



CITY OF ALEXANDRIA HUMAN RESOURCES DEPARTMENT

CAREER DEVELOPMENT & GROWTH TRAINING SCHEDULE

FY 2011



Human

Resources

Department

A Message

FROM THE DIRECTOR

The City's Employee Development Program offers a variety of training classes that will improve your skills, increase job satisfaction, and enhance career opportunities. As Human Resources continues its development of the program you will see new classes added throughout the year. I encourage you to take advantage of the classes offered, the new Leadership and Management Institute and watch for additional classes to be offered in the near future. Our goal is to place you on a path that results in **EMPLOYEE EXCELLENCE!**



A handwritten signature in cursive script that reads "Cheryl D. Orr".

Cheryl D. Orr, SPHR, IPMA-CP
Director, Human Resources

SOMETHING FOR EVERYONE...



LEADERSHIP *and* MANAGEMENT INSTITUTE

The City of Alexandria Leadership and Management Institute (LMI) is a 10 week intensive program designed to empower, educate, support and connect motivated individuals who possess the capacity for effective leadership. Through a comprehensive program which embraces the city's guiding principles, and its commitment to diversity, the LMI promotes continuous, professional development and supports personal growth resulting in dynamic leaders and managers.

Through seminar discussions, case studies, group projects, self-study, and on-the-job experiences, the LMI will focus on enhancing participant knowledge and understanding of those key areas essential to professional and organizational growth. Focus areas include, but are not limited to:

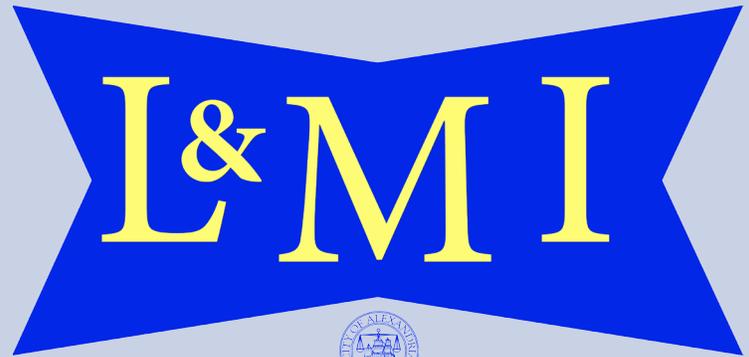
- Governance and Public Policy Development
- Leadership
- Ethics
- Performance Management
- Change Management
- Conflict Resolution and Mediation
- Communication and Community Engagement
- Decision Making
- Team Building
- Organizational Development

WORK EXPECTATIONS AND OUTCOMES

The program is intensive and will include formal and informal presentations and discussions, small group exercises, reading assignments and group projects. The program will include a mentoring component to coach and counsel all program participants.

All sessions of the LMI will be conducted during normal work hours, Thursdays, between 8:30 a.m. – 4:30 p.m. Participants are required to fully participate in all elements of the program. Due to the intensive nature of the Institute, any participants unable to commit to the entire duration for the ten week program will not be able to participate.

At the conclusion of the LMI program, participants are expected to have a broad based understanding of public sector organizations, the ability to conceptualize and effect change in those organizations, and an appreciation for the role of public service in defining the quality of a community and a desire to guide others in their public service pursuits.



The City of Alexandria, Virginia
LEADERSHIP & MANAGEMENT INSTITUTE

THE LMI PROCESS AND APPLICATION

Cohort Format

In order to provide participants with the attention and support necessary for a rewarding learning experience, the LMI will be offered in a cohort format. Each cohort will be generally comprised of 12-15 employees. Selection will be based on a variety of factors including professional interest, education and work background and commitment to public service. Efforts will be made to create cohorts that are diverse, integrate a variety of occupations, and afford the greatest opportunity for divergent thought.

Eligibility

All regular, non-probationary City employees are eligible for participation in LMI. Participants may come from any and/or all segments of the organization and may include line and technical staff, supervisory staff, and management staff.

City employment is not determined by funding source and employees on probation, due to internal promotion, will be considered individually.

Applications

Applicants to the LMI will be considered on a number of factors including:

- Unique or distinctive public service experience
- Educational and work background
- Noteworthy, relevant life experiences

Final determination of acceptance to a cohort will be made by a Reviewing Panel appointed by the City Manager and charged with program oversight and management.

