



<https://webapps2.harriscountytexas.gov/hctraining/>

CAREER DEVELOPMENT Course Catalog

November 2020 – February 2021



Human Resources & Risk Management
1310 Prairie, Suite 230 Training Room
Houston, TX 77002
713-274-5419
HRRMTraining@bmd.hctx.net

Virtual Learning

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Harris County Human Resources & Risk Management is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. For more information about certification or recertification, please visit www.shrmcertification.org.

Frequently Asked Questions

How do I register for a class?

Click on the following link: <https://webapps2.harriscountytexas.gov/hctraining/>

- Go to Human Resources & Risk Management and click the (+).
- Classes are listed by category, click the (+) to see all classes.
- Click on 'Register for this class!' once you have selected the class you want to enroll in.
- Fill out the form and hit click on the 'Submit' button.

Please note: Individuals should get supervisor's approval prior to registering for a class. Individuals who are registered for a class will receive a confirmation within minutes of registration.

What if I register for a Virtual Learning class?

Individuals who are registered for a virtual class will receive a confirmation within minutes of registration. You will also receive an email with instructions and link information at least the day prior to the class.

What does On-Demand classes mean?

These classes are readily available. An Individual should still register for this class and will receive a confirmation within minutes of registration. In the confirmation you receive, the link information will be provided and you are able to begin the class instantly.

What does it mean to be waitlisted?

If an individual is waitlisted, this means the class is currently full and you are not able to attend unless we receive a cancellation prior to the class. In this case, we will enroll the next person on the list and an email confirmation will be sent out.

Who should I contact if I am unable to attend a training that I am scheduled for?

Send an email to HRRMTraining@bmd.hctx.net or call 713-274-5435 for cancellations with your name and the name and date of the class.

Will I receive a certificate after each course?

Participants must check-in throughout the virtual learning class and participate to receive a certificate of completion. Certificates are provided once reports and participation is verified. Certificates for virtual learning courses are provided via-email.

Who should I contact if I have questions?

If you have any questions or concerns, send an email to HRRMTraining@bmd.hctx.net or call 713-274-5435.

Professional Development Track

All are welcomed with supervisor approval.

Course	Date	Time	Instructor
<u>Accountability: Yours, Mine, Ours</u>	On-Demand	On-Demand	<i>Tawnya Mitchell</i>
<u>Atmosphere of Service</u>	On-Demand	On-Demand	<i>Tawnya Mitchell</i>
<u>Bridging Divides: Beyond Agree to Disagree</u>	Wednesday, December 16	1:00 pm – 2:00 pm	<i>Cynthia Kay, Cigna EAP Representative</i>
<u>Button Pushers – Dealing with Difficult Situations</u>	On-Demand	On-Demand	<i>Tawnya Mitchell</i>
<u>Caring for the Caregiver</u>	Thursday, November 5	1:00 pm – 2:00 pm	<i>Karen King, Cigna EAP Representative</i>
<u>Change Your Attitude – Change Your Life</u>	Wednesday, February 3	1:00 pm – 4:00 pm	<i>Susanne Gaddis</i>
<u>Communicating Effectively with Different Personalities</u>	On-Demand	On-Demand	<i>Tawnya Mitchell</i>
<u>Conflict Strategies</u>	Tuesday, December 1	1:00 pm – 4:00 pm	<i>Tawnya Mitchell</i>
<u>Construction Zone – How’s My Tone?</u>	On-Demand	On-Demand	<i>Tawnya Mitchell</i>
<u>Creating Pathways with Positive Communication</u>	On-Demand	On-Demand	<i>Tawnya Mitchell</i>

Professional Development Track

(Continued)

