2018 LEARNING CATALOG

www.pinellascounty.org/hr/training
Welcome

The Human Resources Organizational & Talent Development team is pleased to offer a wide variety of learning opportunities to employees and members of the Consortium. Ready to jump in?

Engage in More Than a Course: Engage in a Learning Experience

- The new Learning Catalog is extensive and has more than 100 instructor-led development opportunities for you to sharpen your skills, including 43 new courses.
- Our instructor-led courses are interactive, hands-on and learner focused.
- The catalog provides a framework to build your personalized learning path to grow your knowledge and skills.

Highlights:

- The redesigned catalog is more user-friendly. There are now four tables of contents — alphabetical, by Learning Path, by topic, and Consortium only. We added a list of our team members. Best of all, we added direct links to OPUS registration for every course.
- We recalibrated to offer you the learning opportunities you need, when you need it, at every stage in your career.
- We placed you at the center of a new design and vision that treats learning as a continuous process, not an occasional event.

Learning Paths (NEW)

- There are seven Learning Paths offering a sequence of activities and resources to help you build knowledge and skills progressively over time.
- Learning Paths are designed to align with your development goals.
- Certificates and microcertifications are available for successful completion.
- Choose from numerous options to find the one that best works for you as one size does not fit all.
- Learning Paths are designed to develop you in your journey to become a leader of tomorrow.

ULearnIT

- All permanent Unified Personnel System employees have access to ULearnIT’s new and effective self-paced delivery options.
- Here’s your opportunity to use technology to drive learning.
- Fill skill gaps or sharpen skills with thousands of online courses available at your fingertips.
- Gain the professional or IT skills you need quickly, easily, and on your schedule.
- Stay up-to-date with the latest best practices and technologies.
- Enjoy 24/7 unlimited access to comprehensive e-learning libraries, courses, videos, recorded live events and digital books from subject matter experts.
- Use the new Fast Find Topic Search catalogs to filter through thousands of courses by topic to find the right fit.
Seize the Opportunity

- The robust curriculum allows you to develop your career from the foundational core business skills to that of a strategic leader.
- Use these learning tools to focus on personalized development through building competency expertise and networking.
- You will develop key competencies in vital focus areas that include communication, change management, driving for results, leadership essentials, managing diverse relationships, managing performance, organizational impact and innovation.
- This is your opportunity to help lead our workforce into an exciting future. It is your chance to do more, achieve more, be more.
- Learning opportunities are a door that opens for those who want to make a difference. And you are one of them.
- Continuous learning is the way forward. When it comes to learning there is no end date. Come grow with us!

Every Leader Starts Somewhere

Still not sure why this is so exciting? Are you passionate about leadership? Are you ready to make your mark? Are you excited about starting your adventure? Start your leadership journey now!

Contact Us

- We are happy to answer all of your questions whether you are having an issue registering for a course or just want to brainstorm development options to meet your learning needs.
- Tell us about your learning experience.
- We would love to hear from you by email or by phone at (727) 464-3796.
Course List - Alphabetical

The courses listed below are hyperlinks. Simply click on a title to go to the page. Course dates and times are subject to change.

All courses are open to employees of Pinellas County’s Unified Personnel System.

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## Course List - by Learning Path

For more information, see the Learning Paths Guide.

### Core Learning Path: Career Development
- **Career Development Forum**
- **Managing Your Career**
- **Microsoft Excel 2013 Core Essentials**
- **Microsoft Outlook 2013 Core Essentials**
- **Microsoft Word 2013 Core Essentials**
- **Principles of Professionalism: Are Yours on Display?**
- **The Exceptional Administrative Assistant**

**ULearnIT Elective (1)**

### Core Learning Path: Core Business Skills
- **Change Management Essentials**
- **Dealing with Difficult People**
- **Give ‘em the Pickle**
- **It’s Not Just Customer Service**
- **Time Management: 30 Ways to Make More Time**

**ULearnIT Electives (3)**

### Core Learning Path: Communication
- **Body Language**
- **Business Writing**
- **Communicate This**
- **Effective Listening**
- **Email Etiquette**
- **Multigenerational Workplace**
- **What to Do When Conflict Happens**

**ULearnIT Elective (1)**

### Core Learning Path: Individual Leadership
- **Happiness Advantage**
- **Leadership at Every Level: A Foundation**
- **Managing Integrity & Ethics Essentials**
- **True Colors**
- **Workplace Harassment, Discrimination, Bullying & Violence: What You Need to Know**

**ULearnIT Electives (3)**

### Emerging Leader Learning Path: Individual Effectiveness
- **Kick in the Attitude**
- **Managing Five Generations**
- **Managing Integrity & Ethics**
- **When Change Happens, Adjust Your Sail**
- **Who Put a Lizard in My Lasagna?**
- **Workplace Harassment, Discrimination, Bullying & Violence: What You Need to Know**

**ULearnIT Electives (2)**

### Emerging Leader Learning Path: Leadership Essentials
- **Accountability That Works**
- **Body Language**
- **Breakthrough Listening**
- **Emotional Intelligence**
- **Intro to Supervision for Non-Supervisors**
- **Leadership at Every Level**
- **Leading with Persuasion**

**ULearnIT Elective (1)**

### Emerging Leader Learning Path: Managing People
- **Coaching & Counseling**
- **Conflict Resolution**
- **Delegation**
- **Grievance and Disciplinary Procedures**
- **Performance Management**
- **Power of Positive Discipline**
- **Rewards & Recognition**
- **Team Building**

**Evolving Leader Learning Path: Change Management**
- **Accountability That Works**
- **Change is Not an Event: It’s a Process**
- **Changing Environment & Future Trends in Leadership Development**
- **Project Management**
- **Situational Leadership**

**ULearnIT Electives (2)**

### Emerging Leader Learning Path: Managing Performance
- **A Manager’s Guide to Customer Service Excellence**
- **Building Trust**
- **Delegation**
- **Drive for Results**
- **Five Questions Every Leader Must Ask**
- **Grievances & Disciplinary Procedures**
- **Performance Management**

**ULearnIT Elective (1)**

### Emerging Leader Learning Path: Organizational Impact
- **Conflict Resolution**
- **Microsoft Excel 2013 Advanced Essentials**
- **Microsoft Word 2013 Advanced Essentials**
- **Myers-Briggs Type Indicator**
- **Organizational Integrity & Ethics**

**ULearnIT Electives (3)**
Course List - by Learning Path continued

For more information, see the Learning Paths Guide.

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Also see:
- Supervisory & Management Competencies Series Learning Path
- Certified Supervisory Manager Learning Path
- Certified Public Manager Learning Path
## Course List - by Topic

### Business / Professional Skills
- **Budget 101**
- **Exceptional Administrative Assistant**
- **Grants 101**
- **Managing Integrity & Ethics**
- **Meeting Management**
- **Organizational Integrity & Ethics**
- **Project Management**
- **Scam Detection Starts with Consumer Protection!**
- **Strategic Performance Management 101: Destination Success**
- **Time Management: 30 Ways to Make More Time**

### Career Development
- **Career Development Forum**
- **Kick in the Attitude**
- **The Happiness Advantage**
- **Managing Your Career**
- **Principles of Professionalism: Are Yours on Display?**
- **When Change Happens, Adjust Your Sail**
- **Who Put a Lizard in my Lasagna?**

### Change Management
- **Change is Not an Event, It’s a Process**
- **Change Management Essentials**

### Communication Skills
- **Body Language**
- **Breakthrough Listening**
- **Business Writing**
- **Communicate This!**
- **Effective Listening**
- **Email Etiquette**
- **Powerful Public Speaking Skills**
- **Toastmasters Club (Pinellas Parler)**

### Computer Skills
- **Microsoft Excel 2013 Advanced Essentials**
- **Microsoft Excel 2013 Core Essentials**
- **Microsoft Outlook 2013 Core Essentials**
- **Microsoft Word 2013 Advanced Essentials**
- **Microsoft Word 2013 Core Essentials**
- **ULearnIT**

### Creativity
- **Creativity**
- **Innovation Management**
- **Problem Solving/Decision Making**

### Customer Service
- **Customer Focus**
- **Give ‘em the Pickle**
- **It’s Not Just Customer Service**
- **Manager’s Guide to Customer Service Excellence**

### Diversity
- **Managing Five Generations**
- **Multigenerational Workplace**

### Finance/Retirement Planning
- **Getting Ready for Retirement**
- **Passport to Retirement**
- **Social Security & Medicare Overview**

### Harassment/Bullying
- **Bullying in the Workplace**
- **It’s Not Just the Law It’s What’s Right: Pinellas County’s Anti-Harassment Policy**
- **Workplace Harassment, Discrimination, Bullying & Violence: What You Need to Know**

### Incident Command
- **ICS — 100.B Introduction to Incident Command System**
- **ICS — 200.B Single Resources & Initial Action Incidents**
- **ICS — 700.A National Incident Management System, An Intro**
- **ICS — 800.B National Response Framework, An Intro**

### Interpersonal Skills
- **Conflict Resolution**
- **Dealing with Difficult People**
- **Managing Relationships**
- **What to do When Conflict Happens**

### Leadership & Management
- **Building Trust**
- **Certified Public Manager Program**
- **Certified Supervisory Manager**
- **Changing Environment & Future Trends in Leadership**
- **Coaching & Counseling**
- **Delegation**
- **Don’t Fall for False Consensus in Groups**
- **Drive for Results**
- **Five Questions Every Leader Must Ask**
- **Grievance & Disciplinary Procedures**
- **Intro to Supervision for Non-Supervisors**
- **Leadership at Every Level**
- **Leadership at Every Level: A Foundation**
- **Leading with Persuasion**
- **Managing Through Systems**
- **Managing Vision & Purpose**
- **Motivating Others**
- **Performance Management Perspective**
- **Power of Positive Discipline**
- **Rewards & Recognition**
- **Situational Leadership**
- **Strategic Agility**
- **Supervisory & Management Competency Series (SMCS)**
- **Team Building**
Course List - by Topic continued

New Employee Orientation
1 — Setting Sail (Human Resources information)
2 — Muster Drill (Safety, Risk Management)
3 — Freestyle Cruising (Retirement, Wellness)

OPUS
Accounts Receivable - Miscellaneous
Accounts Receivable - Standard
Annual Physical Inventory
Clerk's Purchasing: OPUS Overview
Dept. Accounts Payable Processing
Dept. Fixed Asset Processing
Dept. General Ledger Processing
iExpense — Pcard Training
iExpense — Travel Training
Miscellaneous Templates Training
OBIEE Project Management Reports
OPUS Project Management
Oracle Learning Management (OLM) Administration

Personal Skills
Accountability That Works
Dealing with Ambiguity
Emotional Intelligence
Goal Setting Works
Learning on the Fly
Myers-Briggs Type Indicator
True Colors

Records Management
Managing Electronic Records
Records Management 1.0
Records Management 2.0
Learning Locations

Annex (Rooms 138 and 429)
400 South Fort Harrison Avenue
Clearwater, FL 33756

Communications Studio B (Room 221)
333 Chestnut Street
Clearwater, FL 33756

Dunn (Room 109)
GMD North
3900 Dunn Drive
Palm Harbor, FL 33468

EOC
Public Safety Complex
10750 Ulmerton Road
Building 1, Suite 266
Largo, FL 33778

EpiCenter
St. Petersburg College
13805 58th Street North
Clearwater, FL 33760

Extension Magnolia Room
Parks and Conservation Resources
12520 Ulmerton Road
Largo, FL 33774

Justice Center (formerly CJC)
14250 49th Street North
Clearwater, FL 33762

Public Works (Rooms A133 and A230)
22211 U.S. Highway 19 North
Building 1
Clearwater, FL 33765

Sheriff’s Office (Rooms 180, 180A, 181, 183)
Public Safety Complex
10750 Ulmerton Road
Largo, FL 33778

Solid Waste
3095 114th Avenue North
St. Petersburg, FL 33716

South Cross (Media Room)
7401 54th Avenue
St. Petersburg, FL 33709

Swisher (Rooms 112 and 211)
509 East Avenue South
Clearwater, FL 33756

Utilities (Rooms 401 and 404)
14 South Fort Harrison Avenue
Clearwater, FL 33756
Our Team

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Kimberly Nicholls

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Dawna Sarmiento

Pinellas County Sheriff
Vilma Monteros
Patti Samuels

Other Partners
Deferred Compensation Representatives
FRS Representatives
FSU Florida Center for Public Management
Kahn Financial Group
St. Petersburg College
United Healthcare
Accountability That Works

**Purpose**
At every level of every organization, projects begin, tasks are assigned, efforts are made, and deadlines are met or missed. Directions are given but employees don't understand them. Deliverables are promised but not delivered. Agreements are misunderstood or never made. It's not really anyone's fault it's just part of how people fail to communicate in a specific and clear manner about the tasks they assign or accept.

This course provides a systematic way to overcome these organizational tendencies by focusing on a three stage cycle of accountability: responsibility, empowerment and clear agreements. Thus providing everyone in your organization with the tools they need for a greater sense of empowerment and increased productivity.

Participants will learn to view accountability as an ongoing process for achieving personal effectiveness.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Emerging Leader
Evolving Leader

**Facilitator(s)**
UPS, Solid Waste: Catherine Eichner

**Objectives**
- Compare and contrast accountability and responsibility
- Determine and ensure that every task has a clearly defined owner and agreement
- Build and empower yourself to keep agreements
- Define the components that comprise a culture of accountability
- Hold others accountable; be accountable without being defensive and learn from mistakes
- Explain the importance of clearly communicating your expectations

**When & Where**
- 10/17/18, Wed. 8:30 - 12:00
  Communications Studio B

View addresses

If you do not have OPUS access, please register through your training contact.
Accounts Receivable Miscellaneous

Purpose
Find out how to enter miscellaneous receipts into the Oracle Receivables Sub Ledger, attach appropriate supporting documentation and discover tips and tricks to help you maximize your use of the system.

Length
3.5 hours

Intended Audience
UPS employees who are PIN BCC and PIN CCC Receivable Users

Learning Path(s)
Not applicable

Facilitator(s)
UPS, Clerk of the Circuit Court:
Maria Collura

Shari Concannon
Cassie Tiemey
Kristen Williams

Open To
UPS employees only

Objectives
- Create miscellaneous receipts
- Find out how to attach appropriate backup
- Utilize summary screens for an easier reconciliation process

When & Where
- 6/7/18, Thu. 1:00 - 4:30
  Annex Room 138
- 7/10/18, Tue. 1:00 - 4:30
  Annex Room 138

View addresses

REGISTER NOW
If you do not have OPUS access, please register through your training contact.
Accounts Receivable Standard

Purpose
Find out how to enter Invoices and Standard Receipts into the Oracle Receivables Sub Ledger. Discover other tips and tricks to help you maximize your use of the system including how to create, complete, and attach support to multiple transactions at a time.

Length
3.5 hours

Intended Audience
UPS employees who are PIN BCC and PIN CCC Receivable Users

Learning Path(s)
Not applicable

Facilitator(s)
UPS, Clerk of the Circuit Court:
Maria Collura
Cassie Tierney
Shari Concannon
Kristen Williams

Objectives
- Create invoices — single and recurring
- Complete and attach support to multiple invoices at one time
- Create and apply standard receipts
- How to reconcile customer balances

When & Where
- 7/13/18, Fri. 9:00 - 12:30
- Utilities Room 401
- View addresses

If you do not have OPUS access, please register through your training contact.
Annual Physical Inventory

**Purpose**
Increase your awareness of state and local requirements governing the fixed asset inventory process and safeguarding of County owned assets.

You will explore Pinellas County inventory policies, procedures and forms.

Furthermore, you will be provided with the hands-on training necessary to prepare departmental fixed asset inventory reports.

**Length**
2.5 hours

**Intended Audience**
UPS employees only responsible for performing fixed asset inventory or fixed asset oversight

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Clerk of the Circuit Court:
Sheri Bowers
Cecelia Coley
Roxann Foreman
Anne Lawler
Dawn Powell

**Objectives**
- Discover the requirements and objectives of the annual physical inventory
- Identify the roles and responsibilities of everyone involved in the inventory process
- Evaluate the forms necessary to deal with issues that arise during the inventory process
- Find out how to prepare the departmental inventory report
- Discover online training resources, reference materials and documents

**When & Where**
- 6/19/18, Tue. 8:30 - 11:00
  Utilities Room 401

View addresses
Body Language

**Purpose**
Your body language tells more than you realize about your motives, your desires, and your true feelings. It’s a crucial part of your impact on the people you work with. So here’s a question for you. Do you know what your body just said? If you’re like most your answer to that question is probably, “No, not really.”

Well, that’s about to change as nonverbal tips and strategies are shared in this course that will help you be a more effective communicator. You’ll be more aware of the messages your body sends, and you’ll discover how to align those nonverbal statements with your goals. We’ll cover the ways in which gestures, space, tone of voice, and even your feet can add credibility to what you’re saying.