TRAINING COURSES *and* DESCRIPTIONS

PLEASE NOTE: All classes are held at the Lee Center, located at 1108 Jefferson Street, in Conference Room #2/Training Room, unless otherwise stated. **ALL CLASSES HAVE AN OPEN REGISTRATION.**

CORE COURSES FOR ALL EMPLOYEES – MANDATORY

CREATING A RESPECTFUL & HARASSMENT-FREE WORKPLACE

DATES: Fri., Feb. 25

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Kelly Burello, World Reach Consulting and Training, Inc.

COURSE DESCRIPTION: A harassment-free workplace is essential if we are to attract and retain talented employees. This course is designed to assist supervisors, and employees in their continuing responsibility aimed at preventing workplace harassment.

After completing this workshop, participants will be able to:

- Describe how and why maintaining a respectful and harassment-free culture benefits the staff and the organization;
- Define unprofessional, illegal and prohibited behaviors;
- Understand what behavior constitutes inappropriate humor, discrimination & stereotyping based on race, sexual orientation & religious beliefs, gossip & defamation of character, third party sexual harassment, and retaliation;
- Identify behaviors that could escalate into more serious situations; and
- Skills and tools to respond appropriately to defuse situations and prevent them from escalating.

CUSTOMER SERVICE

DATES: Tues., Feb. 1

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Joe Willmore, Willmore Consulting Group

COURSE DESCRIPTION: By participating in this course employees will create a customer-focused environment and know the practices that promote exceptional customer service skills.

At the conclusion of this course, participants will:

- Understand the needs of customers;
- Know the impact of poor customer service;
- Identify obstacles to effective customer service;
- Know how to properly greet customers; and
- Identify methods of dealing with difficult customers.



EEO/SEXUAL HARASSMENT PREVENTION

DATES: Thurs., Feb. 17

TIME: 9:00 a.m. – 4:00 p.m.

INSTRUCTOR: Bob Maddox, Creative Communications, Inc.

COURSE DESCRIPTION: Participants will make better decisions through understanding how leadership can apply motivational theories in the workplace.

At the conclusion of this course, participants will :

- Be aware of EEO laws, regulations and policies and their relationship to the City's employment procedures and practices;
- Understand the City's policies relating to EEO and Affirmative Action plans;
- Be more aware of unlawful or inappropriate behavior;
- Be familiar with methods of addressing inappropriate behavior; and
- Understand ways to contribute to a bias-free environment within their sphere of influence.



NEW EMPLOYEE ORIENTATION

DATE & TIME: **Part I:** Every Wednesday of each month
9:00 a.m. – 11:30 p.m.

Part II: 3rd Wednesday of each month,
8:30 a.m. – 4:30 p.m.

INSTRUCTOR: Human Resources Staff

COURSE DESCRIPTION: This course is designed to acquaint new employees with employee benefits and personnel regulations. Some topics covered are:

Part I: Maranda Boson, HR Analyst

- City's Retirement Plans (VRS & Prudential City Supplemental);
- (457) ICMA Deferred Compensation Program;
- Employee Forms;
- Pay Scale;
- Pay Periods;
- Direct Deposit;
- Employee Self Services;
- Health and Dental Insurance;
- Cobra;
- Flexible Spending Accounts;
- Group Life Insurance;
- Long Term Disability Insurance;
- Savings Bonds;
- Catastrophic Illness Leave Bank;
- Employee Leave Donation Program;
- Family & Medical Leave Act (FMLA);
- Leave Accrual Tables;
- Funeral Leave;
- Holidays;
- Employee Credit Union; and
- Employee Identification Cards.

Part II: Gregory Lumpkin and Karen Landon, HR Analysts

- City Manager's Greeting;
- Human Resources Director's Greeting;
- Distribution of the Employee Handbook;
- The City's commitment to Customer Service;
- The Code of Ethics;
- City organization structure;
- Probationary periods;
- Administrative Regulations;
- Sexual Harassment Policy;
- The Employee Assistance Program;
- Risk Management;
- Transit; and
- Housing Department.



WORKFORCE DIVERSITY

DATE: Fri., Feb. 4

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Kelly Burello, World Reach Consulting and Training, Inc.

COURSE DESCRIPTION: This course is designed to foster understanding of cultural differences in gender, ethnicity, sexual orientation, and spirituality/religion. We will explore our own cultural identities as well as learn about those of other class members. Additionally, we will discuss strategies for facilitating learning experiences in a multicultural community.

At the conclusion of this course, participants will:

- Identify the full meaning of diversity in the workplace, including age, gender, race, cultural, and regional differences among people;
- Identify specific actions to deal effectively with diversity;
- Understand the pitfalls of common misconceptions and stereotypes;
- List the factors that affect interpersonal communication styles; and
- Identify common mistakes that people make in dealing with diversity and how to minimize the impact of these mistakes.