Course	Date	Time	Instructor
Dealing with Difficult People & Behaviors	Wednesday, November 11 Tuesday, December 22	1:00 pm – 2:00 pm 9:00 am – 10:00 am	<i>Cynthia Kay/Troy Troast, CIGNA EAP Representative</i>
Diversity and Inclusion	Tuesday, November 3	9:00 am – 11:00 am	<i>Cynthia Rocha</i>
Diversity Awareness	Friday, February 5	9:00 am – 11:00 am	<i>Tawnya Mitchell</i>
Dress for Success	Thursday, January 14	1:30 pm – 3:00 pm	<i>Amy Castro</i>
Ego Boosters vs Ego Busters: Positive Words and Actions	Wednesday, February 3	9:00 am – 12:00 pm	<i>Susanne Gaddis</i>
Effective Communication Skills & Strategies	Wednesday, November 18	1:00 pm – 3:00 pm	<i>Karen King, Cigna EAP Representative</i>
Effective Goal Setting	Thursday, January 7	1:00 pm – 4:00 pm	<i>Richard Lewis</i>
Effective Teamwork: Strategies for Working Together	Friday, December 11	9:00 am – 10:00 am	<i>Cynthia Kay, Cigna EAP Representative</i>
Effective Time Management	Friday, December 4	9:00 am – 10:00 am	<i>Felix Padron, CIGNA EAP Representative</i>
Exceptional Customer Service	Tuesday, December 22 Wednesday, November 11	11:00 am – 12:00 pm 3:00 pm – 4:00 pm	<i>Cynthia Kay/Troy Troast, Cigna EAP Representative</i>

Professional Development Track

(Continued)

Course	Date	Time	Instructor
<u>Fables and Fairy Tales – Lessons for the Workplace</u>	Tuesday, January 12	9:00 am – 12:00 pm	Margaret Johnson
<u>Firm Foundations – Basic Punctuations, Sentence Structure, and Paragraphing</u>	Thursday, January 28	1:00 pm – 4:00 pm	Tawnya Mitchell
<u>“Fix It” When Things Go Wrong: Service Recovery Strategies for Customer Service Professionals</u>	Tuesday, December 15	9:00 am – 12:00 pm	Amy Castro
<u>Focus on the Customer</u>	On-Demand	On-Demand	Tawnya Mitchell
<u>From Same Old Stuff (S.O.S.) to Well on the Way (W.O.W.)</u>	Tuesday, November 17	1:00 pm – 4:00 pm	Margaret Johnson
<u>Generational Differences</u>	Wednesday, December 2 Tuesday, January 5	9:00 am – 11:00 am 1:00 pm – 3:00 pm	Tawnya Mitchell
<u>Habits for Excellence</u>	Tuesday, January 12	1:00 pm – 2:30 pm	Margaret Johnson
<u>How Do I Manage My Time? Time Management Assessment and Improvements</u>	Friday, November 13 Tuesday, February 2	9:00 am – 11:00 am 9:00 am – 11:00 am	Tawnya Mitchell
<u>Increasing Communication Effectiveness</u>	Wednesday, January 6	1:00 pm – 4:00 pm	Walt Natemeyer
<u>Influencing Positive Change</u>	Thursday, November 3	1:00 pm – 2:30 pm	Margaret Johnson

Professional Development Track

(Continued)

Course	Date	Time	Instructor
<u>Inspired Accountability: How to Hold Yourself and Others Accountable</u>	Thursday, February 4	1:00 pm – 4:00 pm	<i>Susanne Gaddis</i>
<u>Invest in Your Debt – Failsafe Financial Planning</u>	Thursday, November 12 Tuesday, December 8 Thursday, January 7	1:00 pm – 4:00 pm 9:00 am – 12:00 pm 9:00 am – 12:00 pm	<i>Tom Watson</i>
<u>Learning to Listen</u>	Wednesday, December 2	1:30 pm – 3:30 pm	<i>Tawnya Mitchell</i>
<u>Mind Stretchers – Critical Thinking Skills for Every Day Life</u>	Tuesday, December 1	9:00 am – 12:00 pm	<i>Margaret Johnson</i>
<u>Navigating Eldercare – A Compass for Caregivers</u>	Thursday, November 5	3:00 pm – 4:00 pm	<i>Karen King, Cigna EAP Representative</i>
<u>Networking: Building Better Business Relationships and Connections</u>	Thursday, December 17	9:00 am – 12:00 pm	<i>Amy Castro</i>
<u>Personal Safety</u>	Friday, December 11	11:00 am – 12:00 pm	<i>Cynthia Kay, Cigna EAP Representative</i>
<u>Power Tools – Proofing and Editing</u>	On-Demand	On-Demand	<i>Tawnya Mitchell</i>
<u>Presenting Your Best Professional Image</u>	Friday, December 4	11:00 am – 12:00 pm	<i>Felix Padron, Cigna EAP Representative</i>

Professional Development Track

(Continued)