Being a great communicator isn’t just about saying the right words. Remember you’re always communicating over two channels, verbal and nonverbal. This results in two distinct conversations going on at the same time.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
- Core
- Emerging Leader
- Evolving Leader

**Facilitator(s)**
UPS, Human Resources:

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**Objectives**
- Discover how body language is an important mode of communication
- Apply body language more effectively to increase your personal impact
- Recognize how to interpret and read signals of others

**When & Where**
- 7/25/18, Wed. 8:30 - 12:00
  Annex Room 429-CANCELED
- 11/14/18, Wed. 8:30 - 12:00
  Communications Studio B

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**Open To**
All UPS employees and Consortium members

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If you do not have OPUS access, please register through your training contact.

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View the Course List by Topic
Breakthrough Listening

Purpose
We all know that good communication skills are critical in every business environment. We also know that communication often breaks down. When there’s a breakdown, we usually think the solution is to speak more clearly. But often, the solution is better listening. Each of us has a habitual way of listening — a way of fitting what we hear into our preconceived notions. We are captives of our way of listening, often unaware that what we hear is not what others are saying. Fortunately, business listening skills can be learned and developed.

This course goes beyond the concepts of Effective Listening and shows why we shouldn't take listening for granted. Learn the skills that will make you a better listener — and thus a better communicator.

Length
2 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Emerging Leader

Facilitator(s)
UPS, Human Resources: Kat Black

Objectives
- Recognize that clear speaking does not guarantee clear listening
- Identify the fact that listening is always interpretive
- Demonstrate how culture and personal history shape listening
- Examine how perceptions about relative power can limit the exchange of ideas
- Discuss how changes in mood cause changes in listening and changes in listening cause changes in mood
- Define how effective communication requires listening BEYOND the words to the underlying concerns
- Describe how awareness expands our listening possibilities

When & Where
- 6/14/18, Thu. 8:30 - 10:30
  Annex Room 429
- 10/16/18, Tue. 8:30 - 10:30
  Annex Room 429

Open To
All UPS employees and Consortium members

If you do not have OPUS access, please register through your training contact.
Budget 101

**Purpose**
The Board of County Commissioners (BCC) Strategic Plan includes a strategy to “Be responsible stewards of the public’s resources.” This 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.

**Length**
2.5 hours

**Intended Audience**
BCC department managers and directors
(Strongly recommended for all staff responsible for managing all or part of their department’s budget)

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Office of Management and Budget:
Linda Benoit
Bill Berger
Veronica Ettel
Joshua Harmon-Schaefer
Cecelia McCorkell
Jason Rivera

**Objectives**
- Discuss and understand the Pinellas County budget
- Show the construction of the budget and why
- Define how the budget is formulated and managed
- Define stakeholder roles
- Explore resources available for reporting and support

**When & Where**
- 6/6/18, Wed. 8:30 - 11:00
  Annex Room 429
- 9/5/18, Wed. 1:00 - 3:30
  Communications Studio B
- 12/5/18, Wed. 9:00 - 11:30
  Communications Studio B

**Open To**
BCC department managers and directors

If you do not have OPUS access, please register through your training contact.
Building Trust

**Purpose**
Trust is critical to the success of any business and is crucial for your success as a manager. Trust is a two-way street: You need to be able to trust your workers and your workers must be able to feel they can trust you. Trust is not built overnight. It takes time and work. Building trust requires that you work on improving the quality of your communication with your staff.

This course will introduce participants to concepts on how to acquire and keep the trust of your colleagues and your workers.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Evolving Leader

**Facilitator(s)**
UPS, Human Resources:
Kevin Connelly

**Objectives**
- Determine when trust does not exist
- Discover the benefits of trust
- Building trust to improve communication
- Identify challenges to creating trust

**When & Where**
- 8/30/18, Thu. 8:30 - 12:00
  CANCELLED
- View addresses

If you do not have OPUS access, please register through your training contact.
Bullying in the Workplace

Purpose
What is bullying anyway? According to the Workplace Bullying Institute it is defined as repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators. There are various forms of bullying that include verbal, physical, gesture bullying, social media, power bullying, work interference, sabotage and exclusion.

Pinellas County now has a Respectful Workplace Behavior/Anti-Bullying Policy that will help address bullying in the workplace. What skills do you need to address bullying? How are bullying allegations handled?

Length
1.5 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Not applicable

Facilitator(s)
UPS, Human Resources:

Objectives
- Define and identify workplace bullying and apply it to situations associated to any occupation
- Identify common impacts of bullying on the target’s health, social, family and economic situation
- Analyze and identify solutions and strategies to overcome workplace bullying that apply to case studies
- Review Pinellas County’s Anti-Bullying Policy

When & Where
- 7/12/18, Thu. 8:30 - 10:00
CANCELLED

View addresses
Business Writing

Purpose
Writing clearly is an important communication skill. A poorly written document or email conveys a lack of professionalism and can lead to miscommunication or slow the productivity of a team or organization.

Keys to writing success include: Know your purpose, understand your audience, create messages that are clear and concise, get the mechanics right and match communication mode and message.

Participants will learn techniques to improve spelling, grammar, sentence structure and punctuation. They will also learn the Golden Rule of Email.

Length
4 hours

Intended Audience
Everyone in the UPS and Consortium members who regularly communicate via email (charge of $40 for Consortium members)

Learning Path(s)
Core

Facilitator(s)
St. Petersburg College

Objectives
- Improve written communications by applying the “Five Keys to Writing Success”
- Define and use a three-step process to improve writing
- Apply best practices to use email more efficiently
- Identify and decrease writing errors by gaining better awareness of common spelling and grammar issues in business writing
- Improve the quality of writing by consistently using techniques to enhance clarity

When & Where
- 9/12/18, Wed. 8:30 – 12:30
  EpiCenter 1-314

If you do not have OPUS access, please register through your training contact.
Career Development Forum

**Purpose**
What is career development? Professional career development is about contemplating where you would like to go and what you would like to achieve in your work life. And then creating an action plan to achieve it.

During this seminar, participants are actively involved in selecting the topics they feel would best meet their development needs in order to accomplish their goals.

This ongoing seminar 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 seminar must commit to attending all five sessions.

This seminar is closed until our next offering in 2019.

**Length**
15 hours over 5 days

**Intended Audience**
UPS employees only

**Learning Path(s)**
Core

**Facilitator(s)**
UPS, Human Resources: Jim Valliere

**Objectives**
- How to develop skills for getting along and moving ahead
- Organizational communications and politics (including networking skills)
- How to take personal responsibility for your success

**When & Where**
- 6/13/18, Wed. 8:30 - 11:30 Communications Studio B
- 8/8/18, Wed. 8:30 - 11:30 Communications Studio B
- 10/10/18, Wed. 8:30 - 11:30 Communications Studio B

If you do not have OPUS access, please register through your training contact.
Certified Public Manager (CPM) Program

Purpose
The Certified Public Manager program is a nationally-recognized leadership program for developing public managers and supervisors. It is currently offered in 38 states and by the federal government. The primary goals are to professionalize public management and improve organizational efficiency and effectiveness. The CPM certification is a professional designation, not an academic one.

It consists of 32 days of classroom instruction, supplemented by homework assignments and open-book exams. There are 8 four-day courses, known as Levels 1-8. These levels are typically scheduled every 4 months, so most CPM participants complete the program in 30 months.

Courses are presented by the Florida Center for Public Management, Florida State University. For more information, view the CPM flyer, and visit www.fcpm.fsu.edu.

Length
32 days, 8 four-day courses over 30 months

Intended Audience
- UPS employees with nomination from their department director
- Consortium members are also eligible, but will be charged a fee for each level

Nomination Process
A prospective enrollee must be nominated by their department director by memo to the OTD Officer in Human Resources.

Admission requirements:
- A nominee may already be a supervisor or may be on a direct career path to a supervisory role within the County
- A nominee may already hold an upper level professional role with broad program responsibilities within the County or may be on a direct career path to filling such a role

Objectives
- Levels 1 through 4 focus on the fundamentals of leadership and management, with an emphasis on improving one’s people skills, team leadership, and improving organizational effectiveness.
  - LEVEL 1: Individual Management
  - LEVEL 2: Teams
  - LEVEL 3: Organizational Issues
  - LEVEL 4: Graduate School “The Big Picture”
- Levels 5 through 8 are designed to improve a manager’s understanding of complex organizations, large systems and policy formation.
  - LEVEL 5: The Future
  - LEVEL 6: Systems Thinking
  - LEVEL 7: Policy
  - LEVEL 8: Graduation “Making it Real”
Nominated employees must have demonstrated a high degree of conceptual ability, reading comprehension, and written and oral communication skills.

Candidate Selection Priority:
- Current department directors
- Managers and supervisors who have been identified by directors as in need of strengthening their managerial skills
- Other employees in supervisory positions
- Other employees as recommended by department directors

Learning Path(s)
Certified Public Manager

Facilitator(s)
Florida Center for Public Management instructors

CPM Course Descriptions

**Level 1: Management of Individual Performance**
This level is an introduction to contemporary management, emphasizing leadership style, personal style, and managing individuals. Topics: The Leadership Transformation, Leadership, Delegation, Motivation, Performance Feedback, Goal-Setting, and Coaching and Counseling.

**Level 2: Management of Group Performance**
This level expands the scope to groups and teams, with an emphasis on developing productive work groups and teams. Topics: What People Bring To Groups, Working In Groups, Conflict in Groups, False Consensus, Problem-Solving and Decision-Making, Team Leadership, and Process Improvement Teams.

**Level 3: Management of Organizational Performance**
This level focuses on improving productivity and quality through measurement, analysis, the Sterling process, communication, information technology and project management. Topics: Productivity and Quality in Public Management, Analysis for Productivity and Quality, Organizational Communication, Emotional Intelligence, Information Technology, the Sterling Challenge, and Project Management.

When & Where

- **LEVEL 5**: 5/22/18 to 5/25/18, Tue. to Fri. 8:30 - 4:30 EpiCenter
- **LEVEL 6**: 9/18/18 to 9/21/18, Tue. to Fri. 8:30 - 4:30 Communications Studio B
- **LEVEL 2**: 5/29/18 to 6/1/18, Tue. to Fri. 8:30 - 4:30 EpiCenter
- **LEVEL 3**: 9/11/18 to 9/14/18, Tue. to Fri. 8:30 - 4:30 EpiCenter

View addresses

View the Course List by Topic
Level 4: Managing Organizational Effectiveness
Participants explore complex organizational issues such as power, ethics, organizational change, and the fit between individual values and organizational climate. Topics: Gaining and Extending Power in the Organization, Ethics and the Responsible use of Power, Integrating the Individual and the Organization, and Organizational Change.

Level 5: Social Change and Its Impact on Public Management
This level focuses on social change and how public managers must adapt to the challenges of the 21st Century. Topics: Social Change and its Impact on Public Management, Strategic Planning and Budgeting, Organizational Design, and Organizational Dynamics.

Level 6: A Systems Focus
This is an introduction to the systems approach to management. Students examine two applications of systems theory: behavior modification and organizational development. Topics: The Systems Approach, Systems Analysis and Modeling, and Systems Applications: Behavior Modification and Organizational Development.

Level 7: Policy Perspectives
This is a seminar that examines how public organizations make policy and the skills of reasoned argument and critique. Participants develop their own policy arguments and rebuttals.

Level 8: Contemporary Issues in Public Management
This is the CPM graduation level, held once a year. Guest speakers present seminars on contemporary issues affecting government and management. The final day includes the graduation ceremony and a closing luncheon.
Certified Supervisory Manager (CSM) Program

**Purpose**
The Certified Supervisory Manager program is a halfway designation, given when a participant has completed Levels 1-4 of the Certified Public Manager (CPM) program. CPM is a nationally-recognized leadership program for developing public managers and supervisors. The primary goals are to professionalize public management and improve organizational efficiency and effectiveness. The CSM certification is a professional designation, not an academic one.

It consists of 16 days of classroom instruction, supplemented by homework assignments and open-book exams. There are 4 four-day courses, known as Levels 1-4. These levels are typically scheduled every 4 months, so most CPM participants complete the program in 18 months.

Courses are presented by the Florida Center for Public Management, Florida State University. For more information, visit [www.fcpm.fsu.edu](http://www.fcpm.fsu.edu).

**Length**
16 days, 4 four-day courses over 18 months

**Intended Audience**
- UPS employees with nomination from their department director
- Consortium members are also eligible, but will be charged a fee for each level

**Nomination Process**
A prospective enrollee must be nominated by their department director by memo to the Organizational and Talent Development Officer in Human Resources.

Admission requirements:
- A nominee may already be a supervisor or may be on a direct career path to a supervisory role within the County
- A nominee may already hold an upper level professional role with broad program responsibilities within the County or may be on a direct career path to filling such a role
- Nominated employees must have demonstrated a high degree of conceptual ability, reading comprehension, and written and oral communication skills
Candidate Selection Priority:
- Current department directors
- Managers and supervisors who have been identified by directors as in need of strengthening their managerial skills
- Other employees in supervisory positions
- Other employees as recommended by department directors

**Learning Path(s)**
*Certified Supervisory Manager*

**Facilitator(s)**
Florida Center for Public Management instructors

**CSM Course Descriptions**

**Level 1: Management of Individual Performance**
This level is an introduction to contemporary management, emphasizing leadership style, personal style, and managing individuals. Topics: The Leadership Transformation, Leadership, Delegation, Motivation, Performance Feedback, Goal-Setting, and Coaching and Counseling.

**Level 2: Management of Group Performance**
This level expands the scope to groups and teams, with an emphasis on developing productive work groups and teams. Topics: What People Bring To Groups, Working In Groups, Conflict in Groups, False Consensus, Problem-Solving and Decision-Making, Team Leadership, and Process Improvement Teams.

**Level 3: Management of Organizational Performance**
This level focuses on improving productivity and quality through measurement, analysis, the Sterling process, communication, information technology and project management. Topics: Productivity and Quality in Public Management, Analysis for Productivity and Quality, Organizational Communication, Emotional Intelligence, Information Technology, the Sterling Challenge, and Project Management.

**Level 4: Managing Organizational Effectiveness**
Participants explore complex organizational issues such as power, ethics, organizational change, and the fit between individual values and organizational climate. Topics: Gaining and Extending Power in the Organization, Ethics and the Responsible use of Power, Integrating the Individual and the Organization, and Organizational Change.
Change is Not an Event, It’s a Process

**Purpose**
Is change happening in your organization? Every day, new initiatives and projects are launched to improve performance, increase efficiencies, and comply with rules, policies, and regulations.

You could be implementing technology to enable a more mobile workforce, reengineering a process to ensure regulatory compliance or pursuing an enterprise-wide transformation around customer experience.

Realizing the benefits of your strategy depends on people changing how they do their work. Change management is a structured approach to drive these individual transitions.

Join us in this course by learning about a research-based, individual change model that represents the five milestones an individual must achieve in order to change successfully. This model creates a powerful internal language for change and gives leaders a framework for helping people embrace and adopt changes.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Evolving Leader

**Facilitator(s)**
UPS, Human Resources:

**Objectives**
- Implement the roles of a great leader
- Talk effectively with your employees about change
- Coach your group through difficult transitions
- Lead individual employees through change using the ADKAR model
- Manage resistance to change

**When & Where**
- 10/11/18, Thu. 8:30 - 12:00
  Annex Room 429
  View addresses

**Open To**
All UPS employees and Consortium members

**REGISTER NOW**
If you do not have OPUS access, please register through your training contact.
Change Management Essentials

Purpose
Change is an inevitable, nagging constant and also an opportunity. Many people dread the unknown, uncontrollable, unpredictable consequences of change. Change is needed in order to remain flexible and grow organizationally.

This course is designed for the front line employee to examine the difficult uncertainties of change. Some of these difficulties include: breaking old habits and learning new skill sets; understanding the change and its effects on their jobs; taking on more responsibility by incorporating a leadership at all levels mindset; and adjusting to more and faster changes every day.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Core

Facilitator(s)
UPS, Human Resources: Kevin Connelly

Objectives
- Explore a six-step approach to implementing change
- Discuss why resistance to change exists
- Determine why conflict is often a part of managing change

When & Where
- 11/29/18, Thu. 8:30 - 12:00
  Communications Studio B

Open To
All UPS employees and Consortium members

REGISTER NOW
If you do not have OPUS access, please register through your training contact.
Changing Environment & Future Trends in Leadership Development

Purpose
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 course. You will enjoy short video clips, small and large group activities, and sharing of new ideas.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Evolving Leader

Facilitator(s)
UPS, Human Resources:

Objectives
- Define trends for future leadership development
  - Horizontal & vertical development
  - Individual development ownership
  - Collaborative & innovative leadership
- Discuss how these trends address current leadership challenges
- Compare and contrast horizontal and vertical development
- Identify ways to apply these trends
- Develop an action plan to apply these trends to both your organizational and individual leadership development

When & Where
- 9/11/18, Tue. 8:30 - 12:00
  Communications Studio B

Responsive action plan for these trends to both your organizational and individual leadership development.

View the Course List by Topic
Clerk’s Purchasing: OPUS Overview

**Purpose**
Basic navigation through the iProcurement module of OPUS.

**Length**
3 hours

**Intended Audience**
CCC OPUS requisitioners and approvers

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Clerk of the Circuit Court: Karen Freytag

**Objectives**
- How to enter a requisition
- Explore the purchase order process
- Find out the basic reporting features of OPUS

**When & Where**
- 7/19/18, Thu. 1:00 - 4:00
  CANCELED

View the Course List by Topic
Coaching and Counseling

Purpose
Effective coaching is the single most important factor in employee development. As an emerging leader, this course will provide you with hands-on experience in coaching others for top performance as well as inspiring, encouraging, and challenging your team.