WORKPLACE ETHICS

DATE: Fri., Feb. 11

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Joyce Oliner, Smart HR, Inc.

COURSE DESCRIPTION: Participants examine values, ethics, personal ethics, and ethics codes while focusing on developing the means for analyzing and understanding ethical situations.

At the end of this workshop, participants will:

- Understand the employer's high expectations for their behavior;
- Be familiar with the employer's Code of Ethics;
- Know the "red flags" that signal potentially unethical conduct;
- Know how to respond appropriately to ethical dilemmas; and
- Understand the employer's procedure for reporting suspected ethical violations.

Personal Development

These courses enable participants to address personal training opportunities that will enhance their careers.

ADULT CPR/AED/FIRST AID (2-Day Class)

DATES: Wed., and Fri. Mar. 23 & 25

TIME: 8:30 a.m. – 12:30 p.m. (each day)

INSTRUCTOR: Lorian Smith - American Red Cross

COURSE DESCRIPTION: This is a module that teaches rescuer skills in CPR and relief of choking. It presents information about the signs of heart attack, cardiac arrest, stroke and choking in adults. The course also presents information on infant and child signs of choking, and the use of difibrillators.

At the conclusion of this class, the participant will know:

- Identify life-threatening bleeding and learn how to stop it;
- Identify the signals of various injuries and how to care for them;
- Identify various signs of sudden illness such as poisoning, seizures and hot and cold emergencies;
- Learn when and how to move a person in an emergency situation;
- Identify risk factors for cardiovascular disease; and
- Identify signs of a possible cardiac arrest and how to provide care.

DOMESTIC VIOLENCE PREVENTION

DATE: Thurs., May 5

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Claire Dunn, Community & Human Services

COURSE DESCRIPTION: This course is an overview of the types of violence, identifies issues unique to families, and provides a focused review of dynamics, contributing factors, and types of interventions.

At the conclusion of this class, the participant will know:

- Why domestic violence is a workplace issue;
- The profile of perpetrators and victims;
- The city's response to domestic violence; and
- Guidelines for supervisors, managers and co-workers to follow.



MANAGING STRESS IN THE WORKPLACE

DATE: Wed., May 11

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Gloria Norman, Smart HR, Inc.

COURSE DESCRIPTION: Participants will make better decisions through understanding how leadership can apply motivational theories in the workplace.

At the end of this workshop, participants will:

- Understand organizational psychology;
- Discuss methods for collecting relevant data;
- Discuss counterproductive behavior in organizations; and
- Discuss coping with a healthy balance between family and work life.

TIME MANAGEMENT

DATE: Wed., Feb. 23

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Robert Vaughn, PhD, Northern Virginia
Community College

COURSE DESCRIPTION: Effective time management is a fundamental personal and professional skill and with increased productivity as the central challenge to organizations today, those who manage their time successfully can contribute more effectively and with a clearer direction.

At the conclusion of course, participants will be able to:

- Prioritize goals and job duties;
- Create daily task lists;
- Identify time waster; and
- Learn to "Make Time."

WORK/LIFE BALANCE

DATE: Fri., Apr. 22

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Michele Proctor, Smart HR, Inc.

COURSE DESCRIPTION: This refreshing workshop gives employees the opportunity to reflect on their personal and professional goals, and to do some strategic planning for their most important resource themselves!

At the conclusion of program, participants will:

- Be provided with techniques to effectively address work/life issues that are in conflict with one another and have an adverse impact on performance, productivity, morale, and working relationships.
- Will actively engage in discovering their own solutions to a series of work/life issues and in turning "perceived" obstacles into opportunities that will create a better balance in their professional and personal lives.



Professional Development

These courses enable participants to address professional training opportunities that will enhance their careers.

BEHAVIORAL INTERVIEWING

DATE: Fri., May 6

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Sharon Armstrong, Smart HR, Inc.

COURSE DESCRIPTION: The Behavioral Interviewing course is designed to make the interviewing process easier, more effective, and to provide participants with the tools needed to answer and ask the right questions to better prepare for the job interview.

By the end of this session, participants will be able to:

- Identify the components of a fair, accurate, and legal hiring decision;
- Apply the components when conducting interviews and hiring employees; and
- Enhance their overall interviewing skills.

CRITICAL THINKING

DATE: Tues., May 10

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Mark Stevenson, Smart H.R, Inc.

COURSE DESCRIPTION: This course explores the process of thinking critically and guides students in thinking more clearly, insightfully, and effectively.

