

## Available Online Resources

Resource/Class	How to register	Description of Class
<a href="#">KnowledgeCity</a> <i>(new online vendor)</i>	Send an email with 2 class selections to: <a href="mailto:HRRMTraining@bmd.hctx.net">HRRMTraining@bmd.hctx.net</a> to obtain a username and password	Durations: varies
<b>Accountability: Yours, Mine, Ours (On-Demand)</b>	Register: <a href="https://webapps2.harriscountytexas.gov/hctraining/">https://webapps2.harriscountytexas.gov/hctraining/</a> or Send an email to <a href="mailto:HRRMTraining@bmd.hctx.net">HRRMTraining@bmd.hctx.net</a>	Duration: 2 hours Understand the importance of personal accountability and identify barriers to establishing personal accountability. Recognize the barriers to effective delegation and examine and assess the vicious and virtuous cycles of delegation. Identify and discuss strategies to empower team members and build a strong culture of accountability.
<b>Atmosphere of Service (On-Demand)</b>	Register: <a href="https://webapps2.harriscountytexas.gov/hctraining/">https://webapps2.harriscountytexas.gov/hctraining/</a> or Send an email to <a href="mailto:HRRMTraining@bmd.hctx.net">HRRMTraining@bmd.hctx.net</a>	Duration: 2 hours Customer service is meeting the needs and desires of any customer. This is often easier said than done. Identify elements and sharpen skills needed for exceptional customer service. Develop and ask the right questions to gain insight into the customer needs, emotions, and expectations. Apply personal self-control strategies and maintain professionalism. Gain tips to use conversational language to prevent escalation of customer interaction.
<b>Button Pushers – Dealing with Difficult Situations (On-Demand)</b>	Register: <a href="https://webapps2.harriscountytexas.gov/hctraining/">https://webapps2.harriscountytexas.gov/hctraining/</a> or Send an email to <a href="mailto:HRRMTraining@bmd.hctx.net">HRRMTraining@bmd.hctx.net</a>	Duration: 2 hours Identify the top five “button pushing” situations and discuss why situations often escalate to conflict rather than resolution. Learn appropriate non-escalating interventions and practice techniques with peer critique and discussion.
<b>Communicating Effectively with Different Personalities (On-Demand)</b>	Register: <a href="https://webapps2.harriscountytexas.gov/hctraining/">https://webapps2.harriscountytexas.gov/hctraining/</a> or Send an email to <a href="mailto:HRRMTraining@bmd.hctx.net">HRRMTraining@bmd.hctx.net</a>	Duration: 2 hours Understanding the power of personality is important when it comes to effective communication. Learn to create a more effective conversation and written messages based on personality preferences. Identify the characteristics of the four different personality types. Also, identify preferences in non-verbal, verbal, and written communication that motivate each type.
<b>Creating Pathways with Positive Communication (On-Demand)</b>	Register: <a href="https://webapps2.harriscountytexas.gov/hctraining/">https://webapps2.harriscountytexas.gov/hctraining/</a> or	Duration: 2 hours There is some truth to the idea that we are better at talking about problems than we are at talking about solutions. Our communication habits

	Send an email to <a href="mailto:HRRMTraining@bmd.hctx.net">HRRMTraining@bmd.hctx.net</a>	evolve over time. Learn and apply techniques to change old habits and become positive communicators. Also, learn to focus on balancing the positive and negative reactions to help create pathways of dialogue for more effective communication.
<b>Focus on the Customer (On-Demand)</b>	Register: <a href="https://webapps2.harriscountytexas.gov/hctraining/">https://webapps2.harriscountytexas.gov/hctraining/</a> or Send an email to <a href="mailto:HRRMTraining@bmd.hctx.net">HRRMTraining@bmd.hctx.net</a>	Duration: 2 hours Learn skills needed to improve the climate and the impact of customer relationships. Develop greater insights into the impact of both internal and external customer service. Identify and assess ways to positively improve internal customer service. Learn strategies to instill a customer service mindset and understand ways to recover from a customer service problem.
<b>Tips for More Effective Time Management (On-Demand)</b>	Register: <a href="https://webapps2.harriscountytexas.gov/hctraining/">https://webapps2.harriscountytexas.gov/hctraining/</a> or Send an email to <a href="mailto:HRRMTraining@bmd.hctx.net">HRRMTraining@bmd.hctx.net</a>	Duration: 2 hours Define and discuss ways technology and other distractions negatively impact our productivity. Identify ten habits of highly productive people. Also, learn ten time management tips to help increase productivity and promote work/life balance. Create a plan to integrate several productivity tips and time-management tips into everyday life.
<b>Online Notary Training</b>	Send an email to <a href="mailto:HRRMTraining@bmd.hctx.net">HRRMTraining@bmd.hctx.net</a> to obtain access	Are you a notary needing a refresher course or would like to become a notary for the first time? This online course will review the steps required to become a Texas notary. Learn the nine basic steps every notary must follow when performing notarial acts along with the powers and duties as authorized by Texas law. Also, learn how to: identify prohibited notarial acts and avoid notarial misconduct; avoid conflicts of interest when performing notarial acts; handle unlawful notarial requests; identify the three allowable methods for a document's signer; detect altered identification documents; properly use your Texas notary stamp, seal, and record book; record the required information in your notary record book; properly correct notarial record book entries; identify different types of notarial acts; identify which documents can and cannot be notarized and when to refuse; comply with electronic notarization laws; and much, much more!
<b><u><a href="#">NIMS Training</a></u></b>	<a href="https://training.fema.gov/nims/">https://training.fema.gov/nims/</a> Employees must print out their certificate to show completion of course	NIMS 100 (2 hours) NIMS 200 (4 hours) NIMS 700 (3.5 hours) NIMS 800 (3 hours)