The simplicity of "letting employees know that what they do matters to you", remains the powerful central message for those who supervise others.

This fresh, new coaching approach identifies the three most critical times to intervene as a coach. When you see: GOOD work, POOR work, and a DEAD-END road, how do you coach the employee through the situation?

Join us in this interactive course to prepare for your leadership journey!

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Emerging Leader

Facilitator(s)
UPS, Human Resources:

Objectives
- Gives practical tips on coaching others
- Ability to improve team performance through ongoing support
- Reduces supervisor stress by improving communication skills
- Examines positive ways to reward and encourage peak performance
- Explores uncomfortable situations like addressing personal habits and hygiene
- Increases skills in avoiding employees' defensive "sidetracks"

When & Where
- 11/1/18, Thu. 8:30 - 12:00
  Communications Studio B

Open To
All UPS employees and Consortium members

REGISTER NOW
If you do not have OPUS access, please register through your training contact.

View the Course List by Topic
Communicate This!

**Purpose**
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 you communicate more effectively with anyone, both at work and in your personal life, simply by understanding four styles of communication.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Core

**Facilitator(s)**
UPS, Office of Technology & Innovation: Vestina Crayton

**Objectives**
- How to determine a person’s communication behavior and style
- Explain techniques on how to effectively communicate with each type
- Discover how to be flexible in your own style
- Model the Platinum Rule

**When & Where**
- 6/28/18, Thu. 8:30 - 12:00
  Sheriff’s Office Room 180
- 9/27/18, Thu. 8:30 - 12:00
  Sheriff’s Office Room 180

If you do not have OPUS access, please register through your training contact.

Open To
All UPS employees and Consortium members

REGISTER NOW

View the Course List by Topic
Conflict Resolution

**Purpose**
Conflict is a normal, and even healthy part of relationships. After all, two people can’t be expected to agree on everything at all times. Since relationship conflicts are inevitable, learning to deal with them in a healthy way is crucial. When conflict is mismanaged, it can harm the relationship. But when handled in a respectful and positive way, conflict provides an opportunity for growth ultimately strengthening the bond between two people. By learning the skills you need for successful conflict resolution, you can keep your personal and professional relationships strong and growing.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Emerging Leader
Evolving Leader

**Facilitator(s)**
UPS, Human Resources:
Jim Valliere

**Objectives**
- Explore actions that cause conflicts
- Identify and manage conflicts within your work team
- Assist your work team in managing conflicts with other work team
- Recognize and identify sources of conflict
- Explore if the “conflict” is beneficial or destructive
- Identify which “method” to use to try to help in the resolution of a conflict

**When & Where**
- 11/1/18, Thu. 1:00 - 4:30
  Communications Studio B

Open To
All UPS employees and Consortium members
Creativity

Purpose
Can creativity be learned? The short answer is yes. All you need is an interest in the creative process, the desire to explore and a spirit of curiosity. Creativity is a skill that can be developed and a process that can be managed. Learning to be creative is akin to learning a sport. It requires practice to develop the right muscles and a supportive environment in which to flourish.

Are you a creative thinker? Let’s find out: There are six eggs in the basket. Six people each take one of the eggs. How can it be that one egg is left in the basket? Did you solve the mystery? Come find out.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members (While open to all, we encourage experienced leadership)

Learning Path(s)
Strategic Leader

Facilitator(s)
UPS, Human Resources:

Objectives
- Find out what creativity is and isn’t
- What are the seven habits of highly creative people, a homage to Stephen Covey?
- How to unleash your creativity
- Apply four creativity techniques that support the problem-solving process
- How to encourage creativity in a team

When & Where
- 12/11/18, Tue. 8:30 - 12:00
  Annex Room 429

Open To
All UPS employees and Consortium members

If you do not have OPUS access, please register through your training contact.

REGISTER NOW

View addresses
Customer Focus

Purpose
Good customer service training teaches the how-to’s, awesome customer service training goes into the mindset – and, that’s more than having a great attitude with lots of smiles and a warm personality. That’s important, but a customer-focused mindset goes beyond that.

Customer focus is dedicated to meeting the expectations and requirements of internal and external customers. Are you getting first hand customer information and using it for improvements? Are you always acting with the customer in mind? How are you gaining and winning the trust and respect of your customers?

The concept of a customer-focused mindset can be considered intangible. It can be about an inner drive and an ambitious effort to take care of the customer but sometimes it can be intuitive. So, with that in mind, come and explore concepts that will help create a customer-focused mindset.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members (While open to all, we encourage experienced leadership)

Learning Path(s)
Strategic Leader

Facilitator(s)
UPS, Human Resources:

REGISTER NOW
If you do not have OPUS access, please register through your training contact.

Open To
All UPS employees and Consortium members

Objectives
- Describe customer focus
- Explain how it differs from customer service and customer experience
- Demonstrate customer focus at the managerial level
- What exactly is good customer focus?
- Conclude with strategies to earn and keep customers

When & Where
- 8/15/18, Wed. 8:30 - 12:00
  Communications Studio B - CANCELED

View addresses

View the Course List by Topic
NEW Dealing with Ambiguity

**Purpose**
Acting with incomplete information, adapting to change, working without complete direction, imagining what’s possible in an uncertain future — these are skills no longer reserved for the executive. Every manager and team member will be more effective with greater skills in this arena.

How well do you deal with ambiguity? Ambiguity is challenging by definition but you can learn to deal with it. It’s not easy but, tackling the topic head on will save a lot of wasted time and emotional energy for you and your team.

The best leaders are those that rise to the challenge of ambiguity and respond with confidence and adaptability.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members
(While open to all, we encourage experienced leadership)

**Learning Path(s)**
*Strategic Leader*

**Facilitator(s)**
UPS, Human Resources:

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**Objectives**
- What constitutes ambiguity?
- What does “dealing with ambiguity” really mean?
- How to welcome ambiguity
- Recognize how to better deal with and reduce ambiguity

**When & Where**
- 9/12/18, Wed. 8:30 - 12:00
- Communications Studio B

**Open To**
All UPS employees and Consortium members

If you do not have OPUS access, please register through your training contact.
Dealing with Difficult People

Purpose
Believe it or not, you can stay calm, defuse conflict, and keep your dignity. We’ve all been there trying valiantly to reason with an incredibly difficult person. The situation proves frustrating, maddening, and sometimes even frightening. The truth is, you can’t reason with an unreasonable person. However, there are proven techniques to better manage such dicey situations.

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

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Core

Facilitator(s)
UPS, Clerk of the Circuit Court: Jerome Jordan

Objectives
- Identify basic contributors that cause people to be difficult
- Examine communication techniques for dealing with difficult people
- Discover practical suggestions for dealing with difficult people

When & Where
- 8/21/18, Tue. 8:30 - 12:00
  Annex Room 429
- 11/7/18, Tue. 8:30 - 12:00
  Annex Room 429

Open To
All UPS employees and Consortium members
Delegation

Purpose

Delegation is an overlooked and undervalued tool that managers can use to complete an ever-increasing list of work responsibilities.

There is often confusion about the true meaning and nature of delegation. In discussing the definition, participants begin to realize that delegation is about assigning meaningful tasks that can challenge employees and provide them with opportunities to build their skills. They recognize many benefits to delegation; however, there are many barriers as well. Certain patterns in thoughts and beliefs may hinder managers from delegating as often as they should.

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 course can fill the gap many managers feel when it comes to delegation by presenting a simple but thorough five-step process that will achieve success for the manager, the delegatee, and the organization.

Length

3.5 hours

Intended Audience

Everyone in the UPS and Consortium members

Learning Path(s)

Emerging Leader
Evolving Leader

Facilitator(s)

UPS, Human Resources:

Objectives

- Define delegation
- Break your personal barriers to delegation
- Apply situational leadership to delegation
- Decide the tasks to delegate and the tasks to keep
- Determine the right person to whom to delegate the task
- Plan and conduct a five-step delegation process

When & Where

- 7/11/18, Wed. 8:30 - 12:00 Communications Studio B - CANCELED

Open To

All UPS employees and Consortium members

REGISTER NOW

If you do not have OPUS access, please register through your training contact.

View the Course List by Topic
Department Accounts Payable Processing

**Purpose**
An overview of how invoices are received, processed and paid.

Discuss workflow and your role in the process as a reviewer or approver.

Show what information is available from the Accounts Payable module through queries and reports. Also find out where to view supporting invoices or receipts for expense reports.

**Length**
3.5 hours

**Intended Audience**
Any UPS employee assigned the responsibility to review or approve invoices or expense reports, or who needs to search for or obtain information from the Accounts Payable module.

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Clerk of the Circuit Court:
Daniel Coughenour
Tina Kunst
Anne Lawler

**Objectives**
- Explain how invoices are processed
- Outline pre-audit responsibilities
- How to search for invoices and payments
- Summarize what information is available from the Invoice Workbench and Payment Inquiry screens
- Examine the workflow process
- How to search for supplier information
- What reports are available, what information they provide and how they can help with planning

**When & Where**
- 5/16/18, Wed. 8:30 - 12:00 CANCELED
- 8/15/18, Wed. 8:30 - 12:00 CANCELED

If you do not have OPUS access, please register through your training contact.

Open To
UPS employees only

If you do not have OPUS access, please register through your training contact.
Department Fixed Asset Processing

**Purpose**
Increase awareness of state and local requirements governing asset financial record keeping and physical safeguarding of County owned assets, provide information about relevant policies and procedures, and demonstrate Oracle Fixed Assets module functions.

**Length**
3.5 hours

**Intended Audience**
Any UPS employee assigned as a Fixed Asset Custodian and record keepers

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Clerk of the Circuit Court:
Sheri Bowers
Cecelia Coley
Roxann Foreman
Anne Lawler
Dawn Powell

**Objectives**
- Solve the mystery of "Intangible" assets
- Determine how to identify "Tangible Personal Property"
- Examine how to submit an asset addition request
- Show asset record maintenance and asset transfers
- Analyze the roles and responsibilities in the annual physical inventory process
- Evaluate the templates and forms necessary to complete capital asset transactions
- Find online training resources, reference materials and documents

**When & Where**
- 5/8/18, Tue. 8:30 - 12:00
  Utilities Room 401
  [View addresses]
Department General Ledger (GL) Processing

**Purpose**
Explore how to query data and balances real time in Oracle General Ledger (GL) and then drill down by transactions into the sub ledgers.

Find out the various reports available to monitor your budget, encumbrances and expenditures.

Run and analyze the PIN Custom General Ledger Detail standard report to facilitate reconciliations.

**Length**
4 hours

**Intended Audience**
PIN GL Inquiry users

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Clerk of the Circuit Court:
Patricia Athanson
Maria Collura
DeeAnna Schultz
Cristina Strenko

**Objectives**
- Perform Oracle Finance General Ledger functions in budget maintenance and month/year end closings
- Execute reporting functions specifically for end user departments

**When & Where**
- 6/12/18, Tue. 8:30 - 12:30
  Utilities Room 401
- 7/17/18, Thu. 8:30 - 12:30
  Utilities Room 401

**Open To**
UPS employees only
Don’t Fall for False Consensus in Groups

Purpose
All reasonable people think like you do. They will notice what you notice, perceive it as you do, find it credible, or not, like you would, and they will be persuaded, or not, in the same way that you would. Okay, give it a moment of thought and you wouldn’t actually believe that. It is a bias, and a strong one. Social scientists call it the “false consensus effect.”

So come with us and travel the road to Abilene and you’ll arrive at a place where deeply held, logical values fall victim to group dynamics. It’s a bumpy ride culminating in meaningless outcomes and blame, but you can skip the trip when you know how to read the road signs.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members (While open to all, we encourage experienced leadership)

Learning Path(s)
Evolving Leader
Strategic Leader

Facilitator(s)
UPS, Human Resources:

Objectives
 What is false consensus effect? Group think?
 How to prevent false consensus among your team or peers and improve your group interactions and decisions
 Explore the psychological principles of “the Abilene Paradox”
 Discuss ways to achieve effective decision-making within a group

When & Where
 11/7/18, Wed. 8:30 - 12:00
Utilities Room 404

View addresses
NEW Drive for Results

**Purpose**
Do you follow-up regularly on progress and reinforce any movement in the right direction? Do you encourage your employees to perform at their best and drive for task completion in a motivating and confident way? Are you willing to volunteer for a difficult task or assignment that requires you to stretch your current capability?

The ability to consistently drive for results is a valuable quality for any leader to possess. These leaders assume personal responsibility for organizational achievement, challenge others to do the same and persist despite obstacles. They gain and sustain commitment. These leaders set clear goals, talk about them regularly, and involve those affected by a project in the planning process. Not only are they effective with their time but they are also willing to work longer hours when necessary to meet a commitment. This kind of dedication to the job can inspire other employees to be more engaged and committed in their work as well.

Interested in learning more about the skills you need to learn to drive for results?

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members
(While open to all, we encourage experienced leadership)

**Learning Path(s)**
Evolving Leader
Strategic Leader

**Facilitator(s)**
UPS, Human Resources:

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**Objectives**
- Explain the benefits for growing skills in drive for results
- Discuss the results-based leadership model
- Identify behavioral strategies that support development of drive for results

**When & Where**
- 9/6/18, Thu. 8:30 - 12:00
  Communications Studio B
  [View addresses]

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**Open To**
All UPS employees and Consortium members

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REGISTER NOW
If you do not have OPUS access, please register through your training contact.
Effective Listening

**Purpose**
Active listening is one of the most important skills you can have. How well you listen has a major impact on your job effectiveness and on the quality of your relationships with others.

By becoming a better listener, you will improve your productivity, your ability to influence, persuade and negotiate. What's more you will avoid conflict and misunderstanding. All of these are necessary for workplace success!

This course provides a valuable tool in better communication techniques — the ability to actively listen.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Core

**Facilitator(s)**
UPS, Human Resources: Carol Strickland

**Objectives**
- Identify barriers to good listening skills
- Choose to look beyond the words we hear to the meaning behind them
- Test your active listening skills

**When & Where**
- 6/6/18, Wed. 8:30 - 12:00 Communications Studio B
- 10/24/18, Wed.1:00 - 4:30 Communications Studio B

If you do not have OPUS access, please register through your training contact.

Open To
All UPS employees and Consortium members

View addresses

View the Course List by Topic
Email Etiquette

**Purpose**
How many emails did you get today? How many did you send? Chances are it’s plenty, because there are over 200 BILLION emails sent and received every single day.

Even though email is probably the primary way you communicate with coworkers you may not be sending it effectively. Would you like to get the most out of every email you send? We will discuss the purpose of email, components of an effective email, the most important email component, structural components, and the most mishandled email component. Along the way, you will discover things to avoid so that you get the most out of your email communication.

**Length**
2 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Core

**Facilitator(s)**
UPS, Human Resources: Kat Black

**Objectives**
- Discuss the purpose of email
- Describe effective email components
- Identify common email errors and how to correct them

**When & Where**
- 6/12/18, Tue. 8:30 - 10:30
  - Annex Room 429
- 8/29/18, Wed. 8:30 - 10:30
  - Annex Room 429
- 10/17/18, Wed. 8:30 - 10:30
  - Annex Room 429

**Open To**
All UPS employees and Consortium members

If you do not have OPUS access, please register through your training contact.
Emotional Intelligence

Purpose
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.

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

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Emerging Leader

Facilitator(s)
UPS, Human Resources: Jim Valliere

Objectives
- Value and tap into the power of emotions
- Maximize team performance
- Show how to manage negative emotions

When & Where
- 5/17/18, Thu. 1:00 - 4:30
  Communications Studio B
- 9/12/18, Wed. 1:00 - 4:30
  Communications Studio B

Open To
All UPS employees and Consortium members

If you do not have OPUS access, please register through your training contact.

REGISTER NOW

View the Course List by Topic
**Exceptional Administrative Assistant**

**Purpose**
Being an administrative assistant in today's complex business environment requires a multitude of essential skills to support your manager and team. These include: prioritizing, problem solving, managing time and resources, delegating, decision making, and communicating. All of these provide the tools necessary to work toward common goals of the organization.

In order to best support your team and manager it is also important to master personal skills and manage relationships with your boss and peers in the workplace. Through a partnership with your boss and effectively interacting with others you will build trust and respect for the support you provide.

**Length**
2 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Core

**Facilitator(s)**
UPS, Human Resources:
Carol Strickland

**Objectives**
- Define the essential skills needed to support your manager and team and become indispensable
- Identify ways to be more successful in handling the demands of an administrative assistant
- Recognize the key interpersonal elements for building and maintaining a positive partnership with your boss and trusting relationship with your team
- Distinguish between different management styles and how to deal effectively with each one

**When & Where**
- 8/28/18, Tue. 8:30 - 10:30
  Annex Room 429

**Open To**
All UPS employees and Consortium members
Five Questions Every Leader Must Ask

**Purpose**
As leaders, we deal with both opportunity and challenges. While we are focusing on how to successfully engage our team to achieve our organizations’ objectives, we also have to deal with the consequences of missed targets, project failures, employee conflicts, and all the other speed bumps that can affect our progress. Most of us do well to analyze the root cause identifying what went wrong and assigning blame for failure, but spend little time analyzing success.