By the end of this session, participants will be able to:

- Describe the differences between critical and non-critical thinking;
- Learn strategies for improving the thinking necessary to make effective decisions at work;
- Understand how to evaluate the validity of arguments; and
- Formulate effective explanations with solid information and reasoned hypotheses.

DISABILITY AWARENESS

DATE: Thurs., Mar. 24

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Terry Bertch, Department of Rehabilitative Services

COURSE DESCRIPTION: Agencies that are working to become disability-friendly realize it is imperative to have employees throughout with awareness and practical skills to interact with people with disabilities. The law says that all employees will work in an environment that provides equal opportunities. This workshop focuses on issues relating to people with disabilities.

At the conclusion of this course, supervisors will:

- Move through a series of experimental exercises and videos centering on the "Attitudinal Barriers" that affect people with disabilities; and
- Discuss how these barriers can be removed by promoting open thinking

MANAGING MULTIPLE PROJECTS

DATE: Thurs., Apr. 7

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Steve Zahner, Skillpath Seminars

COURSE DESCRIPTION: This course provides advanced skills and experience to manage multiple or complex projects.

At the conclusion of this course, participants will be able:

- Stay on top of demanding schedules and competing priorities;
- Devise a 6-step action plan for turning priorities into attainable measurable goals;
- Delegate: what, when and why you should give a task away;
- Ensure that "Top Priorities" don't get lost in the shuffle; and
- Develop a priority planning model.

MANAGING ORGANIZATIONAL CHANGE

DATE: Wed., May 4

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Jill Hinson/David Osborne, Smart HR, Inc.

COURSE DESCRIPTION: This course provides a structured and practical approach to dealing with change. It teaches the importance of proactively managing change in a multicultural environment.

At the conclusion of this course, participants learn how to:

- Understand the realities of change;
- Discuss barriers of challenge;
- Characteristics of effective change management programs;
- Reasons why change efforts typically fail;
- Understand how to manage and effectively impact the change process; and
- Discuss and understand organizational change models.

PROFESSIONAL DEVELOPMENT FOR SUPPORT STAFF

DATE: Tues., May 3

TIME: 8:30 a.m. – 4:30 p.m.

INSTRUCTOR: Dr. Maureen Connors, Connors Consortium

COURSE DESCRIPTION: This course develops professional skills in organizing and setting priorities, writing effectively and increasing productivity.

Specific topics to be covered will be:

- Identify their communication style;
- Increase their effectiveness in a multi-cultural environment;
- Manage their time for effective self-organization and productivity;
- Apply problem-solving techniques and decision-making methods to daily work related issues; and
- Manage stress and anxiety common in today's workplace.

WRITING SKILLS REVIEW

DATE: Fri., Jan. 28; Wed., June 23

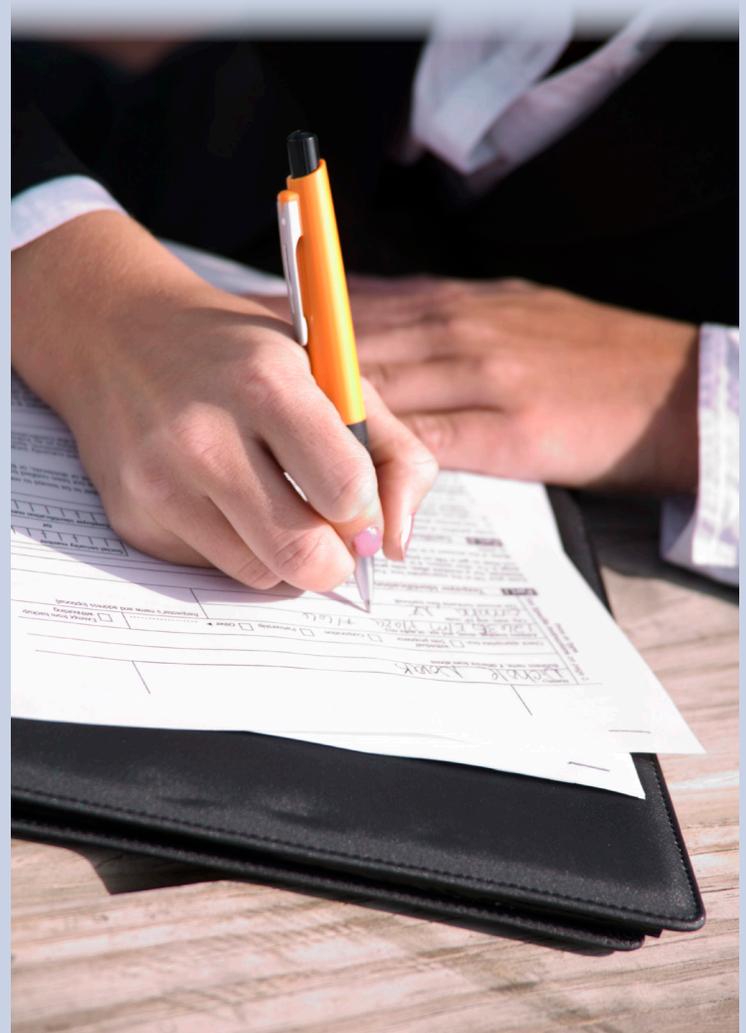
TIME: 9:00 a.m. – 4:00 p.m.