Course	Date	Time	Instructor
Projecting Professionalism	Tuesday, November 10 Tuesday, January 5	9:00 am – 12:00 pm 9:00 am – 12:00 pm	<i>Tawnya Mitchell</i>
Respect: Communicating Across Generations	Thursday, November 19	9:00 am – 11:00 am	<i>Cynthia Rocha</i>
Shift Work Strategies	Wednesday, December 9	1:00 pm – 2:00 pm	<i>Felix Padron, Cigna EAP Representative</i>
Spread Too Thin – Life in the Sandwich Generation	Friday, December 18	9:00 am – 10:00 am	<i>Cynthia Kay, Cigna EAP Representative</i>
Sticks and Stones...Workplace Bullying	Tuesday, November 17	9:00 am – 11:00 am	<i>Cynthia Kay, Cigna EAP Representative</i>
Stress in Customer Service Roles	Tuesday, December 8	3:00 pm – 4:00 pm	<i>Cynthia Kay, Cigna EAP Representative</i>
TCDRS Overview	Wednesday, December 9	9:00 am – 10:30 am	<i>Richard Ashcraft, TCDRS Representative</i>
The Positive Impact of Emotional Intelligence	Tuesday, November 10	1:00 pm – 4:00 pm	<i>Tawnya Mitchell</i>
Tips for More Effective Time Management	On-Demand	On-Demand	<i>Tawnya Mitchell</i>

Professional Development Track

(Continued)

Course	Date	Time	Instructor
<u>Unconscious Bias and Micro-Inequities</u>	Friday, November 6	9:00 am – 11:00 am	Cynthia Rocha
<u>Violence in the Workplace for Employees</u>	Thursday, December 10	1:00 pm – 2:00 pm	Tom Troast, Cigna EAP Representative
<u>Working With You is Killing Me!</u>	Thursday, November 5 Wednesday, January 13	9:00 am – 11:00 am 1:30 pm – 3:30 pm	Tawnya Mitchell
<u>Working with Different Personalities</u>	Wednesday, February 3	1:00 pm – 4:00 pm	Susanne Gaddis
<u>Workplace Conflict: Strategies and Solutions</u>	Tuesday, December 8	1:00 pm – 2:00 pm	Cynthia Kay, Cigna EAP Representative
<u>Workplace Harassment and Discrimination</u>	Friday, November 20	9:00 am – 11:00 am	Cynthia Rocha

BENEFITS OF LIFELONG LEARNING

NURTURES
CURIOUS MINDS

BUILDS NEW
SKILLS,
IMPROVES
THOSE YOU
ALREADY HAVE



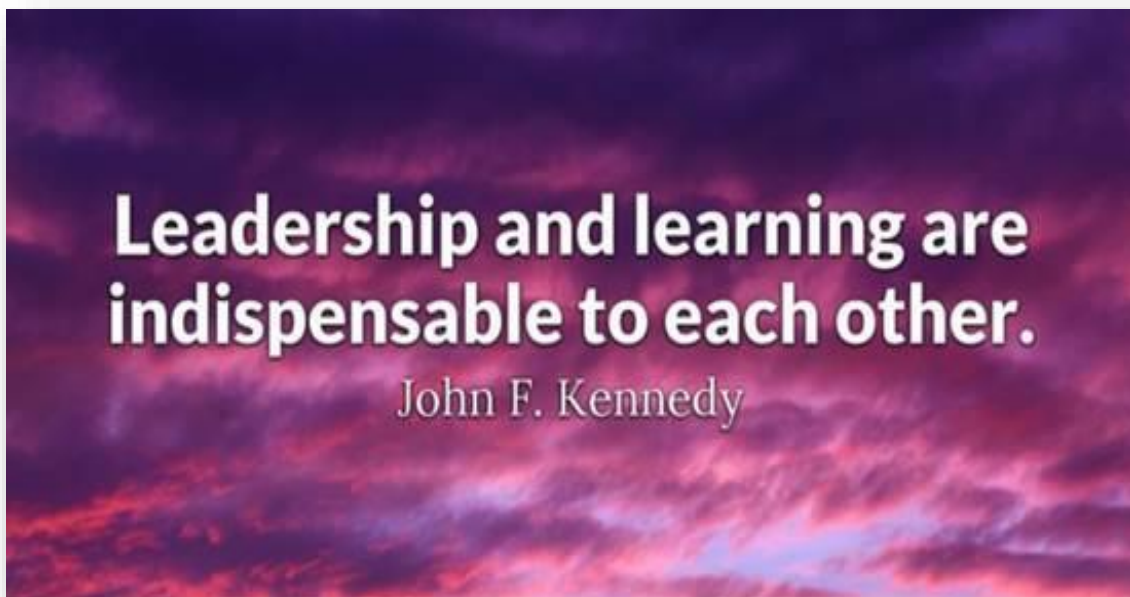
OPENS MINDS
AND INCREASES
WISDOM

IMPROVES
MEMORY AND
INCREASES
SELF-
CONFIDENCE

Management/Supervisor Track

Supervisors are welcome, with their manager's approval.