This course will provide a simple framework to address and come up with a working plan for your greatest leadership challenges. This framework 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.

**Length**
7 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Evolving Leader

**Facilitator(s)**
UPS, Human Resources:

**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

**When & Where**
- 10/4/18, Thu. 8:30 - 4:30
  Communications Studio B

**Open To**
All UPS employees and Consortium members
Freestyle Cruising, New Employee Orientation, (Part 3 of 3)

Part 3 of a 3 Part Series: New Employee Orientation
Part 1 - Setting Sail
Part 2 - Muster Drill

Taking all courses is highly encouraged; however, Part 1 & 2 are required for all new employees including temporary employees.

**Purpose**
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 explore how the County’s robust Wellness Program impacts our lives at work and beyond.

**Length**
3.5 hours

**Intended Audience**
New UPS employees only

**Learning Path(s)**
Not applicable

**Facilitator(s)**
Jane Grannis, UPS, Human Resources
Amy Hertog, United Healthcare
Karla Cook, UPS, Human Resources
FRS Representative
Deferred Compensation Representative

**Objectives**
- Compare and contrast the differences, advantages and disadvantages of the pension and investment plan
- Discuss the ease of using the optional contribution into your own retirement account to decrease your taxable income now and increase your retirement income later
- Identify the activities included in our Wellness Program and the benefits of participation

**When & Where**
- 5/7/18, Mon. 8:30 - 12:00 Extension Magnolia Room
- 7/10/18, Tue. 8:30 - 12:00 Extension Magnolia Room
- 9/4/18, Tue. 8:30 - 12:00 Extension Magnolia Room
- 11/1/18, Thu. 8:30 - 12:00 Extension Magnolia Room

**Open To**
UPS employees only

**New employees are automatically enrolled.**

View addresses

View the Course List by Topic
Getting Ready for Retirement

**Purpose**
Realizing your retirement goals takes education and planning. Come to this session to learn more about the retirement benefits available to you through the Florida Retirement System (FRS) and Pinellas County. You will also get helpful tips on how to successfully transition from your career into retirement.

A representative from Ernst & Young (EY), who provides financial planning services for all FRS members, will discuss retirement planning and specific FRS programs and the benefits of each program.

A member of the Employee Benefits team will discuss deferred compensation (457) plans, the retiree benefit plan offering, and Annual Leave payout at DROP enrollment or at the time of Pinellas County retirement.

A representative from ComPsych, our Employee Assistance Program (EAP) provider, will discuss making the transition from working to retirement and things to consider as you prepare for your life during retirement.

**Objectives**
1. Florida Retirement System
   - How to set goals for retirement including income needs
   - Review sources of income including Social Security
   - Understand tax and planning opportunities
   - Florida Retirement System benefits
     - Pension Plan
     - Investment Plan
     - 2nd election
     - DROP
2. Pinellas County
   - Deferred compensation
     - Contributions
     - Distributions
   - Retiree insurance
     - Eligibility
     - Cost
     - Health, vision, dental, prescription
     - Life insurance

3. Transitioning into retirement
   - Describe what the word "retirement" really means
   - Planning what to do with your time
   - Ways to reinvent yourself in retirement
   - The importance of good health in retirement

**When & Where**
- 6/14/18, Thu. 8:00 - 12:00
  Utilities Room 404
- 8/15/18, Wed. 8:00 - 12:00
  South Cross Media Room
- 10/9/18, Tue. 8:00 - 12:00
  Public Works Room A 230
- 12/6/18, Thu. 8:00 - 12:00
  Extension Magnolia Room

**Length**
4 hours

**Intended Audience**
UPS employees only

**Facilitator(s)**
UPS, Human Resources: Karla Cook

If you do not have OPUS access, please register through your training contact.

Open To
UPS employees only

View addresses
Give ‘em the Pickle

Purpose
Introductory course in customer service which 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!

Length
3 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Core
Emerging

Facilitator(s)
UPS, Human Resources:
Tim Closterman

Open To
All UPS employees and Consortium members

Objectives
- Explain how to show appreciation to customers
- Build customer loyalty
- Create satisfied customers

When & Where
- 7/11/18, Wed. 1:00 - 4:00 Communications Studio B
- 10/18/18, Thu. 1:00 - 4:00 Communications Studio B

View addresses
Goal Setting Works

Purpose
Why is an organizational focus on goal setting so critical? An organization in which all employees understand and act upon their roles and potential to adhere to the business strategy, in which everyone is travelling in the same direction, is unstoppable. Goal setting offers significant benefits not only to the organization but to the employee as well.

Goal setting keeps employees engaged because employees know what is expected of them at work. Research shows that specific and challenging goals lead to better task performance than vague or easy goals. The research of Locke and Latham confirms the link between goals and performance. The duo went a step further and outlined five characteristics of an effective approach to goal setting: clarity, challenge, commitment, feedback, and task complexity. Ultimately, these principles evolved into the S.M.A.R.T. goal-setting approach.

How else do goals benefit employees? Making progress toward and achieving goals fosters both satisfaction and self-confidence. Goals also promote planning and, along with plans, interaction between managers and direct reports and among teams to align plans, monitor milestones, and make course corrections when needed.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Emerging Leader

Facilitator(s)
UPS, Human Resources:
Grants 101

**Purpose**
Overview of the grants management process for Pinellas County BCC departments.

**Length**
3.5 hours

**Intended Audience**
UPS employees of BCC departments who presently work with grants or who may in the future

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Office of Management & Budget:
Emily Magyar
Keri Vizandiou
Fredricka Collins
Katherine Burbridge

**Objectives**
- Discuss Pinellas County processes and procedures related to grants
- How to submit a grant application
- Find out how grants are managed effectively
- Summarize grant regulations
- Explain the procurement standards in the Code of Federal Regulations (2 CFR Part 200 §318-326)
- Identify stakeholder roles
- Find available resources

**When & Where**
- 6/7/18, Thu. 9:00 - 12:30
  Utilities Room 404
- 12/6/18, Thu. 9:00 - 12:30
  Utilities Room 404

**Register Now**
If you do not have OPUS access, please register through your training contact.

Open To
UPS employees only

View addresses

View the Course List by Topic
Grievance & Disciplinary Procedures

Purpose
Staff complaints can make for awkward situations, but having grievance and disciplinary procedures in place will help you quickly establish the facts and take action.

Grievances are complaints raised by employees about work, expanding workloads, the environment and even colleagues. It is important to make it easy for staff to get their views across even when negative.

A grievance and disciplinary procedure allows employers to deal fairly and consistently with employee misconduct and complaints from employees about the workplace.

This course provides participants with an understanding of Pinellas County’s grievance and disciplinary procedures and policies.

Small group activities involving case studies will be examined and discussed as part of the course.

Length
3.5 hours

Intended Audience
UPS employees only

Learning Path(s)
Emerging Leader
Evolving Leader

Facilitator(s)
UPS, Human Resources:
Jim Valliere

Objectives
- Discuss Rule 6 (Discipline), including the standard ranges of disciplinary actions
- Examine Rule 7 (Employee Grievances)
- Discuss coaching and counseling, performance appraisal and problem solving
- How to best document performance problems

When & Where
- 8/2/18, Thu. 8:30 - 12:00
CANCELED
View addresses
Happiness Advantage, Smart Start Series

**Purpose**
Do you think you could be happier and more productive at work? We’ve all been told that if we work hard, we’ll be successful. If we’re successful, then we’ll be happy. What if that formula is wrong?

Imagine if the opposite were true and happiness is the secret to success — at work and home.

This course is based on the book The Happiness Advantage: The Seven Principles of Positive Psychology That Fuel Success and Performance at Work by Shawn Achor, PhD.

**Length**
10 hours, over 5 days
Must register for and attend all 5 courses

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Core

**Facilitator(s)**
Pinellas County Sheriff:
Vilma Moneros
Patti Samuels

**Objectives**
- Experiential learning opportunity - active participation required
- Evaluate research based learning opportunities based on positive psychology
- Outline ways to improve productivity
- Find ways to decrease stress
- Discover how to increase work/life satisfaction
- Maximize both internal and external customer relations

**When & Where**
- 9/14/18, Fri. 8:00 - 10:00
  Sheriff's Office Room 183
- 10/5/18, Fri. 8:00 - 10:00
  Sheriff's Office Room 183
- 11/2/18, Fri. 8:00 - 10:00
  Sheriff's Office Room 183
- 11/30/18, Fri. 8:00 - 10:00
  Sheriff's Office Room 183
- 12/14/18, Fri. 8:00 - 10:00
  Sheriff's Office Room 183

If you do not have OPUS access, please register through your training contact.
ICS-100.B: Introduction to Incident Command System

Attendees must register for a FEMA SID at [https://cdp.dhs.gov/femasis](https://cdp.dhs.gov/femasis) and email SID to sshaw@pinellascounty.org prior to attending training.

**Purpose**
ICS-100.B, Introduction to the Incident Command System, introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training.

This course describes the history, features and principles, and organizational structure of the Incident Command System. It also explains the relationship between ICS and the National Incident Management System (NIMS).

**Length**
4 hours

**Intended Audience**
UPS Phase 1 and Phase 2 employees only

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Emergency Management: Greg Becker Stephanie Hendrix Clayton Parrott Inaki Rezola

**Objectives**
- Familiarizing you with how Incident Command System (ICS) principles are used to manage incidents

**When & Where**
- TBD

**Open To**
UPS Phase 1 & Phase 2 employees only

**REGISTER NOW**
If you do not have OPUS access, please register through your training contact.
ICS-200.B: ICS for Single Resources and Initial Action Incidents

Attendees must register for a FEMA SID at https://cdp.dhs.gov/femasid and email SID to sshaw@pinellascounty.org prior to attending training.

**Purpose**
ICS-200.B is designed to enable personnel to operate efficiently during an incident or event within the Incident Command System (ICS).

ICS-200.B provides training on and resources for personnel who are likely to assume a supervisory position within the ICS.

**Length**
4 hours

**Intended Audience**
UPS Phase 1 and Phase 2 supervisors and managers only

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Emergency Management:
Greg Becker
Stephanie Hendrix
Clayton Parrott
Inaki Rezola

**Objectives**
- Explain which ICS organization is appropriate for the complexity of the incident or event
- How to use ICS to manage an incident or event

**When & Where**
- TBD

**Open To**
UPS Phase 1 & Phase 2 supervisors and managers only

**REGISTER NOW**
If you do not have OPUS access, please register through your training contact.

Attendees must register for a FEMA SID at https://cdp.dhs.gov/femasid and email SID to sshaw@pinellascounty.org prior to attending training.

Purpose
This course introduces and overviews the National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents.

Length
4 hours

Intended Audience
UPS Phase 1 and Phase 2 employees only

Learning Path(s)
Not applicable

Facilitator(s)
UPS, Emergency Management:
Greg Becker
Stephanie Hendrix
Clayton Parrott
Inaki Rezola

Attendees must register for a FEMA SID at https://cdp.dhs.gov/femasid and email SID to sshaw@pinellascounty.org prior to attending training.

**Purpose**
The course introduces participants to the concepts and principles of the National Response Framework.

**Length**
4 hours

**Intended Audience**
UPS employees only

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Emergency Management:
Greg Becker
Stephanie Hendrix
Clayton Parrott
Inaki Rezola

**Objectives**
- Define the purpose of the National Response Framework
- What is the response doctrine established by the National Response Framework
- Explain the roles and responsibilities of entities as specified in the National Response Framework
- What are the actions that support national response
- Discuss the response organizations use for multiagency coordination
- How planning relates to national preparedness

**When & Where**
- TBD

[View addresses]
iExpense - P-Card Training

Purpose
To review the P-Card policy and procedures related to processing P-Card transactions. You will also be informed of your responsibilities as a cardholder, P-Card Coordinator or approver. Through demonstration and completion of a hands-on exercise, you will learn how to process P-Card transactions in iExpense.

Length
3.5 hours

Intended Audience
UPS employees only

Learning Path(s)
Not applicable

Facilitator(s)
UPS, Clerk of the Circuit Court:
Sheri Bowers
Anne Lawler
Dawn Powell

Objectives
- Discuss P-Card policy and guidelines
- What are your responsibilities related to the P-Card program
- How to submit P-Card purchases in iExpense
- Find out what documentation must be submitted with your expense report

When & Where
- 5/24/18, Thu. 1:00 - 4:30
  Utilities Room 401
- 6/28/18, Thu. 1:00 - 4:30
  CANCELED
- 7/26/18, Thu. 1:00 - 4:30
  Utilities Room 401
- 9/27/18, Thu. 1:00 - 4:30
  Utilities Room 401

View addresses
### iExpense - Travel Training

**Purpose**
Increase your knowledge of the County’s travel expense policy and your responsibilities. Through demonstration and completion of hands-on exercises, you will learn about the preparation and submission of travel expense reports through iExpense.

**Length**
3.5 hours

**Intended Audience**
UPS employees only

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Clerk of the Circuit Court:
- Daniel Coughenour
- Tina Kunst
- Anne Lawler
- Patricia Wallace

**Objectives**
- Examine and become familiar with the County’s travel guidelines
- What approvals are required and when they must be obtained
- How to enter requests for travel reimbursement in iExpense
- What documentation must be submitted with your request for reimbursement
- What items are allowable and what are not

**When & Where**
- 5/15/18, Tue. 1:00 - 4:30
  Utilities Room 401
- 12/11/18, Tue. 1:00 - 4:30
  Utilities Room 401

**Open To**
UPS employees only
Innovation Management

Purpose
The world is changing around you and you are constantly being called upon to change with it. Sometimes, you have to do more with less or are asked to launch new initiatives and services. Perhaps you need to contribute to a culture of innovation. How are you going to do it? Do you leave it to chance or approach it in an organized systematic manner?

Innovation is more than just creativity or idea generation. Every business leader agrees that it is important. But nobody can quite seem to agree on what it actually is or what it means. Are you ready to move on to the next level? Don’t leave anything to chance.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members (While open to all, we encourage experienced leadership)

Learning Path(s)
Strategic Leader

Facilitator(s)
UPS, Human Resources:

Objectives
- What exactly is innovation?
- Why is it important?
- Compare and contrast innovation and creativity
- Discover the five keys to innovation and practice the traits of an innovator
- Find out the process of innovation

When & Where
- 8/22/18, Wed. 8:30 - 12:00
  Communications Studio B - CANCELED
  View addresses
Introduction to Supervision for Non-Supervisors

**Purpose**
The transition to being a supervisor or manager represents a major change in your career. It will bring with it presumption of knowledge and experience that we may not have and can test our self-confidence and relationships with others.

This course is designed to introduce you into this new world of supervision and management and provide you with foundational models and approaches to supervision and management.

It provides a safe environment to ask questions you might be afraid to ask at work. Join us in this interactive course on your journey in deciding if supervision is right for you!

**Length**
7 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Emerging Leader

**Facilitator(s)**
Kimberly Nicholls, City of Safety Harbor

**Open To**
All UPS employees and Consortium members

**Objectives**
- Discover the skills and aptitudes needed to be a good supervisor
- What are the rewards and sacrifices of supervision
- Explore various situations that supervisors face
- Choose whether supervision is right for you!

**When & Where**
- 7/25/18, Wed. 8:30 - 4:30 Communications Studio B
- 11/8/18, Thu. 8:30 – 4:30 Communications Studio B

If you do not have OPUS access, please register through your training contact.
It’s Not Just Customer Service

**Purpose**
This course will help anyone providing telephone customer support, as well as call center agents, learn to make the most of their telephone customer service skills, including telephone etiquette, building rapport with customers, strategies to manage challenging callers, and the best ways to listen and be heard.

Delivering exceptional telephone customer service to exceed customer expectations will go a long way in creating loyal customers, both internal and external.

Information and strategies may also be applied to in-person customer service scenarios.

**Objectives**
- Realize the value of personalizing interactions to promote your department’s self-image
- Identify your customers and their wants
- Apply the nuances of body language and verbal skills, which are so important in conversations that do not have a face-to-face element
- Demonstrate an understanding of questioning and listening skills
- Acquire comfort with delivering bad news and saying no
- Select tools to facilitate communication with all types of challenging callers
- Find out how to personalize techniques for managing stress

**Length**
7 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Core

**Facilitator(s)**
UPS, Human Resources:
Kat Black
It’s Not Just the Law - It’s What’s Right: Pinellas County’s Anti-Harassment Policy

**Purpose**
Pinellas County has updated its Anti-Harassment Policy. This course will help you understand Equal Employment Opportunity (EEO) principles in the workplace, and how to report concerns.

**Length**
1 hour

**Intended Audience**
UPS employees only

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Office of Human Rights: Jeffery Lorick, Paul Valenti

**Objectives**
- Identifying groups protected from discrimination and harassment under EEO laws and Pinellas County’s Anti-Harassment Policy
- Distinguishing behaviors which violate EEO laws and the Anti-Harassment Policy vs. behaviors which are offensive, but outside of these protections
- Knowing what to do if a victim of, or witness to, harassment or discrimination

**When & Where**
- 7/12/18, Thu. 1:30 - 2:30 Communications Studio B
- 10/24/18, Wed. 8:30 - 9:30 Communications Studio B

If you do not have OPUS access, please register through your training contact.
Kick in the Attitude (Part 1 of 3)

Part 1 of a 3 Part Series: A New Attitude
Part 2 - Who Put A Lizard in My Lasagna?
Part 3 - When Change Happens, Adjust Your Sail

Taking all courses is recommended, but not required.

