's Office Ulmerton Rd
W	8/3/16	8:30-12:00	Sheriff's Office Ulmerton Rd

OPEN TO CONSORTIUM

Instructor(s)

Vilma Monteros



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Who Put A Lizard In My Lasagna?

A New Attitude Series Part II

4 hours

Do you know how to invite success into your life? Do you want to make your interactions with others more meaningful? Sam Glenn, motivational keynote speaker, says, "You showed up on this planet with amazing gifts and abilities; if you apply them right where you are now, you will begin to experience more of what you want. It's that simple."

This straightforward, valuable concept was born when Sam's mother put a plastic lizard in his lasagna as a joke. Learn from this life-changing event in Sam's life. Discover how to open doors to creativity, remember what's important, and go above and beyond – all while having fun! Use the best of what you have to create the best of what you want.

Who Put A Lizard In My Lasagna? is Part Two of the three part series, A New Attitude. The classes are individual classes. Taking all three is recommended, but not required.

Presented by: Pinellas County Training Consortium.

Intended Audience: All Consortium members

Learning Objectives:

- ❑ Learn fresh and inspiring new ways of adapting to and coping with change
- ❑ Discover innovative ideas to solving old problems
- ❑ Gain valuable insight into how your attitude shapes your interactions and relationships with everyone from co-workers and customers to family and friends

<i>W</i>	<i>3/16/16</i>	<i>8:30–12:00</i>	<i>Sheriff's Office Ulmerton Rd</i>
<i>W</i>	<i>7/13/16</i>	<i>8:30-12:00</i>	<i>Sheriff's Office Ulmerton Rd</i>

OPEN TO CONSORTIUM

Instructor(s)

Vilma Monteros



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Workplace Diversity: Beyond Race, Religion & Gender

3.5 hours

Diversity is more than race, religion and gender; true diversity is appreciating all that makes us different from one another. In a diversified work environment, it is important to know not only what the differences are but how our behavior sometimes unconscious or unintended, can impact our relationships with others. This interactive workshop guides participants through identifying the many facets of diversity, how to translate an organizational commitment to diversity into behavioral terms, handling difficult or unexpected diversity situations at work and recognizing how diversity is cultivated from both intrinsic and extrinsic motivators.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the UPS and consortium

Learning Objectives:

- ❑ Summarize the importance and role diversity plays in Pinellas County Government, especially in relation to the County's Mission, Vision and Values and goal of being a high performing organization.
- ❑ Describe how changing demographics within Pinellas County has impacted and will continue to impact the County's diversity.
- ❑ List the many facets of diversity that are at play within the workplace.
- ❑ Indicate how diversity is cultivated from both intrinsic and extrinsic motivators.
- ❑ Recognize how subtle or untended behaviors and/or speech can create an unwelcoming working environment.

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OPEN TO Consortium

Facilitator



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Workplace Diversity: Developing Cultural Competence

3.5 hours

Who we work next to and those we serve in our community is constantly changing. This workshop helps you better understand lesbian, gay, bisexual and transgendered (LGBT) individuals. Learn the difference between sex, gender and sexual orientation, how stereotypes and myths affect LGBT people & the process people navigate in coming out. In this interactive workshop, you will have the opportunity to learn more LGBT people in the community and on your team. At the end, you will be a more culturally competent individual who is able to correctly use terminology and have a better understanding of issues surrounding LGBT persons.

Presented by: Pinellas County Training Consortium.

Intended Audience: All employees of the UPS and consortium

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OPEN TO Consortium

Facilitator



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