Course	Date	Time	Instructor
<u>Building Teams in the Workplace</u>	Wednesday, November 4	1:00 pm – 4:00 pm	<i>Richard Lewis</i>
<u>Managing Across the Generations</u>	Wednesday, January 13	9:00 am – 11:00 am	<i>Tawnya Mitchell</i>
<u>Peer Today, Boss Tomorrow – Making a Successful Transition</u>	Tuesday, December 15	1:00 pm – 4:00 pm	<i>Amy Castro</i>



Leadership Track

For mid-managers and above, with manager's approval.

Course	Date	Time	Instructor
Delegating Well	Tuesday, January 26	9:00 am – 12:00 pm	Tawnya Mitchell
Lead, Motivate, Inspire	Tuesday, January 26	1:00 pm – 4:00 pm	Tawnya Mitchell
Leadership and Influence	Thursday, January 21	9:00 am – 12:00 pm	Amy Castro
Leading and Managing	Thursday, December 10	9:00 am – 12:00 pm	Richard Lewis
Situational Power and Influence	Wednesday, January 6	9:00 am – 12:00 pm	Walt Natemeyer



New Employee Orientations

PLEASE NOTE: REGISTRATION IS REQUIRED.

8:00 AM – 12:00 PM

DATES			
November 4 th	November 11 th	November 18 th	December 2 nd
December 9 th	December 16 th	December 30 th	

All new employees are welcome to one of these sessions. Learn about your health care benefits, payroll, retirement benefits, your rights and responsibilities as an employee, career development programs, and other Harris County services.



Retirement Seminars

REGISTRATION FOR A RETIREMENT SEMINAR IS **BY INVITATION ONLY AND REQUIRED. IF YOU HAVE ALREADY ATTENDED, YOU MAY REGISTER FOR ANOTHER ONE, BUT ATTENDANCE IS ON YOUR OWN TIME.**

8:00 AM – 4:00 PM

DATES		
November 12 th	November 19 th	December 3 rd
December 10 th	December 17 th	December 29 th

Learn about your TCDRS account, post-retirement benefits and insurance, health and wellness issues, social security, wills and probate, the required forms and process, and other services for future retirees.



Email HRRMTraining@bmd.hctx.net for more information.

Online Notary Training

To register email: HRRMTraining@bmd.hctx.net



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!



Course Descriptions

COURSES WITH AN ASTERISK * ARE OPEN TO MANAGERS/SUPERVISORS ONLY.

Topics and presenters are subject to change or cancellation without notice.

Accountability: Yours, Mine, Ours **NEW**

This course is available through On-Demand

(Instructor: Tawnya Mitchell)

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.

Atmosphere of Service **NEW**

This course is available through On-Demand

(Instructor: Tawnya Mitchell)

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.

Bridging Divides: Beyond Agree to Disagree **NEW**

(Instructor: Cynthia Kay, Cigna EAP Representative)

This program is valid for 1.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Understand the values and challenges of diverse interactions. Recognize the influence of brain wiring and bias and discover what happens when we reach across divides. Practice connecting in authentic ways.

***Building Teams in the Workplace** **NEW**

(Instructor: Richard Lewis)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Define team and teamwork and discuss embarking on building teams and the team building process. Identify characteristic and barriers to creating effective teams. Group dynamics and how they influence successful completion of goals and objectives are stressed. Understand the empowerment of employees to accomplish tasks and objectives to accommodate a changing work environment.

Button Pushers – Dealing with Difficult Situations

This course is available through On-Demand

(Instructor: Tawnya Mitchell)

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.

Course Descriptions

(Continued)

Caring for the Caregiver

(Instructor: Karen King, Cigna EAP Representative)

Explore the signs of caregiver stress and burnout and learn strategies for healthy caregiving and self-care. Identify ways to deal with family dynamics. Discuss how to stay resilient in the face of caregiving stress.