INSTRUCTOR: Myra Schulman, English Communications, Inc.

COURSE DESCRIPTION: This program has been designed to perfect your professional business writing skills. Participants will practice writing professional letters and memos, as well as enhancing your accuracy and written fluency skills. This course is an excellent way to ensure you lead the way and set examples for others to follow.

At the conclusion of this course, participants will be able to:

- Provide participants with an understanding of effective written communication;
- Review the principles of English grammar, punctuation and mechanics;
- Help participants use techniques for organizing and presenting ideas effectively;
- Help participants use a systematic and logical approach to the writing process.



Emerging/New Supervisor

These courses are designed for an individual who aspires to be a supervisor or is serving in their first year as a supervisor.

ADA & REASONABLE ACCOMMODATION (A.R. 6-29)

DATE: Tues., Mar. 15

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Kelly Burello, World Reach Consulting and Training, Inc.

COURSE DESCRIPTION: At the conclusion of this course, supervisors will know:

- Titles I and II of the Americans with Disabilities Act;
- A.R. 6-29 (Reasonable Accommodation); and
- How to make reasonable accommodations when hiring persons with disabilities or when providing city programs and services to persons with disabilities.

ADMINISTRATIVE REGULATIONS WORKSHOP

DATE: Fri., Apr. 29

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Greg Lumpkin, Human Resources Department

COURSE DESCRIPTION: This course is designed with the working supervisor in mind. It heavily involves employee relations issues, ways to avoid problems, and how to successfully use regulations when problems do arise.

At the conclusion of this course, supervisors will know:

- How to use the Administrative Regulations in determining levels of discipline;
- How to document employee performance, both positive and negative; and
- How the grievance process works.

BASIC SUPERVISION FOR NEW SUPERVISORS*

DATES: Fri., Jan. 14; Wed., June 8

TIME: 8:30 a.m. – 4:30 p.m.

INSTRUCTOR: Bob Maddox, Creative Communications, Inc.

COURSE DESCRIPTION: Attend, and you'll gain field-tested techniques you can rely on to help you lead a more productive department ... delegate tasks with authority ... and establish yourself as a dedicated professional who employees look up to.

At the conclusion of this course, supervisors will:

- Be familiar with the skills needed to supervise effectively;
- Understand and be able to apply basic principles of motivation;
- Be familiar with techniques for improving communications with employees; and
- Understand the effect of personal leadership style on employee performance.

CONFLICT MANAGEMENT

DATE: Thurs., Mar. 10

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Lisa Baker, Community & Human Services

COURSE DESCRIPTION: This session will explore the attitudes, behavior, and strategies that help people manage conflict constructively.

At the conclusion of this course, participants will:

- Be able to understand anger;
- Develop constructive methods to deal with anger;
- Devise techniques to manage conflicts;
- Learn to cope with stress; and
- Understand the importance of support systems.

*NOTE: This class is required for new supervisors only (supervising for two years or less).

DEVELOPING A CAREER STRATEGY AND INTERVIEWING TECHNIQUES

DATE: Wed., June 30

TIME: 8:30 a.m. – 4:30 p.m.

INSTRUCTOR: Gregory Lumpkin, Human Resources

COURSE DESCRIPTION: Interviewing is the culmination of all of your job search efforts. This session will equip employees with the skills necessary to be the most qualified for the job!

At the conclusion of this course, participants will:

- Develop a career strategy;
- Project a successful work image;
- Prepare an effective City application; and
- Identify and practice interview techniques.

EXCELLING AS A MANAGER OR SUPERVISOR

DATE: Wed., Apr. 6

TIME: 9:00 a.m. – 4:00 p.m.

INSTRUCTOR: Steve Zahner, Skillpath Seminars

COURSE DESCRIPTION:

At the conclusion of this course, participants will:

- The top 10 secrets of today's most successful managers and supervisors;
- Delegation skills that will help you accomplish more in less time;
- How to handle difficult employees and bad attitudes with ease;
- How to overcome negativity and resistance by understanding "what's behind it"
- How to make the transformation from manager to leader; and
- Staying focussed when everything around is changing.