**Purpose**
Sam Glenn, motivational keynote speaker, 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 the four key principles (Lighten Up, Keep Your Perspective, Reject Negativity, and Practice!) 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.

**Length**
4 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Emerging Leader

**Facilitator(s)**
Pinellas County Sheriff: Vilma Monteros
Patti Samuels

**Objectives**
- Explain how humor is the cornerstone of a good attitude and identify ways to “lighten up”
- Identify how you behave in adverse or stressful situations
- Find new ways to adapt and cope with change
- Discover innovative ideas to solving old problems

**When & Where**
- 9/19/18, Wed. 8:30 - 12:30
  Sheriff’s Office Room 180A
  View addresses

**Open To**
All UPS employees and Consortium members

**Register Now**
If you do not have OPUS access, please register through your training contact.
Leadership at Every Level

**Purpose**
Are leaders born or made? Every good employee has the potential to become a great leader. The willingness of others to follow you is what makes you a great leader. Good management skills are a start but to be a great leader you must demonstrate respect, admiration and many other intangibles that go into true leadership at every level. Leaders spend less time struggling to make their influence felt and more time getting the proper job done.

This course will introduce participants to concepts on how to be a great leader without having to force your will onto others, treating employees with respect, understanding what leadership is, what your style of leadership is and how to get the best out of your staff. True leadership doesn’t occur only at the highest levels. The most successful organizations have leadership at every level.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Emerging Leader

**Facilitator(s)**
UPS, Human Resources:
Kevin Connelly

**Objectives**
- Define what a leader is
- Determine your leadership style
- Discuss management styles of leaders
- Discuss leadership styles
- Identify positive leadership characteristics
- Explore authentic leadership

**When & Where**
- 10/4/18, Thu. 8:30 - 12:00
  Annex Room 429

**Open To**
All UPS employees and Consortium members

If you do not have OPUS access, please register through your training contact.

Register Now
Leadership at Every Level: A Foundation

**Purpose**
What makes a great leader? Do you have to be a “born leader” or can your leadership skills grow and develop over time? Every good employee has the potential to become a great leader. When colleagues naturally look to you and follow your lead, you spend less time struggling to make your influence felt.

This course will introduce participants to the concepts associated with learning how to lead at every level.

**Length**
2.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Core

**Facilitator(s)**
UPS, Human Resources:
Kevin Connelly

**Objectives**
- Define what a leader is
- Discuss management styles of leaders
- Identify positive leadership characteristics

**When & Where**
- 7/17/18, Tue. 8:30 - 11:00
  Annex Room 429
  View addresses

If you do not have OPUS access, please register through your training contact.

All UPS employees and Consortium members
Leading with Persuasion

Purpose
Have you ever had a really good idea, but nobody would listen to you? In this interactive course 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 course you will be able to lead with persuasion by following the three essential steps: preparation, presentation and response.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Emerging Leader

Facilitator(s)
UPS, Human Resources:
Kevin Connelly

Objectives
- Explain the importance of persuasion in the workplace
- Demonstrate how to prepare for persuasion by recognizing your own value, focusing on a single idea, supporting your idea with evidence and anticipating objections
- How to present your idea with confidence by establishing credibility, being direct and logical and showing conviction
- Examine how to respond to emotional issues and objections by talking to people one-on-one, using active listening skills and compromising

When & Where
- 8/16/18, Thu. 8:30 - 12:00
  Communications Studio B

Open To
All UPS employees and Consortium members

REGISTER NOW
If you do not have OPUS access, please register through your training contact.
Learning on the Fly

Purpose
For anyone that’s halfway serious about their career, it will come as no surprise that your ability to learn and acquire new knowledge is vitally important to your career success. What may come as a shock is your ability to dump old knowledge and processes in favor of new ways of doing things is now also becoming highly sought after.

Learning on the fly is about not being content with past success and staying in your comfort zone. When we open our eyes to real opportunities for growth and let go of our fear of failure, we enable ourselves to build learning agility. In a fast changing and increasingly competitive economy, your ability to build learning agility will position you as a highly sought after leader, capable of uncovering new innovations and developing better ways of doing business. Learning on the fly is not simply a state of mind: it is a way of working.

Invest in yourself – you’re worth it!

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members
(While open to all, we encourage experienced leadership)

Learning Path(s)
Strategic Leader

Facilitator(s)
UPS, Human Resources:

Objectives
- What exactly is learning on the fly?
- Compare and contrast learning myths and truths
- Discover the five facets of learning agility (innovating, performing, reflecting, risking and defending)

When & Where
- 8/28/18, Tue. 8:30 - 12:00
  Communications Studio B - CANCELED
  View addresses
Manager’s Guide to Customer Service Excellence

Purpose
Customer service providers are only as effective as the leaders who develop, guide, recognize and share their commitment to exceptional customer service. This course helps customer service leaders understand how to coach their teams so they can all work toward the shared goal of providing excellent customer service. The purpose of this course is to explore the value of exceptional customer service and the role of service coaches in helping service providers achieve it.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members (Especially those who supervise customer service providers)

Learning Path(s)
Emerging Leader
Evolving Leader

Facilitator(s)
UPS, Human Resources: Kat Black

Objectives
- Describe what exceptional service is and the challenges of delivering it
- Discuss the benefits of customer loyalty for the service manager, the organization and customers
- Explain the importance of the service provider’s role in building customer loyalty
- Find and take advantage of key defining moments in customer interactions
- Use the four key service qualities to evaluate and improve the service that is delivered
- Communicate and reinforce expectations for exceptional service with others

When & Where
- 7/11/18, Wed. 8:30 - 12:00 CANCELED
- 9/20/18, Thu. 8:30 - 12:00 Annex Room 429

Open To
All UPS employees and Consortium members

View the Course List by Topic
Managing Electronic Records

**Purpose**
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.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members (BCC and CCC departments encouraged to attend)

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Clerk of the Circuit Court: Michele Koehler

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**Objectives**

- Examine the legal requirements for electronic records
- 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

**When & Where**

- 6/21/18, Thu. 8:30 - 12:00 CANCELED
- 11/15/18, Thu. 8:30 - 12:00 Swisher Room 112

View addresses

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**Open To**
All UPS employees and Consortium members

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**REGISTRATION CONTENT**
If you do not have OPUS access, please register through your training contact.
Managing Five Generations

Purpose
For the first time in modern history people from five generations must regularly interact with each other in the workplace.

At first, the challenges of understanding how those from other generations think can seem like an insurmountable task. Generations think differently, vote differently, and dress differently. Work ethic, respect, turnover, dress code, communication tools and fun at work can either create real issues or provide opportunities to bring generations together.

Members of one generation will often grumble about another generation using stereotypes that mire a team in needless sticking points. “They have no work ethic. They’re a bunch of slackers”, “Lighten up! Work should be fun.” Left unchecked the opportunities for conflict and disengagement are vast. However with the right approach, managing generational differences brings value to the workplace.

This interactive course is insightful as we explore best practices for managing a generationally diverse group. Come see for yourself.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Evolving Leader
Emerging Leader

Facilitator(s)
UPS, Human Resources:
Kevin Connelly

Objectives
- Build awareness and understanding of the different generations in the workplace
- Identify defining characteristics of the five generations represented in the workplace and how to prepare for a new incoming generation
- Recognize issues and situations that may be influenced by generational differences
- Apply practical tips for working, managing and communicating successfully in a multigenerational workplace

When & Where
- 12/12/18, Wed. 8:30 - 12:00
  Communications Studio B

Open To
All UPS employees and Consortium members

REGISTER NOW
If you do not have OPUS access, please register through your training contact.

NEW
REGISTER NOW
Open To
All UPS employees and Consortium members

Objectives
- Build awareness and understanding of the different generations in the workplace
- Identify defining characteristics of the five generations represented in the workplace and how to prepare for a new incoming generation
- Recognize issues and situations that may be influenced by generational differences
- Apply practical tips for working, managing and communicating successfully in a multigenerational workplace

When & Where
- 12/12/18, Wed. 8:30 - 12:00
  Communications Studio B

View addresses

View the Course List by Topic
Managing Integrity and Ethics

**Purpose**
As a manager or supervisor, you have tremendous responsibilities when it comes to the integrity and ethics of your workgroup. The employees you manage will look to you to set the expectations and influence their interactions with each other. You will also have the added responsibility to maintain and grow their loyalty to your organization. The reputation and sustainability of your organization depends on your ability to act with integrity and ethically in every situation.

This course is designed to give potential managers and supervisors the awareness and skills necessary for communicating, modeling and supporting integrity and ethical standards in the workplace and in our day-to-day lives.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Emerging Leader

**Facilitator(s)**
UPS, Human Resources: Kevin Connelly

**Objectives**
- What is integrity?
- Choose integrity's lifelong journey
- How to gauge your integrity
- Select to live with integrity
- What are the benefits of integrity
- Define ethics
- How to communicate your core values
- Plan to be a role model
- How to maintain ethical standards

**When & Where**
- 8/23/18, Thu. 8:30 - 12:00
  Annex Room 429

**Open To**
All UPS employees and Consortium members

If you do not have OPUS access, please register through your training contact.
Managing Relationships

Purpose
How good are the relationships that you have with your colleagues? Your boss? Should you be friends on Facebook with your boss and coworkers?

The way that you interact with others in the workplace is important. Bottom line: All relationships need to be nurtured, whether they’re with your business colleagues or your family and friends.

Good working relationships, where everyone feels respected and supported, help promote a positive work culture. Building and maintaining good work relationships will not only make you more engaged and committed to your organization, it can also open doors to key projects and career advancement.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members (While open to all, we encourage experienced leadership)

Learning Path(s)
Strategic Leader

Facilitator(s)
UPS, Human Resources:

Open To
All UPS employees and Consortium members

Objectives
- Discover the three components of a healthy relationship
- What are the characteristics that make a good, healthy relationship?
- Apply strategies to build productive peer-to-peer relationships and your relationship with your boss
- What is managing up?
- Find out about social media etiquette tips to help you decide whether and to what degree to friend colleagues
- How to work with difficult people
- Explore the biggest mistakes you’re making with work relationships

When & Where
- 11/1/18, Thu. 8:30 - 12:00
  Annex Room 429
  View addresses

REGISTER NOW
If you do not have OPUS access, please register through your training contact.

View Course List by Topic
NEW Managing Through Systems

Purpose
Whether the workforce you lead is directly around you daily, or geographically remote, your ability to manage through the systems you have in place, or the processes that you are managing through systems, will either spell success or failure.

Your ability to design practices, processes and procedures will be necessary to: get things done, simplify complex processes, get more out of fewer resources, or create systems that manage themselves.

So come discover what a leader can do in order to increase proficiency in managing through systems.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members (While open to all, we encourage experienced leadership)

Learning Path(s)
Strategic Leader

Facilitator(s)
UPS, Human Resources:

REGISTER NOW
If you do not have OPUS access, please register through your training contact.

Open To
All UPS employees and Consortium members

Objectives
- Describe three advantages of managing through systems
- Design a system that operates largely through others without your intervention or oversight
- Demonstrate the use of three tools for managing through systems

When & Where
- 11/29/18, Thu. 8:30 - 12:00
  Annex Room 429
  View addresses
Managing Vision and Purpose

**Purpose**
Leaders should strive to communicate vision with a sense of integrity, building trust as individuals and as leaders.

This course provides a general introduction to vision communication, including its nature and its purpose.

You will be guided through numerous techniques and methods for a leader to successfully communicate vision, such as personalizing and multiplying a clear message, communicating enthusiasm in an authentic way, and making the organization’s vision the employee’s own vision.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members (While open to all, we encourage experienced leadership)

**Learning Path(s)**
Strategic Leader

**Facilitator(s)**
UPS, Human Resources:

**Open To**
All UPS employees and Consortium members

**Objectives**
- Identify key concepts of vision statements
- Recognize characteristics of effective vision communication
- Identify approaches to communication that are likely to be important to employees
- Identify techniques in creating a message to communicate vision
- Recognize methods to effectively present a vision message
- Use techniques to communicate vision effectively

**When & Where**
- 11/27/18, Tue. 8:30 - 12:00
Communications Studio B

**REGISTER NOW**
If you do not have OPUS access, please register through your training contact.
Managing Your Career

Purpose
You are responsible for making your own career choices, and it’s not always clear which way offers the straightest path toward your goal. This course guides you through the process of taking inventory of your values, interests, skills and needs. You can determine your strengths and learn tips on how to deal with any weaknesses that are holding you back. You will also learn how to develop and implement your action plan to further your career including creating and implementing an effective promotion plan.

While participation does not guarantee you will get the next job opening you seek within the County, it can help you identify how to put your best foot forward and enhance your chances of selection.

Unable to attend our Career Development seminar? Attend this course to get valuable information on managing your career with the County.

Length
3.5 hours

Intended Audience
UPS employees only

Learning Path(s)
Core

Facilitator(s)
UPS, Human Resources: Kat Black

Objectives
- Describe the types of questions you should ask to evaluate your current career situation
- Identify how to pinpoint your strengths and recognize ways to address your weaknesses
- Discuss tips for creating a resume and deciding what information to include on an application
- Demonstrate strategies to manage your career and keep it on the right track
- Recognize the benefits of having a promotion or career plan
- Use techniques to develop a promotion or career plan
- Explain strategies for identifying internal advancement and development opportunities

When & Where
- 10/25/18, Thu. 8:30 – 12:00
  Communications Studio B
  [View addresses]
Meeting Management

Purpose
The meeting that drones on and on; the meeting where everyone sits fiddling with his or her smartphone; or the meeting where almost everyone in the room is wondering the same thing: Why am I even here?

Meetings fill an increasing number of hours in the workday, and yet most employees consider them as a waste of time.

But there are ways to run effective, efficient meetings that leave everyone feeling energized and excited about their work. Want to learn more? Come and join us.

This course will be concerned with small work meetings: with groups that have a job to do requiring the energy, commitment and talents of those who participate.

Members of such a group want to get some kind of result out of their time together whether solving problems, brainstorming or simply sharing information. At its best, such a group knows what it is about, and knows and utilizes the strengths of individual members.

You will explore the key characteristics of the best and worst of meetings and we will share tips for leading a most successful meeting.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Evolving Leader

Facilitator(s)
UPS, Human Resources:

Objectives
- Understand the value of meetings as a management tool
- Recognize the critical planning step that makes meeting time more effective
- Identify process tools that can help create an open and safe forum for discussion
- Develop and practice techniques for handling counterproductive behaviors

When & Where
- 10/25/18, Thu. 8:30 - 12:00
  Annex Room 429

Open To
All UPS employees and Consortium members

REGISTER NOW
If you do not have OPUS access, please register through your training contact.

View addresses

View the Course List by Topic
Microsoft Excel 2013 Advanced Essentials

Purpose
This class is not recommended for beginning users of Excel. We strongly recommend that you have proficiency with Excel or have successfully attended the Excel 2013 Core Essentials class.

Provides a hands-on learning experience that covers advanced essentials of Microsoft Excel 2013.

The course is limited to 10 students to allow one-on-one assistance.

Explore methods of managing data including linking, consolidating and combining data, and using conditional formatting. Uncover ways to use comments to add clarity to data. Utilize techniques to produce advanced formulas, functions, and PivotTables. Learn skills to discover formula errors, and work with tables.

Objectives
- Consolidate data, remove duplicate values, configure data validation, transpose data, and convert text to columns
- Insert, edit, navigate, and delete comments
- Apply and edit conditional formatting
- Link and consolidate workbooks, consolidate worksheets, and pivot consolidated data
- Use relative and absolute cell references, multiple cell references, 3D references, and array formulas
- Apply the PMT, FV, VLOOKUP, and HLOOKUP functions
- Trace formula precedents and dependents, show and evaluate formulas, set error checking options, use error option buttons, and run an error check
- Create, resize and clear tables, and choose a table style
- Create a basic PivotTable and PivotChart, use the PivotTable Fields pane, add calculated fields to a PivotTable, and sort and filter pivoted data

When & Where
- 5/22/18, Tue. 8:30 - 12:00
  Annex Room 138
- 6/19/18, Tue. 8:30 - 12:00
  Annex Room 138
- 8/21/18, Tue. 8:30 - 12:00
  Annex Room 138
- 10/16/18, Tue. 8:30 - 12:00
  Annex Room 138
- 12/13/18, Thu. 8:30 - 12:00
  Annex Room 138

Length
3.5 hours

Intended Audience
UPS employees only
Employees with at least one year of daily Excel usage

Learning Path(s)
Evolving Leader

Facilitator(s)
UPS, Human Resources: Kevin Connelly
Microsoft Excel 2013
Core Essentials

Purpose
Basic proficiency with computer keyboarding and a mouse is required. Need assistance with these skills prior to class? Visit GCF LearnFree for hands-on tutorials.

The course is limited to 14 students to allow one-on-one assistance.

