

CITY OF ALEXANDRIA HUMAN RESOURCES DEPARTMENT



CAREER DEVELOPMENT & GROWTH TRAINING SCHEDULE

SPRING 2010



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 and watch for additional classes and the development of the new Leadership and Management Institute. 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

LEADERSHIP & MANAGEMENT INSTITUTE

UNDER CONSTRUCTION

The City is developing a new Leadership & Management Institute. Stay tuned for more information.



Something for Everyone...

LEADERSHIP AND MANAGEMENT INSTITUTE
Under Construction



Supervisor / Manager

Professional Development

Emerging / New Supervisor

Personal Development

SKILL BUILDING

CORE COMPETENCY

EMPLOYEE EXCELLENCE!

TRAINING COURSES *and* DESCRIPTIONS

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

CORE COURSES FOR ALL EMPLOYEES – MANDATORY

CREATING A RESPECTFUL & HARASSMENT-FREE WORKPLACE

DATE & TIME : Friday, May 7, 8:30 a.m. - 11:30 a.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

DATE & TIME: Thursday, May 13, 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.



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: HR Analyst Maranda Boson

- 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: HR Analysts Gregory Lumpkin and Karen Landon

- 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 & TIME: May 6, 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 & TIME: Wednesday, April 21, 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)

DATE & TIME: Thursday, May 20 & Friday, May 21,
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 & TIME: Thursday, April 15, 8:30 a.m. - 12:30 p.m.

INSTRUCTOR: Claire Dunn, Office on Women and
Sgt. Scott Gibson, Alexandria Police Dept.

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 & TIME: Thursday, April 29, 8:30 a.m. - 12:30 p.m.

INSTRUCTOR: Dr. Connie Mobley - Federal University, LLC

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.

WORK/LIFE BALANCE

DATE & TIME: Wednesday, May 19, 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 issued 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.

CRITICAL THINKING

DATE & TIME: Tuesday, April 13, 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.

MANAGING MULTIPLE PROJECTS

DATE & TIME: Wednesday, June 9, 9:00 a.m. - 4:00 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 & TIME: Tuesday, May 4, 8:30 a.m. - 4:00 p.m.

INSTRUCTOR: Dr. Connie Mobley - Federal University, LLC

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 & TIME: Tuesday, May 18, 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.

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.

ADMINISTRATIVE REGULATIONS WORKSHOP

DATE & TIME: Friday, March 26, 8:30 a.m. - 4:30 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*

DATE & TIME: Thursday, June 3, 9:00 a.m. - 4:00 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.

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

CONFLICT MANAGEMENT

DATE & TIME: Thursday, June 17, 8:30 a.m.- 12:30 p.m.

INSTRUCTOR: Lisa Baker, Office on Women

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.

DEVELOPING A CAREER STRATEGY AND INTERVIEWING TECHNIQUES

DATE & TIME: Friday, June 11, 8:30 a.m. - 12:30 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.

Supervisor/Manager

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

CONFLICT MANAGEMENT

DATE & TIME: Thursday, June 17, 8:30 a.m.- 12:30 p.m.

INSTRUCTOR: Lisa Baker, Office on Women

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.

DRUG & ALCOHOL ABUSE POLICY

DATE & TIME: Friday, March 12, 8:30 a.m. - 12:30 p.m.

INSTRUCTOR: Kaisha Keith, INOVA Employee Assistance & 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.



Computer Training Courses

MICROSOFT ACCESS 2003: LEVEL I

DATE & TIME: Tuesday, April 13, 9:00 a.m. - 4:00 p.m.

INSTRUCTOR: Knowlogy Corporation

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

- Examine the Microsoft Access 2003 database application;
- Manage the data in a database;
- Examine existing table relationships;
- Query the database;
- Design simple forms; and
- Create and modify Access reports.

MICROSOFT EXCEL 2003: LEVEL I

DATE & TIME: Friday, April 16, 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;
- Modify a worksheet;
- Perform calculations;
- Format a worksheet;
- Develop a workbook;
- Print the contents of a workbook; and
- Customize the layout of the Excel window.

MICROSOFT POWERPOINT 2003

DATE & TIME: Thursday, May 13, 9:00 a.m. - 4:00 p.m.

INSTRUCTOR: Knowlogy Corporation

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

- Manipulate an existing PowerPoint presentation;
- Begin creating a presentation;
- Format text slides;
- Add tables to a presentation;
- Chart data in a presentation;
- Modify objects on slides.;
- Add images to a presentation; and
- Prepare to deliver a presentation.

MICROSOFT PUBLISHER 2003: LEVEL I

DATE & TIME: Thursday, May 13, 9:00 a.m. - 4:00 p.m.

INSTRUCTOR: Knowlogy Corporation

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

- Create a one-page publication;
- Modify a publication's layout and structure;
- Edit content in the publication;
- Format a publication;
- Format pictures; and
- Identify the options for distributing a publication.

MICROSOFT WORD 2003: LEVEL I

DATE & TIME: Thursday, June 10, 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 document;
- Edit a document;
- Format text;
- Format paragraphs;
- Proof a document;
- Add tables;
- Insert graphic elements; and
- Control page appearance.

MICROSOFT WORD 2003: LEVEL II

DATE & TIME: Wednesday, June 23, 9:00 a.m. - 4:00 p.m.

INSTRUCTOR: Knowlogy Corporation

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

- Manage data in lists.;
- Customize tables and charts;
- Customize formatting and control text flow;
- Work with custom styles;
- Modify pictures in a document;
- Automate common tasks; and
- Perform mail merges.

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

APR. 6, 2010

MAY 4, 2010

JUNE 1, 2010

JULY 6, 2010

AUG. 3, 2010

SEPT. 7, 2010

OCT. 5, 2010

NOV. 3, 2010

DEC. 7, 2010

JAN. 5, 2011

REFRESHER

APR. 7, 2010

MAY 5, 2010

JUNE 2, 2010

JULY 7, 2010

AUG. 4, 2010

SEPT. 8, 2010

OCT. 6, 2010

NOV. 4, 2010

DEC. 8, 2010

JAN. 6, 2011

VAN

APR. 8, 2010

MAY 6, 2010

JUNE 3, 2010

JULY 8, 2010

AUG. 5, 2010

SEPT. 9, 2010

OCT. 7, 2010

NOV 5, 2010

DEC. 9, 2010

JAN. 7, 2011



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
Citizen Assistance
703.746.4317

Robin Wilson
City Attorney
703.746.3756

Gloria Sitton
City Clerk
703.746.3976

Valerie Moore
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

Marie Quander-Jones
Health
703.838.4400

Amy Bertsch
Historic Alexandria
703.746.4554

Juanita Norwood
Housing/Landlord Tenant
703.746.3086

Greg Lumpkin
Human Resources
703.746.3774

Joan Straitiff
Human Services
703.746.5964

Bryan Capelli
Internal Audit
703.746.4742

Beverly Hill McDonald
ITS
703.746.3028

Linda Wesson
Library
703.838.4558

Dawn Webster
OMB
703.746.3736

Avis Hunter
MHMRSA - Mental Health
703.746.3506

Cindy Gaisor
MHMRSA - Substance Abuse
703.746.3494

Melissa Villacorta
Office on Women
703.746.3132

Bridgette Finney
Planning & Zoning
703.746.3807

Shawn Lasher
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

Ginny Franco
Voter Registration
703.746.4050

Human Resources Department

301 King St., Room 2510

Alexandria, VA 22314

703.746.3777

alexandriava.gov/HR