PLANNING EFFECTIVE MEETINGS

DATE: Wed., June 15

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Michele Proctor, Smart HR, Inc.

COURSE DESCRIPTION: This training course will focus on how to conduct effective meetings. Participants will learn how to improve the planning of meetings and will increase their skills in successfully conducting and chairing meetings. You can then be confident that all of your future meetings will be more productive.

At the conclusion of this course, participants will:

- Identify key elements to a meeting;
- Learn skills for more productive meetings;
- Develop a Results-Orientated agenda;
- Distinguish between task and maintenance issues;

Supervisor/Manager

These courses are designed for individuals who have one or more years as a Supervisor or Manager.

COACHING & TEAM BUILDING SKILLS FOR SUPERVISORS AND MANAGERS

DATE: Tues., Apr. 5

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Steve Zahner, Skillpath Seminars

COURSE DESCRIPTION: This course introduces students to factors that support or impede the performance of work teams, and helps participants develop foundation skills in team building. Participants are also given opportunities to self-assess their readiness for team building, by understanding the competencies required of effective team building and are introduced to skills for identifying team performance issues, and for linking those issues to underlying dysfunctional team dynamics.

At the conclusion of this course, supervisors will know

- The secrets used by master coaches to bring people together and build team spirit;
- What top performing teams have in common and how to pattern yourself after them;
- When discipline is necessary - 8 Steps to turn punishment into a plan for improved performance;
- How to clarify your team's mission.

CONFLICT MANAGEMENT

DATE: Thurs., Mar. 10

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Lisa Baker, Community & Human Services

COURSE DESCRIPTION: This session will explore the attitudes, behavior, and strategies that help people manage conflict constructively.

At the conclusion of this course, participants will:

- Be able to understand anger;
- Develop constructive methods to deal with anger;
- Devise techniques to manage conflicts;
- Learn to cope with stress; and
- Understand the importance of support systems.



REACH FOR EXCELLENCE IN EMPLOYMENT AND RECRUITMENT! HIRING WITHIN THE CITY

DATES: Jan. 21; Fri., Mar. 18; Fri., June 24

TIME: 9:00 a.m. – 3:00 p.m.

INSTRUCTOR: Robin Moscati and Karen Landon,
Human Resources

COURSE DESCRIPTION: This course addresses City policy and procedure encompass all activities that form part of the recruitment and selection process. It is applicable to all staff recruitments throughout the City. In order for the policy and procedure to be effective it is essential that any employee who is involved in any aspect of the recruitment and/or selection process be aware of this policy.

Participants in this workshop will:

- Become familiar with the City's employment policies and procedures;
- Learn the Roles of the Hiring Manager and HR Employment team;
- Learn how the applicant tracking system expedites the employment process;
- Identify effective and cost saving recruitment sources and methods;
- Develop strategies to hire the BEST!

DRUG & ALCOHOL ABUSE POLICY

DATE: Fri., Apr. 8

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Kaisha Keith, INOVA Employee Assistance and David Del Rosario, Human Resources

COURSE DESCRIPTION: Informative session about drugs, alcohol, and how to make referrals to the Employee Assistance Program.

At the conclusion of this course, participants will:

- Be familiar with major classes of drugs;
- Be able to recognize behaviors which indicate drug or alcohol abuse;
- Know the impact of drug and alcohol abuse in the workplace;
- Know how to make a drug and alcohol test referral; and
- Know how to handle individuals who are under the influence of drugs and alcohol.

MANAGING MULTIPLE PROJECTS

DATE: Thurs., Apr. 7

TIME: 8:30 a.m. – 12:30 p.m.

INSTRUCTOR: Steve Zahner, Skillpath Seminars

COURSE DESCRIPTION: This course provides advanced skills and experience to manage multiple or complex projects.

At the conclusion of this course, participants will be able:

- Stay on top of demanding schedules and competing priorities;
- Devise a 6-step action plan for turning priorities into attainable measurable goals;
- Delegate: what, when and why you should give a task away;
- Ensure that "Top Priorities" don't get lost in the shuffle; and
- Develop a priority planning model.

EXCELLING AS A MANAGER OR SUPERVISOR

DATE: Wed., Apr. 6

TIME: 9:00 a.m. – 4:00 p.m.