Provides a hands-on learning experience that covers all the core essentials of Microsoft Excel 2013.

Topics covered include the new Flash Fill feature, using formulas and functions, inserting PivotTables and PivotCharts, and customizing the Excel 2013 interface.

Objectives
- Define all parts of a workbook along with creating, opening, and saving workbooks
- Identify ways to enter, select and delete data, and use undo, redo, cut, copy and paste functions
- Discuss how to insert rows and columns, merge and split cells, use Paste Special, find and replace, and hide and unhide cells
- Establish ways to use Excel’s Basic and Timesaving tools to create basic and advanced formulas and functions, sort and filter data, and use AutoFill, Flash Fill, AutoSum, AutoComplete and AutoCalculate
- Execute methods to format text, data, and workbooks including adding borders, fill and style, adjusting size, alignment and text direction of cells, and formatting data as a table
- Apply techniques to chart data including creating sparklines, inserting PivotTables or PivotCharts, and using Slicers
- Review methods to view, print and share workbooks
- Recognize how to customize the Excel Ribbon by discussing how to change ribbon display options, customize the Quick Access toolbar, and reset the Ribbon

When & Where
- 7/12/18, Thu. 8:30 - 12:00
  Annex Room 138
- 9/11/18, Tue. 8:30 - 12:00
  Annex Room 138
- 11/1/18, Thu. 8:30 - 12:00
  Annex Room 138
- 12/4/18, Tue. 8:30 - 12:00
  Annex Room 138

Length
3.5 hours

Intended Audience
UPS employees only

Learning Path(s)
Core
Emerging Leader

Facilitator(s)
UPS, Human Resources: Kevin Connelly
Microsoft Outlook 2013 Core Essentials

**Purpose**
Basic proficiency with computer keyboarding and a mouse is required. Need assistance with these skills prior to class? Visit GCF LearnFree for hands-on tutorials.

The course is limited to 14 students to allow one-on-one assistance.

Provides a hands-on learning experience that covers all the core essentials of Microsoft Outlook 2013.

Explore ways to manage mail, calendar and people. Determine methods to organize your mailbox. Learn skills to get the most out of your Outlook.

**Objectives**
- Define all parts of Outlook along with how to use the Folder Pane, Peeks, and the notification icon
- Identify ways to open, reply to, forward, and delete messages
- Discuss how to create a new message, format text, attach files or items, and send a message
- Establish ways to make the most of your Outlook calendar including how to find and open the calendar, create appointments and meetings, and change the calendar view
- Review techniques to create a new People contact, mark a contact as a favorite, change the contact view, and create a new contact group
- Execute methods to organize your Outlook mailbox including creating folders, moving items into folders, categorizing items, utilizing the search and filter tools, and managing junk mail
- Apply techniques to read and work with conversations including turning them on and off, cleaning up folders and conversations, and ignoring conversations
- Practice using Quick Steps, creating new Quick Steps, and deleting and resetting Quick Steps
- Recognize how to customize the Outlook Ribbon by discussing how to change ribbon display options, customize the Quick Access toolbar, and reset the Ribbon

**When & Where**
- 8/16/18, Thu. 8:30 - 12:00
  - Annex Room 138
- 10/4/18, Thu. 8:30 - 12:00
  - Annex Room 138

**Length**
3.5 hours

**Intended Audience**
UPS employees only

**Learning Path(s)**
- Core
- Emerging Leader

**Facilitator(s)**
UPS, Human Resources: Kat Black
Microsoft Word 2013 Advanced Essentials

Purpose
This class is not recommended for beginning users of Word. We strongly recommend that you have proficiency with Word or have successfully attended the Word 2013 Core Essentials class.

Provides a hands-on learning experience that covers advanced essentials of Microsoft Word 2013.

The course is limited to 14 students to allow one-on-one assistance.

Explore methods of adding comments to your documents, reviewing your documents, working with multiple documents, performing mail merges, working with section breaks, creating outlines and table of contents for your documents.

Objectives
- Inserting comments, editing and replying to comments, deleting comments, navigating through comments, showing and hiding comments
- Tracking changes, navigating through tracked changes, accepting and rejecting changes, showing and hiding markup
- Working with versions, comparing documents, combining documents, recovering unsaved files, restricting editing, password protecting documents
- Starting the mail-merge wizard, choosing a document, selecting a starting document, selecting recipients, creating your mail-merged document, previewing your document, completing the merge
- Inserting section breaks, customizing page setup for each section, navigating through sections, deleting sections
- Using outline view, creating an outline expanding and collapsing headings, promoting and demoting headings, moving headings
- Creating a table of contents, marking headings, inserting a pre-built table of contents, inserting a custom table of contents, updating and removing a table of contents

When & Where
- 7/17/18, Tue. 8:30 - 12:00
  Annex Room 138
- 10/11/18, Thu. 8:30 - 12:00
  Annex Room 138

Length
3.5 hours

Intended Audience
UPS employees only
Not recommended for beginning users of Word. We strongly recommend that you have proficiency with Word or have successfully attended the Word 2013 Core Essentials class.

Learning Path(s)
Evolving Leader

Facilitator(s)
UPS, Human Resources: Kat Black
Microsoft Word 2013 Core Essentials

**Purpose**
Basic proficiency with computer keyboarding and a mouse is required. Need assistance with these skills prior to class? Visit [GCF LearnFree](https://www.gcflearnfree.org) for hands-on tutorials.

The course is limited to 14 students to allow one-on-one assistance.

Provides a hands-on learning experience that covers all the core essentials of Microsoft Word 2013.

Topics covered include adding online images and video to a document, customizing a document using basic and advanced formatting and editing tools, and ways to polish the final version before printing or sharing the document.

**Objectives**
- Define all parts of a document along with creating, opening, and saving documents
- Identify ways to complete basic document tasks with editing tools and find and replace tools
- Discuss how to utilize document formatting tools to change font, size, color, and apply text effects
- Establish ways to change styles, themes, and document formatting sets, use the Format Painter feature and activate the Clear Formatting command
- Execute methods to move text, create bulleted and numbered lists, change line spacing, and align and justify text
- Apply page formatting techniques to format text in columns, add a watermark, change the page color, and add a page border
- Recognize how to insert tables, charts, screenshots, local and online images, and video into a document
- Practice techniques for perfecting the final document, and printing or sharing a document

**When & Where**
- 5/3/18, Thu. 8:30 - 12:00
  Annex Room 138
- 8/2/18, Thu. 8:30 - 12:00
  Annex Room 138
- 10/2/18, Tue. 8:30 - 12:00
  Annex Room 138

**Length**
3.5 hours

**Intended Audience**
UPS employees only

**Learning Path(s)**
- Core
- Emerging Leader

**Facilitator(s)**
UPS, Human Resources:
- Kat Black
- Kevin Connelly
Miscellaneous Templates Training

**Purpose**
Provides an overview of invoice processing and the types of invoices that would be submitted by the department to Finance on a Miscellaneous Template. You will receive information on related policies and procedures and required documentation that must be submitted with the template.

Through demonstration and completion of a hands-on exercise you will learn how to prepare a Miscellaneous Template.

**Length**
2 hours

**Intended Audience**
UPS employees that are assigned the responsibility to prepare, review or approve Miscellaneous Templates

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Clerk of the Circuit Court:
Daniel Coughenour
Tina Kunst
Anne Lawler
Linda Truslow
Tonya Wright

**Objectives**
- Illustrate the Miscellaneous Template Process
- What are the various fields on a Miscellaneous template
- How to complete a Miscellaneous Template
- How to prepare supporting documentation
- How to prepare and submit the template and documentation
- What are Template and Invoice Naming Conventions

**When & Where**
- 5/9/18, Wed. 1:00 - 3:00 CANCELED
- 8/15/18, Wed. 1:00 - 3:00 Utilities Room 401

View addresses
Motivating Others

Purpose
“Why can’t I seem to motivate others?” Can one directly motivate another individual or do we motivate ourselves? Can a leader influence the surroundings to create a motivating atmosphere? Is what motivates one person the same as what motivates another?

Finding the key to what inspires and motivates people is never easy. When employees are personally motivated by their work, engagement in their job and improved outcomes almost naturally follow.

The main aim of this course is to explore the theories of motivation, what motivates people and how to find ways of helping others be creative, decisive and positive about motivating others.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members
(While open to all, we encourage experienced leadership)

Learning Path(s)
Strategic Leader

Facilitator(s)
UPS, Human Resources:

Objectives
 What is motivation and why is it important
 Describe and compare several theories of motivation, including those of Maslow, Herzberg, McClelland and McGregor, to find out which one best fits your circumstances
 Discuss Dan Pink’s Drive Model
 Discover how to create a climate in which people want to do their best
 How to deliver effective praise

When & Where
 8/2/18, Thu. 8:30 - 12:00
  Annex Room 429 - CANCELED
 10/18/18, Thu. 8:30 - 12:00
  Annex Room 429

Open To
All UPS employees and Consortium members

REGISTER NOW
If you do not have OPUS access, please register through your training contact.
Multigenerational Workplace

**Purpose**
Organizations that utilize the different perspectives, skills and strengths of a multigenerational workforce will enhance creativity and productivity and decrease conflict.

This insightful course provides participants with the skills and knowledge necessary to acknowledge generational issues and take action in ways that boost productivity and encourage mutual respect. The end result is an environment where people want to come to work and stay.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Core

**Facilitator(s)**
UPS, Human Resources: Kevin Connelly

**Objectives**
- Discuss the definition of a generation
- Gain an understanding of the characteristics and commonalities between the generations
- Improve communications and team work between generations
- Show appreciation for the contributions of each generation
- Provide techniques and suggestions for overcoming generational differences

**When & Where**
- 5/24/18, Thu. 8:30 - 12:00 Communications Studio B
- 9/13/18, Thu. 8:30 - 12:00 Communications Studio B

If you do not have OPUS access, please register through your training contact.

Open To
All UPS employees and Consortium members

View addresses
Muster Drill, New Employee Orientation, (Part 2 of 3)

Part 2 of a 3 Part Series: New Employee Orientation
Part 1 - Setting Sail
Part 3 - Freestyle Cruising

Taking all courses is highly encouraged; however, Part 1 & 2 are required for all new employees including temporary employees.

**Purpose**
Topics are presented by Pinellas County Risk Management and include: safety orientation; right-to-know law; County self-insurance; safety and loss control; Workers’ Compensation; general and office safety and driver awareness.

**Length**
3.5 hours

**Intended Audience**
New UPS employees only

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Risk Management:
James Abaka
David Mangicaro

New employees are automatically enrolled.

Open To
UPS employees only

**When & Where**
- 5/21/18, Mon. 8:30 - 12:00
  Extension Magnolia Room
- 6/18/18, Mon. 8:30 - 12:00
  Extension Magnolia Room
- 7/16/18, Mon. 8:30 - 12:00
  Extension Magnolia Room
- 8/20/18, Mon. 8:30 - 12:00
  Extension Magnolia Room
- 9/17/18, Mon. 8:30 - 12:00
  Extension Magnolia Room
- 10/15/18, Mon. 8:30 - 12:00
  Extension Magnolia Room
- 11/19/18, Mon. 8:30 - 12:00
  Extension Magnolia Room
- 12/17/18, Mon. 8:30 - 12:00
  Extension Magnolia Room

View addresses

View the Course List by Topic
Myers-Briggs Type Indicator

**Purpose**
The Myers–Briggs Type Indicator (MBTI) is an introspective self-report questionnaire with the purpose of indicating differing psychological preferences in how people perceive the world around them and make decisions. This course will provide you with an understanding of how people gain energy, take in information, make decisions and lead life.

Have you ever said, “What planet did they come from?”
The MBTI could possibly shed some light into why people see things differently.

Type can be used in several different settings and for several different purposes such as education, career, decision making, time management, coaching, leadership, learning styles and much more!

Join us in this highly experiential course to experience type in action.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members (charge of $28 for Consortium members)

Teams are encouraged to attend together

**Learning Path(s)**
Evolving Leader

**Facilitator(s)**
UPS, Human Resources: Kevin Connelly

**Objectives**
- Complete a pre-self-assessment
- Take part in a number of experiential exercises
- Determine your preferences by exploring activity that energizes you, how you take in information, how you make decisions, and how you live your life
- Maximize your awareness of the differences in preference that exist and discover ways to communicate with those who are different than you

**When & Where**
- 7/26/18, Thu. 8:30 - 12:00 Communications Studio B
- 11/15/18, Thu. 8:30 - 12:00 Communications Studio B

**Open To**
All UPS employees and Consortium members

If you do not have OPUS access, please register through your training contact.
OBIEE Project Management Reports

**Purpose**
This course is intended to familiarize the end user of the Business Intelligence Reports platform. Specifically, those reports for active CIP projects with budget, costs and schedules.

**Length**
1.5 hours

**Intended Audience**
CIP project managers, supervisors, managers and executive leadership. Must have Oracle Project Management Manager responsibility in OPUS.

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Utilities: Jessica Jones

**Objectives**
- Find out how to access OBIEE
- Explore the available reports
- Discover how to export data

**When & Where**
- 7/19/18, Thu. 2:30 - 4:00  CANCELED
- 10/18/18, Thu. 2:30 - 4:00  Utilities Room 401

If you do not have OPUS access, please register through your training contact.

Open To
UPS employees only

View addresses
OPUS Project Management

**Purpose**
This course will provide hands-on training in the production environment of OPUS Project Management.

You will discover how to navigate the system, where to find the training manual, support and general user responsibilities.

**Length**
2 hours

**Intended Audience**
UPS employees who have OPUS Project Management responsibilities

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Utilities: Jessica Jones

**When & Where**
- 6/21/18, Thu. 9:00 - 11:00 Utilities Room 401
- 9/20/18, Thu. 9:00 - 11:00 Utilities Room 401
- 12/20/18, Thu. 9:00 - 11:00 Utilities Room 401

**Open To**
UPS employees only

If you do not have OPUS access, please register through your training contact.

View addresses

View the Course List by Topic
Oracle Learning Management (OLM) Administrator

Purpose
As an Oracle Learning Management (OLM) Department Administrator you are now responsible for managing parts of your department’s learning “bucket”. Managing this functionality in OPUS can be overwhelming if you’re just not sure what needs to be done.

This course will give a hands-on approach to your responsibilities in OLM including running various reports, and providing a few tricks of the trade along the way.

Length
3.5 hours

Intended Audience
Any UPS employee assigned to OLM Administrator Rights

Learning Path(s)
Not applicable

Facilitator(s)
UPS, Human Resources: Carol Strickland

Objectives
- Construct a Category, Course, Offering and Class
- Build Enrollments, Resources, Learner Access and an Evaluation
- Identify and create a Learner Group
- Utilize the system to run reports

When & Where
- 7/19/18, Thu. 8:30 - 12:00
- Annex Room 138

Open To
UPS employees only

REGISTER NOW
If you do not have OPUS access, please register through your training contact.

View the Course List by Topic
Organizational Integrity & Ethics

Purpose
Ethical behavior starts at the top. If leadership sets a good example, the rest of the organization will follow. Yet while most managers try to run ethical organizations, the headlines are rife with stories of corruption.

This course will help you understand what business ethics is and why it is critical to the success of our organization. We will also explore behaviors and expectations you can put in place today to promote ethical behavior from top to bottom.

Have you ever seen unethical behavior in the workplace? Do you know how to respond to complaints of unethical behavior? Does your organization have checks and balances to ensure the expectations are being met?

Join us in this interactive course to answer some of these questions.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members (While open to all, we encourage experienced leadership)

Learning Path(s)
Evolving Leader
Strategic Leader

Facilitator(s)
Heather Leon, Tax Collector, Human Resources

Objectives
- Describe the state of ethics and integrity in today's society
- Apply Pinellas County's ethics policy to our daily business, management, and decision making
- Describe a prescriptive and psychological approach to ethical decision making

When & Where
- 11/15/18, Thu. 8:30 - 12:00
  Annex Room 429
  View addresses

REGISTER NOW
If you do not have OPUS access, please register through your training contact.
Passport to Retirement

**Purpose**
Pre-retirement planning is not just for those on the verge of retiring. Successful retirement planning takes years of preparation and investment. You are encouraged to take this seminar at least five years before your planned retirement.

26th Year Anniversary Seminar Pricing: $20 if prepaid or $25 at the door. Mail $20 checks to Kahn Financial Group, 1700 McMullen Booth Rd., Suite A-5, Clearwater, FL 33759. Must be postmarked five days prior to seminar start date. Spouses are encouraged to attend and do so for free.

This 3-night seminar, 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 seminar is completed.

Key topics include: investments; asset protection; social security and Medicare and estate planning.

**Length**
6 hours

**Intended Audience**
Everyone in the UPS and Consortium members ($20 prepayment or $25 door fee)

**Learning Path(s)**
Not applicable

**Facilitator(s)**
Kahn Financial Group
Performance Management

**Purpose**
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

**Length**
2 hours

**Intended Audience**
UPS employees only

**Learning Path(s)**
- Emerging Leader
- Evolving Leader

**Facilitator(s)**
UPS, Human Resources: Terri Wallace

**Objectives**
- Plan for performance discussions
- Clarify performance expectations
- Correct performance problems
- Conduct performance reviews

**When & Where**
- 10/31/18, Wed. 1:30 - 3:30
  Communications Studio B
  View addresses

If you do not have OPUS access, please register through your training contact.
**Perspective**

**Purpose**
Have you ever sat through a movie with someone and when you walked out and talked about the film, you say completely different things and had completely different observations? Perspective.

Perspective is an important life skill. It’s not to be confused with empathy, its emotional cousin. Changing our perspective can be hard, uncomfortable, and maybe most commonly, inconvenient — it requires awareness, concerted effort and will. But it is so worth it.

Evidence suggests that consciously focusing on perspective can make teams more effective and creative, and can prompt managers into deeper, more complex thinking that results in better outcomes. How then can you increase your perspective-taking ability?

Come join us and see how powerful perspective really is.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members (While open to all, we encourage experienced leadership)

**Learning Path(s)**
*Strategic Leader*

**Facilitator(s)**
UPS, Human Resources:

**Objectives**
- What is perspective-taking, perspective-seeking and perspective-coordinating?
- How perspective aids us
- Identify multiple aspects of current issues and project them into the future
- Demonstrate the use of three perspective expanding tools

**When & Where**
- 6/14/18, Thu. 8:30 - 12:00 Communications Studio B - CANCELED
- 10/30/18, Tue. 8:30 - 12:00 Annex Room 429

[View addresses]

If you do not have OPUS access, please register through your training contact.
Power of Positive Discipline

Purpose
Part of your job as a manager is to help the people you supervise satisfy their job requirements. Employees who fail to meet these expectations reduce productivity in your work groups and hinder their ability to advance.

This course will introduce potential participants to concepts related to delivering positive, progressive discipline in a stepped approach to improve a bad situation.

Length
3 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Emerging Leader

Facilitator(s)
UPS, Human Resources: Kevin Connelly

Objectives
- Apply proper coaching
- Compose and issue verbal warnings
- Plan and prepare written warnings
- Conduct formal meetings
- Measure and monitor performance
- Importance of follow up

When & Where
- 9/18/18, Tue. 1:00 - 4:00
- Utilities Room 404

Register Now
If you do not have OPUS access, please register through your training contact.

Open To
All Pinellas County employees and Consortium members

View addresses
Powerful Public Speaking

**Purpose**
As part of your job, do you need to present data, explain plans, provide support, train others, or generate enthusiasm for your projects and ideas?

If you answered “yes” to any of these, then you’ll need good presentation skills. In some situations, you need to share information, and in others, you need to defend your position.

Sometimes you know the subject matter thoroughly, but other times the material is unfamiliar and you need to stretch your limits.

Join us in this interactive and participatory workshop to build your presentation skills.

During day one, you will have a much better understanding of how to prepare presentations, and you’ll know how to deliver them effectively.

On day two, you will deliver a presentation with a group and receive peer feedback on how to get even better.

**Length**
6 hours over 2 days

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
- Evolving Leader
- Strategic Leader

**Facilitator(s)**
- Kevin Connelly, UPS, Human Resources
- Tami Maloney, UPS, Parks & Conservation Resources

**Objectives**
- Define and identify essential elements of effective presentations
- Formulate your strategy for an effective presentation
- Develop your structure for an upcoming speech
- Compose a plan for supporting your points
- Identify the best delivery style for your presentations
- Plan for questions from the audience
- Practice using conversation as a tool to create breakthroughs in your life

**When & Where**
- 8/1/18 and 8/8/18, Thu. 8:30 - 11:30
- Annex Room 429

View addresses

**Open To**
All UPS employees and Consortium members

If you do not have OPUS access, please register through your training contact.

Register Now
Principles of Professionalism: Are Yours on Display?

**Purpose**
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.

**Length**
4 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Core

**Facilitator(s)**
Pinellas County Sheriff: Vilma Monteros
Patti Samuels

**Objectives**
- Examine and realize your potential and ultimately achieve personal and career success
- Explore the essential elements of a professional image
- Assess your current professionalism practices

**When & Where**
- 5/30/18, Wed. 12:00 - 4:00
  Sheriff’s Office Room 183
- 10/31/18, Wed. 8:30 - 12:30
  Sheriff’s Office Room 183

View addresses

REGISTRATION OPTIONS
If you do not have OPUS access, please register through your training contact.
Problem Solving/Decision Making

**Purpose**
Problem solving and decision making belong together. You cannot solve a problem without making a decision. There are two main types of decision makers. Some people use a systematic, rational approach. Others are more intuitive. They go with their emotions or a gut feeling about the right approach. They may have highly creative ways to address the problem, but cannot explain why they have chosen this approach.

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.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Emerging Leader

**Facilitator(s)**
UPS, Office of Technology & Innovation: Vestina Crayton

**Objectives**
- Illustrate how to define problems by identifying the root cause
- How problem solving and decision making work together
- 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
- 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

**When & Where**
- 6/14/18, Thu. 8:30 - 12:00 Swisher Room 211
- 9/13/18, Thu. 8:30 - 12:00 Swisher Room 211

If you do not have OPUS access, please register through your training contact.
Project Management

**Purpose**
Have you been asked to manage a project, or do you have tasks that could be made easier with some management insights? This course 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.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Evolving Leader

**Facilitator(s)**
UPS, Business Technology Services:
Gayle Payne
Tim Staney

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

**When & Where**
- 5/16/18, Wed. 9:00 - 12:30
  Communications Studio B
- 10/3/18, Wed. 9:00 - 12:30
  Communications Studio B

If you do not have OPUS access, please register through your training contact.

Open To
All UPS employees and Consortium members

View the Course List by Topic
Records Management 1.0

**Purpose**
This course includes a detailed overview of records management, highlights of the Florida Public Records Laws, a hands-on look into records retention schedules, and an in-depth overview of the Oracle Records Management System application.

This training is required for new users of the Oracle Records Management System.

**Length**
5 hours

**Intended Audience**
UPS employees only

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Clerk of the Circuit Court: Michele Koehler

**Objectives**
- Importance and benefits of records management
- Discuss the laws that govern the process
- Show step-by-step instructions on how to access and navigate the Oracle Records Management System, which will include how to store, retrieve and re-file inactive records

**When & Where**
- 9/20/18, Thu. 9:00 - 3:00
  Annex Room 138

If you do not have OPUS access, please register through your training contact.

Open To
UPS employees only

View addresses
Records Management 2.0

Purpose
This course will walk you, step-by-step, through the requirements for a successful inventory and destruction process.

Length
3 hours

Intended Audience
UPS employees only

Learning Path(s)
Not applicable

Facilitator(s)
UPS, Clerk of the Circuit Court: Michele Koehler

Objectives
- Determine and assign the appropriate retention codes
- Examine and complete inventory worksheets and destruction notices
- Evaluate inventory and complete inventory worksheets

When & Where
- 5/17/18, Thu. 8:30 - 11:30
  Swisher Room 112
- 10/18/18, Thu. 8:30 - 11:30
  Swisher Room 112

Open To
UPS employees only

REGISTER NOW
If you do not have OPUS access, please register through your training contact.

View addresses

View the Course List by Topic
Rewards and Recognition

**Purpose**
One of your most vital roles as a manager is to provide consistent recognition. Recognition helps to bring out the very best in people. It improves productivity, retention and encourages your employees to grow and strive to accomplish more.

This course is designed to show potential managers and supervisors how to create a culture of achievements by celebrating accomplishments, large and small.

**Length**
2.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Emerging Leader

**Facilitator(s)**
UPS, Human Resources: Kevin Connelly

**Objectives**
- Why recognition matters
- Explore the foundations of recognition
- Find out the fundamental principles of recognition
- Build a culture of recognition

**When & Where**
- 11/6/18, Tue. 8:30 - 10:30
  Annex Room 429

[View addresses]
Scam Detection Starts with Consumer Protection!

**Purpose**
Sometimes it’s hard to spot a scam. Con artists use various schemes to defraud millions of people every year, a combination of sophisticated technology and age-old tricks to get people to send money or give out personal information. Stay a step ahead and learn the ways people are targeted, the latest scams and how to prevent falling victim to a scam.

**Length**
1.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Not applicable

**Facilitator(s)**
UPS, Human Services: Anna Marie Millett

**Objectives**
- How people are targeted for scams
- Identify current schemes con artists are using
- Recommended steps to take to prevent becoming a victim
- Find out how to guard against scams in your personal life and in your daily dealings with citizens

**When & Where**
- TBD
  - View addresses

**Open To**
All UPS employees and Consortium members

**REGISTER NOW**
If you do not have OPUS access, please register through your training contact.
Setting Sail,
New Employee Orientation,  
(Part 1 of 3)

Part 1 of a 3 Part Series: New Employee Orientation  
Part 2 – Muster Drill  
Part 3 – Freestyle Cruising

Taking all courses is highly encouraged; however, Part 1 & 2 are required for all new employees including temporary employees.

**Purpose**  
For new hires to the Unified Personnel System. Topics covered include:

- Unified Personnel System  
- Benefits (Medical, Dental, Vision & Life Insurance)  
- Wellness Program  
- Paid Time Off  
- Retirement  
- Diversity  
- Organizational Structure  
- Ethics  
- Human Resources Policies  
- Employee OPUS Self-Serve

**Length**  
8 hours

**Intended Audience**  
New UPS employees only

**Learning Path(s)**  
Not applicable

**Facilitator(s)**  
UPS, Human Resources: Kat Black, Tim Closterman, Kevin Connelly, Karla Cook, Meagan Decker, Irena Karolak, Gayle May, Carol Strickland

**When & Where**

- 5/14/18, Mon. 8:30 - 5:00  
- 5/29/18, Tue. 8:30 - 5:00  
- 6/11/18, Mon. 8:30 - 5:00  
- 6/25/18, Mon. 8:30 - 5:00  
- 7/9/18, Mon. 8:30 - 5:00  
- 7/23/18, Mon. 8:30 - 5:00  
- 8/13/18, Mon. 8:30 - 5:00  
- 8/27/18, Mon. 8:30 - 5:00  
- 9/10/18, Mon. 8:30 - 5:00  
- 9/24/18, Mon. 8:30 - 5:00  
- 10/8/18, Mon. 8:30 - 5:00  
- 10/22/18, Mon. 8:30 - 5:00  
- 11/13/18, Tue. 8:30 - 5:00  
- 11/26/18, Mon. 8:30 - 5:00  
- 12/10/18, Mon. 8:30 - 5:00  
- 12/26/18, Wed. 8:30 - 5:00

All held in Annex Room 429

View addresses

New employees are automatically enrolled.

Open To  
UPS employees only
**Situational Leadership**

**Purpose**
The Situational Leadership Model is arguably the most recognized, utilized and effective leadership and influence tool in the history of behavioral sciences. This Model is based on over 30 years of research and stresses flexibility and simplicity in execution.

Situational Leadership is based on the relationship between leaders and employees and serves as a framework to analyze each situation based on:

- The amount of guidance and direction (task behavior) a leader gives
- The amount of socioemotional support (relationship behavior) a leader provides
- The readiness level that employees exhibit in performing a specific task, function or objective

Infinitely adaptable to any circumstance, this Model prepares leaders to address the most pressing challenges pervasive in the work environment.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members
(While open to all, we encourage experienced leadership)

**Learning Path(s)**
Evolving Leader

**Facilitator(s)**
UPS, Human Resources:

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**Objectives**

- What is Situational Leadership?
- Why is it popular among managers?
- Find out more about the four distinct leadership behaviors and styles
- What are the four development levels of employees and what are they based on?
- How does the situational approach work?
- Discover the four core and critical leadership competencies (diagnose, adapt, communicate & advance)

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**When & Where**

- 9/13/18, Thu. 8:30 - 12:00
  Annex Room 429

[View addresses](#)
Social Security and Medicare Overview

Purpose
Understanding the benefits available to you from Social Security and Medicare are an important part of retirement planning. This program will provide an overview of both programs with a brief description of retiree health benefits available to retirees of the Unified Personnel System.

A retired Social Security representative will provide an overview of the Social Security and Medicare programs and answer your questions.

A member of the Employee Benefits team will discuss coverage provided by the Medicare Advantage plan offered to UPS retirees and eligible dependents that are Medicare eligible.

Length
3.5 hours

Intended Audience
UPS employees only

Learning Path(s)
Not applicable

Facilitator(s)
UPS, Human Resources: Karla Cook

Objectives
- What is the SSA My Account?
- When should you start receiving benefits?
- When should you file your application?
- What is Primary Insurance Amount (PIA)?
- What is Full Retirement Age (FRA)?
- How are benefits calculated?
- Who can receive benefits on my account?
- Divorced spouse benefit?
- Widow/Widower benefit
- Medicare Eligibility and Enrollment periods
- Traditional Medicare: Part A & B Coverage and Cost; Part C Medicare Advantage Plans; and Part D Prescription Drug Coverage
- UPS Medicare Advantage Plan overview

When & Where
- 7/24/18, Tue. 8:30 - 12:00
  Solid Waste
- 10/25/18, Thu. 8:30 - 12:00
  Public Works A230

REGISTRATION
If you do not have OPUS access, please register through your training contact.

Register Now

Open To
UPS employees only

View Addresses

View the Course List by Topic
State Emergency Response Team (SERT) Training

**Purpose**
The Florida State Emergency Response Team (SERT) Training Resources & Activities Calendar (TRAC) offers training across the county, region and state. You can find nearly all Emergency Management training classes posted to this site, including ICS-300 and ICS-400.

**Length**
Varied hours

**Intended Audience**
UPS employees only

**Learning Path(s)**
Not applicable

**Facilitator(s)**
Emergency Management

**Open To**
UPS employees only

**When & Where**
- Online courses
**Strategic Agility**

**Purpose**
The theory behind change management is that you’re going from one state to another. But constant change is the new normal. In this new world of work, organizational leaders need agile strategies to keep up with the pace of change and ensure that they’re focused on the right things.

In this course, we will explore what it means to be an adaptive organization, including decisions made about who to hire, what the company values as important, how to align processes, how to think about risk, and what behavior senior leaders need to model for the rest of the organization.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members
(While open to all, we encourage experienced leadership)

**Learning Path(s)**
Strategic Leader

**Facilitator(s)**
UPS, Human Resources:

**Objectives**
- Identify the characteristics of an adaptive organization
- Align activities with strategic goals
- Examine why a culture of risk helps strategy
- Explore how to model adaptive behavior
- How to maintain an adaptive organization
- Discover how to streamline your process and practices
- Identify how to remain agile over time

**When & Where**
- 12/6/18, Thu. 8:30 - 12:00
  Communications Studio B
  View addresses

If you do not have OPUS access, please register through your training contact.

Open To
All UPS employees and Consortium members

**View the Course List by Topic**
Strategic Performance Management 101: Destination Success

Purpose
This is an introductory course that will lead you down a journey toward developing an effective work environment. Explore the keys to leading a successful organization; strategic planning, managing performance, and continual process improvement.

Learn how to create a strategic framework that aligns goals and objectives, and how to make them SMART. Discuss effective metrics and the three different types of measures. Learn about the eight wastes and the tools available for process improvement initiatives. Learn how leadership is critical for developing the organization’s performance culture.

Length
2.5 hours

Intended Audience
BCC departments only

Learning Path(s)
Not applicable

Facilitator(s)
UPS, Office of Management & Budget:
Belinda Amundson
Ralph Reid

Objectives
- Find out about strategy development and how to align to your departmental goal
- Identify effective metrics to help you manage your operations and determine your department's success
- Explain the basics of process improvement and a data-driven quality strategy called DMAIC (define, measure, analyze, improve and control)
- Discuss the importance of leadership and accountability

When & Where
- 9/12/18, Wed. 8:30 - 11:00
Annex Room 429

View addresses
Supervisory & Management Competencies Series (SMCS)

**Purpose**
The best supervisors and managers know how to communicate with care, set clear expectations, resolve conflicts with ease, and inspire their employees for success by modeling great behavior. The Supervisory & Management Competencies Series is designed to develop leadership skills with proven techniques that will increase productivity and develop people skills for both the new manager and the experienced veteran.

*Register for an entire series, not for individual classes.*
If you miss any classes in a series, register for the individual classes, as make-up classes, the next time the Series is offered.