INSTRUCTOR: Steve Zahner, Skillpath Seminars

COURSE DESCRIPTION:

At the conclusion of this course, participants will:

- The top 10 secrets of today's most successful managers and supervisors;
- Delegation skills that will help you accomplish more in less time;
- How to handle difficult employees and bad attitudes with ease;
- How to overcome negativity and resistance by understanding "what's behind it"
- How to make the transformation from manager to leader; and
- Staying focussed when everything around is changing.

Computer Training Courses

MICROSOFT EXCEL 2010: LEVEL 1

DATES: Thurs., Jan. 27; Thurs., Feb. 17; Wed., Mar. 9;
Tues., May 3

TIME: 9:00 a.m. – 4:00 p.m.

INSTRUCTOR: Knowlogy Corporation

Upon successful completion of this course, students will be able to:

- Create a basic worksheet by using Microsoft Office Excel 2010.
- Perform calculations in an Excel worksheet.
- Modify an Excel worksheet.
- Format a worksheet.
- Print the content of an Excel workbook.
- Manage an Excel workbook.

MICROSOFT EXCEL 2010: LEVEL 2

DATES: Fri., Feb. 25; Tues., Apr. 12; Thurs., June 2

TIME: 9:00 a.m. – 4:00 p.m.

INSTRUCTOR: Knowlogy Corporation

Upon successful completion of this course, students will be able to:

- Use advanced formulas.
- Organize worksheet and table data using various techniques.
- Create and modify charts.
- Analyze data using PivotTables, Slicers, and PivotCharts.
- Insert and modify graphic objects in a worksheet.
- Customize and enhance workbooks and the Microsoft Office Excel environment

MICROSOFT POWERPOINT 2010: LEVEL 1

DATES: Fri., Jan. 28; Fri., Mar. 4; Thurs., May 19

TIME: 9:00 a.m. – 4:00 p.m.

INSTRUCTOR: Knowlogy Corporation

Upon successful completion of this course, students will be able to:

- Explore the PowerPoint 2010 interface and familiarize yourself with the interface.
- Create a presentation.
- Format text on slides.
- Add graphical objects to a presentation.
- Modify graphical objects on slides.
- Work with tables in a presentation.
- Import charts to a presentation.
- Prepare to deliver a presentation.

MICROSOFT POWERPOINT 2010: LEVEL 2

DATE: Fri., Mar. 25

TIME: 9:00 a.m. – 4:00 p.m.

INSTRUCTOR: Knowlogy Corporation

Upon successful completion of this course, students will be able to:

- Customize the PowerPoint environment.
- Customize a design template.
- Add SmartArt graphics to a presentation.
- Add special effects to a presentation.
- Customize a slide show.
- Collaborate on a presentation.
- Secure and distribute a presentation

MICROSOFT WORD 2010: LEVEL 1

DATES: Tues., Jan. 25; Wed., Feb. 9; Tues., Mar. 22; Wed., Apr. 27

TIME: 9:00 a.m. – 4:00 p.m.

INSTRUCTOR: Knowlogy Corporation

Upon successful completion of this course, students will be able to:

- Create a basic Word document.
- Edit a document.
- Format text.
- Format paragraphs.
- Insert a table.
- Insert special characters and graphical objects.
- Control the page setup and appearance of a Word document.
- Proofread documents for accuracy.

MICROSOFT WORD 2010: LEVEL 2

DATES: Thurs., Feb. 24; Wed., Apr. 6; Wed., June 1

TIME: 9:00 a.m. – 4:00 p.m.

INSTRUCTOR: Knowlogy Corporation

Upon successful completion of this course, students will be able to:

- Manage lists.
- Customize tables and charts.
- Customize the formatting of a document using styles and themes.
- Modify pictures in a document.
- Create customized graphic elements.
- Insert content using Quick Parts.
- Control text flow.
- Use templates to automate document creation.
- Use the mail merge function.
- Use macros to automate common tasks.



Defensive Driving Schedule

- Basic Class: Lee Center, 1108 Jefferson St., 9:00 a.m. – 5:00 p.m.
- Refresher Morning Class: Lee Center, 1108 Jefferson St., 9:00 a.m. – 12:00 p.m.
Afternoon Class – 1:00 p.m. - 5:00 p.m. at the Lee Center, 1108 Jefferson St.
- Van Class: Lee Center, 1108 Jefferson St., 9:00 a.m. – 1:00 p.m. in Potomac Yard parking lot (in the rear of Target)

BASIC (Tuesdays)

February 1, 2011
 March 1, 2011
 April 5, 2011
 May 3, 2011
 June 7, 2011
 July 12, 2011
 August 2, 2011
 September 13, 2011
 October 4, 2011
 November 1, 2011
 December 6, 2011
 January 3, 2012