**Length**
63 hours, 9 days

**Intended Audience**
Required for all new supervisors

**Learning Path(s)**
SMCS Learning Path

**Facilitator(s)**
Various Instructors from Human Resources, Human Rights, County Attorney’s Office and Risk Management

**SMCS Course Descriptions**

**Effective Leadership Techniques (Day 1)**
Leading effectively helps managers and supervisors strengthen their abilities to challenge, inspire, empower, model and encourage. These abilities will enable them to lead others in getting things done. Explore the situational leadership model: its flexibility and simplicity of execution. Supervisors and managers identify their preferred leadership styles and explore ways to use different styles to interact effectively with others. (UPS, Human Resources)

**Creating a Motivated Team (Day 1)**
Team effectiveness is enhanced by a team’s commitment to reflection and on-going evaluation. For teams to be truly high-performing, it is essential for them to understand the stages of their development. The most commonly used framework was established by Bruce W. Tuckman. His descriptions of Forming, Storming, Norming and Performing provide a useful framework. We will...
identify tools, resources, and actions that assist a team to move rapidly through development. (UPS, Human Resources)

**Overview of the Unified Personnel System (Day 2)**
What is the Unified Personnel System (UPS)? What is the relevance of the UPS Act and the Personnel Board to one’s supervisory role? Identify the Appointing Authorities that are part of the UPS. Learn about the responsibilities of the largest Appointing Authorities. Find out the role of the Employees’ Advisory Council (EAC) in representing classified employees. Ends with an introduction of the Personnel Rules and Board Policies. (UPS, Human Resources, Kevin Connelly)

**Labor Laws, Rights & Responsibilities (Day 2)**
Management has responsibility for recognizing requests for accommodations under the Americans with Disabilities Act and maintaining a workplace that fosters employee success. You will learn what the ADA requires in the workplace and how to recognize and address requests for accommodation. In addition, we will discuss manager’s obligations for ensuring proper compensation in accordance with the Fair Labor Standard Act and related Unified Personnel System Rules. (County Attorney’s Office, Carole Sanzeri)

**Employee Compensation (Day 2)**
Everyone wants their piece of the compensation pie. Assigning a salary figure to any position, or person is a complex process. This course will explore the difference between the value of a job and the value of the person in that job. We’ll examine and discuss the internal and external influences on employee compensation. We’ll also learn more about “Total Rewards” and the numerous benefits included in the County’s non-cash rewards recipe. (UPS, Human Resources, Jack Loring)

**Drug-Free Workplace, EAP, FMLA and Reasonable Suspicion (Day 2)**
Maintaining a drug-free workplace is paramount for the safety of employees, the public and county property. You will explore why we maintain a drug-free workplace, what our policy covers, how to appropriately respond if you believe someone is in violation of our policy and the actual steps involved in reasonable suspicion testing for both drugs and/or alcohol.

Also if your employee is absent from work could they be entitled to job and benefit protection under the Family Medical Leave Act (FMLA)? Come and hear how an employee qualifies for FMLA, what is a covered absence, the documentation required to support a leave request and the maximum leave periods. (UPS, Human Resources, Karla Cook)

**Emotional Intelligence (Day 3)**
We have all heard about IQ (Intelligence Quotient) but how many of us have heard of EQ (Emotional Intelligence)? Emotions are a major part of who we are. Yet in the workplace, success seems to be determined by our logical intelligence. Research suggests that those who tap into their emotions to
reason and think thoroughly through issues by intelligently taking emotions into account are the most successful in their work lives. Discover the five competencies of EQ and how to potentially achieve greater heights in your work life. (UPS, Human Resources, James Valliere)

**Human Relations and Effective Communications (Day 3)**
Human relations may seem an easy, comfortable and a common sense subject but it can make our lives difficult and miserable, can’t it? Effective communication allows us to communicate cooperatively and non-defensively and effectively use active listening skills during conversations in both our professional and personal interactions with others. Explore the skills needed to be successful in your work environment by practicing giving and receiving feedback designed to work through some of the most common miscommunication problems. (UPS, Human Resources)

**Performance Management (Day 4)**
Performance management is not a once a year annual review. Performance happens every day. Explore how you can maximize employee performance, have conversations about performance and continuously move forward. Discuss performance expectations, supporting growth and development, observing and noting conversations and having regular check-ins with employees and most importantly how to provide effective coaching and feedback to build trust and create an engaging atmosphere. (UPS, Human Resources, Audrey Savas)

**Grievance and Disciplinary Actions (Day 4)**
No supervisor likes to utilize our disciplinary process; however, at times it is necessary to discipline an employee to encourage a correction in work behavior. No leader likes to have a grievance filed against them or be a part of grievance, but it is a tool available to employees to ensure the proper application of rules and procedures. Examine the working mechanisms of our discipline and grievance processes and get tips that may help you effectively work with employees to avoid the need for either process. (UPS, Human Resources, James Valliere)

**Effective Delegation (Day 5)**
Delegation is an overlooked and undervalued tool that supervisors and managers can use to complete an ever-increasing list of work responsibilities. Shared trust is a simple but central aspect of delegation. There is often confusion about the true meaning and nature of delegation. You will soon realize that delegation is about assigning meaningful tasks that can challenge employees and provide them with opportunities to build their skills. (UPS, Human Resources)

**Coaching and Counseling (Day 5)**
Designed to assist the leader in identifying gaps in employee performance and preparing for and conducting a successful coaching session. Coaching skills will help a leader develop employee motivation, increase productivity, foster talent, encourage success, improve performance, and turn around bad performance. Counseling on the other hand is helping to explore and possibly resolve problems that could impact performance. Effective coaching and counseling builds strong work relationships and encourages retention. It is vital in resolving today’s challenges as a leader in public service. (UPS, Human Resources)

**Talent Acquisition (Day 6)**
Find out how to assist us in positioning our county as a top-choice employer in the Tampa Bay Region. Uncover the difference between recruitment and talent acquisition. Explore how to identify and hire the very best candidate whose skills and attributes match your core values? Find out how to ensure a
diverse candidate selection. What questions can you ask in an interview and still be legally compliant? What is unconscious bias in hiring? How to best perform a candidate reference check? What is veterans’ preference compliance? We will also explore other laws and regulations. (UPS, Human Resources, Bertha Battle, James Owens and Jennifer Catalano)

**Change Is Not an Event, It’s a Process (Day 7)**
As a leader understanding the change management process is vital to the success of any initiative. You will learn how to prepare yourself for change, lead employees through change, and the importance of reinforcing change and even celebrating the small stuff. We will introduce several tools and assessments that will define where the barrier points of acceptance to change may exist before, during and after the change initiative. This course will also review how the five roles of communicator, advocate, coach, resistance manager and liaison will drive successful change. (UPS, Human Resources)

**EEO, Managing Ethics, and Workplace Diversity & Inclusion (Day 7)**
Supervision of staff includes numerous legal, policy, and practical considerations. This course is designed to help you understand Equal Employment Opportunity (EEO) and civil rights obligations imposed upon Appointing Authorities as employers, as well as policies in place to ensure compliance with the same. This instructor-led, interactive course will help you understand these obligations, and address governing laws and UPS policies. This course will also help you to identify issues which arise in the workplace which are governed by these laws and policies. Topics to be discussed include:

**EEO Laws**
- Title VII of the Civil Rights Act of 1964
- The Americans with Disabilities Act (ADA)
- The Pregnancy Discrimination Act (PDA)
- The Genetic information and Non-Discrimination Act (GINA)
- The Age Discrimination in Employment Act (ADEA)

**UPS Policies Relating to EEO/Civil Rights and Related Workplace Issues**
- Anti-Harassment Policy
- UPB Policy 13, Respectful Workplace Behavior/Anti-Bullying Policy
- Investigations by the Office of Human Rights/Employee Relations, and your role

It is important to note this course is designed to help you identify issues under these laws and policies, and not to become experts in the same. By helping you to identify these issues, relevant subject matter experts (Human Resources, the County Attorney’s Office and the Office of Human Rights) remain available to help you negotiate this important terrain. (Human Rights Office, Jeffery Lorick)

**Meeting Management (Day 8)**
Are your meetings run well? Learn how to run effective, efficient meetings that leave everyone feeling energized and excited about their work. Find out how to get results whether solving problems, brainstorming or simply sharing information. Explore the key characteristics of the best and worst meetings and tips for leading a most successful meeting. (UPS, Human Resources)

**Conflict Resolution (Day 8)**
No one likes conflict in the workplace, but regardless of our best efforts, it will always be there. Conflict
can be caused by many factors including competing priorities of teams, personalities of individuals or lack of resources just to name a few. Discuss ways to productively resolve conflicts in which you may be directly involved or identify and manage conflict within your work teams. We will also explore various steps you can follow to resolve many other types of conflict. (UPS, Human Resources, James Valliere)

**Safety and the Supervisor and Violence in the Workplace (Day 9)**
Discover how to incorporate safety and health into your daily management process. We will explore how to identify and control hazards, how to better prevent incidents, address what is OSHA compliance and how to continuously improve our safety and health.

Workplace violence can be avoided as occurrences are often preceded by warning signs; however, these signs are frequently unrecognized or recognized but disregarded. Violence develops over time which means that with proper implementation of antiviolence policy we have a chance to recognize the early signs and stop it before it explodes. We will look at the causes of workplace violence, hear how to spot the signs of potential violence and identify our current security features and policies. (Risk Management, James Abaka and Pamela Grabo)

**Mixing & Managing 5 Generations (Day 9)**
For the first time in history, five generations will soon be working side-by-side. There is also a greater diversity in ethnic groups and gender. But whether this multigenerational workplace feels engaged and productive or challenged and stressed is, in large part, up to the supervisor or manager. Supervisors and managers must constantly ask themselves the following questions: How should the supervisor or manager relate to employees of different age groups? How should supervisors or managers motivate someone much older or much younger than they? And finally, what can a supervisor or manager do to encourage employees of different generations to share their knowledge? (UPS, Human Resources, Kevin Connelly)
Team Building

**Purpose**
Great teams don’t just happen, they are built! Teamwork isn’t easy and even the highest performing teams will encounter challenges that can keep them from recognizing their true potential.

During this interactive course, participants will learn the five stages of team building and what to expect at every stage whether you are a team leader or team member. You will be introduced to techniques that help you break down obstacles and create a truly efficient team dynamic. You will also be shown the importance of communication and how it is essential to create and maintain a high performing team.

**Length**
7 hours

**Intended Audience**
Everyone in the UPS and Consortium members
Recommended for supervisory level

**Learning Path(s)**
Emerging Leader

**Facilitator(s)**
UPS, Human Resources:
Kevin Connelly

**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
- Demonstrate and practice communication skills in team development

**Open To**
All UPS employees and Consortium members

**When & Where**
- 10/11/18, Thu. 8:30 - 4:30
Communications Studio B

If you do not have OPUS access, please register through your training contact.

View addresses
Time Management: 30 Ways to Make More Time

Purpose
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.

Length
3.5 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Core

Facilitator(s)
UPS, Human Resources: Kevin Connelly

Objectives
- Plan the start of your day correctly in order to be more productive
- Choose tasks by deciding which ones are important or urgent, prioritize
- How to better handle meetings
- Find ways to use the phone or email more effectively
- Identify “time robbers” and build the right defenses against them

Open To
All UPS employees and Consortium members

When & Where
- 5/30/18, Wed. 8:30 - 12:00 Communications Studio B
- 9/27/18, Thu. 8:30 - 12:00 Communications Studio B

REGISTER NOW
If you do not have OPUS access, please register through your training contact.

View the Course List by Topic
Toastmasters Club, Pinellas Parler

**Purpose**
Do you ever feel nervous when speaking at meetings? Would you like to improve your skills in crafting an important message to a targeted audience? Do you ever represent your organization, department or team at speaking events? Do you ever have to think on your feet? Toastmasters is the answer for you and your organization.

Come see the value for yourself. This opportunity will provide employees and our organizations within the Unified Personnel System a seat at the table for winners!

All are invited to attend as a guest (no registration needed).

Pinellas Parler Toastmasters Club was originally chartered in 2014, and has remained strong with approximately 20 active members.

**Length**
1.25 hours per meeting

**Intended Audience**
UPS employees only

**Learning Path(s)**
Not applicable

**More Information**
UPS, Human Resources:
Visit the [Pinellas Parler Toastmasters website](#)
True Colors

**Purpose**
Knowing our True Colors, and how to discover the True Colors of others, helps us recognize differences and similarities in communication styles, behaviors, and preferences and how to use this information to resolve conflicts, increase respect, and bring out the best in others.

This course includes individual and group activities that are designed to create an atmosphere of learning and sharing.

**Length**
1.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Core

**Facilitator(s)**
Juvenile Welfare Board:
Dawna Sarmiento

**Objectives**
- Improve understanding of your own personality and the personalities of others
- Maximize effective communication personally and professionally
- Find and encourage potential in others
- Choose open doors to successful relationships in a climate for effective learning

**When & Where**
TBD
View addresses

**Open To**
All UPS employees and Consortium members

**REGISTER NOW**
If you do not have OPUS access, please register through your training contact.
ULearnIT

Purpose
ULearnIT is THE ticket for online learning in the Unified Personnel System.

What if you could tackle your next challenge, roadblock or career opportunity with just one click? ULearnIT delivers learning content aligned to your needs. Learn at your own pace to sharpen your skills in a wide range of subject areas including:

- Technology such as Microsoft Office, Windows, networking, and cybersecurity
- Soft skills such as customer service, diversity, delegation, and communication

Fast Find Topic Search Libraries help you quickly locate helpful information related to business skills, desktop skills, advanced IT skills, leadership, legal compliance and safety resources.

Choose from over 50,000 resources including videos, books, courses, and job aids. Depending on the time you have available, you can watch a short 2-3 minute video, navigate a video-based eLearning course, or read a full text online book.

Length
Varies but there are thousands of resources requiring 5 minutes or less

Intended Audience
UPS employees only

Learning Path(s)
Core
Emerging Leader
Evolving Leader
Strategic Leader

Administrator
UPS, Human Resources:
Kat Black and Kevin Connelly
What to Do When Conflict Happens

**Purpose**
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.

**Length**
3.5 hours

**Intended Audience**
Everyone in the UPS and Consortium members

**Learning Path(s)**
Core

**Facilitator(s)**
UPS, Human Resources: Jim Valliere

**Objectives**
- Identify sources of conflict
- Assess your own personal style in dealing with conflict
- Discover a variety of methods for effectively managing conflict
- Find out about the use of specific techniques, such as mediation, in resolving conflict

**When & Where**
- 7/18/18, Wed. 8:30 - 12:00
  Communications Studio B
- 11/7/18, Wed. 8:30 - 12:00
  Communications Studio B

If you do not have OPUS access, please register through your training contact.

Open To
All UPS employees and Consortium members

View addresses

View the Course List by Topic
When Change Happens, Adjust Your Sail

Part 3 of a 3-Part Series: A New Attitude
Taking all courses is recommended, but not required.
Part 1 - Kick in the Attitude
Part 2 - Who Put A Lizard in My Lasagna?

Purpose
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 learning 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!

Length
4 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Emerging Leader

Facilitator(s)
Pinellas County Sheriff:
Vilma Monteros
Patti Samuels

Objectives
- Identify ways not to panic when unplanned events or situations occur
- How do you respond to change and find creative new solutions
- Discover your venting style and the effects it has on your family, friends, and co-workers
- Find ways to help co-workers and family members adapt to change in a positive way

When & Where
- 11/7/18, Thu. 8:30 - 12:00
  Sheriff’s Office Room 180A
  View addresses

Open To
All UPS employees and Consortium members

REGISTER NOW
If you do not have OPUS access, please register through your training contact.
Who Put a Lizard in my Lasagna?

Part 2 of a 3-Part Series: A New Attitude
Taking all courses is recommended, but not required.
Part 1 - Kick in the Attitude
Part 3 – When Change Happens, Adjust Your Sail

Purpose
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.

Four key principles are: Be Creative, Remember What’s Important, Go Above and Beyond, and Have Fun!

Length
4 hours

Intended Audience
Everyone in the UPS and Consortium members

Learning Path(s)
Emerging Leader

Facilitator(s)
Pinellas County Sheriff:
Vilma Monteros
Patti Samuels

Objectives
- Identify your strengths, gifts and abilities
- How do you creatively utilize and apply your abilities at work
- Discover how you handle adverse or stressful situations and identify ways to remain calm while keeping your perspective
- Identify and incorporate new ways to go above and beyond at work

When & Where
- 10/17/18, Wed. 8:30 - 12:30
  Sheriff’s Office Room 180A

View addresses
Workplace Harassment, Discrimination, Bullying and Violence: What You Need to Know

Purpose
You know harassment is illegal; did you know that in Florida bullying is not illegal? While harassment is about protected characteristics, what exactly is bullying? How do you differentiate the two? What other differences (and similarities) do harassment and bullying share?

Workplace violence is a threat to our modern workplaces. Employees deserve a threat-free work environment. This course helps employees to recognize early warning signs of potential workplace violence, harassment and bullying. It will also outline actions staff can take to address and prevent these situations.

Length
3 hours

Intended Audience
UPS employees only
(While open to all, we encourage experienced leadership)

Learning Path(s)
Core
Emerging Leader
Evolving Leader
Strategic Leader

Facilitator(s)
Office of Human Rights and Human Resources

Resources
More resources on this topic can be found in ULearnIT.

Objectives
- Identify situations and behaviors that would be considered workplace violence, harassment and bullying
- Identify groups protected from discrimination and harassment under EEO laws and Pinellas County's Anti-Harassment Policy
- Distinguish behaviors which violate EEO laws and the Anti-Harassment Policy versus behaviors which are offensive, but outside of these protections
- Discuss impacts of these behaviors on the employee, organization, and customers
- Examine Pinellas County's policies so you are ready to take action if you experience or observe any violation of these policies in our workplace

When & Where
- 8/1/18, Wed. 8:30 - 11:30 CANCELED
- 10/18/18, Thu. 8:30 - 11:30 Communications Studio B
View addresses
Consortium Member Course List

The following courses are available to Pinellas County Training Consortium members. Click on a title to view the page. Course dates and times are subject to change.

Pinellas County Training Consortium members may register directly with their organization’s training contacts. If you have additional questions, please contact Organizational and Talent Development at (727) 464-3796.

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