REFRESHER (Wednesdays)

February 2, 2011
 March 2, 2011
 April 6, 2011
 May 4, 2011
 June 8, 2011
 July 13, 2011
 August 3, 2011
 September 14, 2011
 October 5, 2011
 November 2, 2011
 December 7, 2011
 January 4, 2012

VAN

TBD
 TBD



Additional Information

REGISTRATION

Employees may submit a registration form for a specific class after the class has been announced. Each training form must be signed by the employee's immediate supervisor who will indicate approval or denial of the training request. The immediate supervisor must then forward the registration form to the department head for signature. After the department head initials the request, it will be forwarded to the departmental training representative who will send all forms (approved or denied) to Human Resources, Box 52. Registration forms may also be sent via fax to 703.838.3850. Defensive Driving Course registration forms should be forwarded to Risk Management, Box 6 or faxed to 703.519.8798.

For most courses, enrollment is on a first-come, first-serve basis. Employees accepted into a class will receive an enrollment confirmation memorandum approximately one week prior to the class date. Employees not enrolled in a class will be placed on a waiting list for priority consideration should an opening become available on the class roster.

ATTENDANCE

The names of the employees who have been confirmed for training will be placed on a class list. Those employees will be expected to attend. Enrollment in a City class is a commitment. Employees who find they must cancel their enrollment are requested to do so by calling Human Resources (703.746.3798) at least two days prior to the class so that an employee from the waiting list can be enrolled.

"No shows" will be reported to department heads and departmental training representatives. One possible consequence of "not showing" could be automatic disapproval of future training requests.

POSTPONEMENT/ CANCELLATION POLICY

Occasionally, circumstances may necessitate the postponement or cancellation of a class. When such an occasion arises, employees or their departmental training representatives will be notified as soon as possible.

If the City closes or declares a liberal leave status due to weather conditions, there will be no classes that day. Employees will be notified in writing of the new class date, and they will not have to re-enroll.

If an instructor, because of illness or other reasons, cannot teach a class on the scheduled day, the Training Administrator will notify those enrolled of the postponement as soon as that information is available. Regrettably, that notification may be on the day of the class.

Instructors are normally very punctual, arriving well before the class starting time. If, however, the instructor is held up due to traffic or other problems, employees should wait no more than 20 minutes before returning to their normal work locations. A new class date will be scheduled and employees will be notified.

If enrollment for a class falls below 50 percent of the class size limit, it may be canceled. Employees whose nomination forms have been received for that class will be notified of the cancellation prior to the training date.

TRAINING RECORDS

The Human Resources Department keeps current records of the training completed by all regular full-time City employees. Upon successful completion of a City-wide training class, the participant will receive a certificate of achievement and the employee's training record will be updated. Employees will be provided a complete copy of their training record upon request.

Training Representatives

Elaine Scott

Communications
& Public Information
703.746.4317

Cindy Gaisor

Community & Health Services
703.746.3494

Avis Hunter

Community & Health Services
703.746.3506

Joan Straitiff

Community & Health Services
703.746.5964

Melissa Villacorta

Community & Human Services
703.746.3132

Robin Wilson

City Attorney
703.746.3756

Gloria Sitton

City Clerk
703.746.3976

Nancy Coats

City Manager
703.746.4300

Jannine Pennell

Code Enforcement
703.746.4183

Donald Harrison-Wright

Commonwealth's Attorney
703.746.4100

Rita Dillard

DASH
703.746.5636

Hue Rim

Finance
703.746.3930

Wayne Bryant

Fire/Training
703.838.4620

Alicia Harris

General Services
703.746.3219

Kieu ("Q") Nguyen

Health
703.746.4938

Amy Bertsch

Historic Alexandria
703.746.4554

Juanita Norwood

Housing/Landlord Tenant
703.746.3086

Greg Lumpkin

Human Resources
703.746.3774

Bryan Capelli

Internal Audit
703.746.4742

Beverly Hill McDonald

ITS
703.746.3028

Linda Wesson

Library
703.746.1727

Dawn Webster

OMB
703.746.3736

Bridgette Finney

Planning & Zoning
703.746.3807

Shannon Rue

Police
703.838.4730

Ann Radford

Real Estate
703.746.4168

Belinda Hilliard

Recreation
703.746.5515

Trina Graves

Sheriff Deputy
703.746.5018

Kathleen Leonard

T & ES
703.746.4027

Anna Leider

Voter Registration
703.746.4050

Human Resources Department

301 King St., Room 2510

Alexandria, VA 22314

703.746.3777

alexandriava.gov/HR