Change Your Attitude – Change Your Life

(Instructor: Susanne Gaddis)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Learn how our attitudes impact every aspect of our lives, and recognize that our attitudes are choices we can make. Also, learn how to change bad attitudes to those that are more empowering and helpful, how to create a team with a stronger positive attitude, and how to translate our attitudes into actions.

Communicating Effectively with Different Personalities

This course is available through On-Demand

(Instructor: Tawnya Mitchell)

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.

Conflict Strategies **NEW**

(Instructor: Tawnya Mitchell)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Conflict happens. It cannot be eliminated, but it can be disruptive and counter-productive when handled poorly. To maintain order in the workplace, conflict resolution strategies are essential. Identify your dominant method for dealing with conflict and explore the positives of engaging in dynamic, integrated conflict resolution. Through interactive activities, discover how to navigate strategically through 10 different work-based scenarios and identify methods to integrate and encourage more collaboration toward a solution in most situations.

Construction Zone – How's My Tone?

This course is available through On-Demand

(Instructor: Tawnya Mitchell)

Increase your understanding of business writing, the need for inclusive language, positive words, and appropriate level of comprehension. Practice composing tone appropriate messages and participate in peer critique and discussion.

Course Descriptions

(Continued)

Creating Pathways with Positive Communication

NEW

This course is available through On-Demand

(Instructor: Tawnya Mitchell)

This class is available now, disregard start and end date. The link to access the webinar will be in your confirmation. 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 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.

Dealing with Difficult People and Behaviors

(Instructor: Cynthia Kay/Troy Troast, Cigna EAP Representative)

This program is valid for 1.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Learn how to differentiate between “difficult people” and “difficult situations” and understand why a person might be considered difficult. Learn how to take control of the one person you can control - yourself! Discover techniques for dealing with difficult behaviors.

Diversity and Inclusion

NEW

(Instructor: Cynthia Rocha)

This program is valid for 2.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Diversity and inclusion is the key component in any organization's business strategy. Through this interactive session, learn how diversity plays a key role in creating an inclusive work environment. We will address the different dimensions of diversity and help participants understand diversity goes beyond race and gender. Understand how differences can create a better workplace where innovation and creativity thrive. Learn to build inclusive leadership skills to make effective change and achieve equity at all levels.

*Delegating Well

NEW

(Instructor: Tawnya Mitchell)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Effective delegation is a necessary ingredient in successful leadership. Without the ability to delegate, a leader will constantly battle keeping up with all that must be done. This session will assist leaders in developing and maximizing their team resources. Understand the importance of effective delegation as well as the problems associated with lack of delegation or poor delegation. Learn to communicate the “why” and the need for every delegated task. Define and practice proper delegation steps and discussions, plan a delegation of task taken from work-based need, and develop an action plan for future delegation discussions.

Course Descriptions

(Continued)

Diversity Awareness

(Instructor: Tawnya Mitchell)

This program is valid for 2.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Today more than ever before, we engage with a variety of cultures. Understanding the cultural dimensions that exist in every culture will assist us in understanding behaviors and adapting our communication style to increase the effectiveness of our interactions. Define and identify the six cultural dimensions found in the research of Geert Hofstede and provide ways to apply information about the dimensions to specific business interactions. Explore how differences in perceptions of the cultural dimensions may occur and how they can manifest in business interactions. Discuss and develop personal plans to adjust behaviors to accommodate differences in the workplace.

Dress for Success

(Instructor: Amy Castro)

This program is valid for 1.5 PDCs for the SHRM-CP® or SHRM-SCP®.

Learn how a professional appearance can improve creditability, leadership, and authority. Identify the basics of appropriate and inappropriate business attire for men and women, discuss the myth of business casual, and learn the importance of grooming and personal appearance maintenance tips that are essential to a professional appearance. Also, identify key body language and vocal qualities to project a professional image and first impression.

Ego Boosters vs Ego Busters: Positive Words and Actions

(Instructor: Susanne Gaddis)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Take an in-depth look at your behavior, actions, and your reactions to help understand the impact you have upon others. By showing how positive words and actions bring about positive results, you will learn how small changes in your communication can have a big impact on effectiveness, productivity, and performance. Focus on 50 ways to say "good for you", learn to utilize active-constructive responses, and gain techniques for support and cooperation. Achieve the positivity you need to create a healthy culture of communication at work.

Effective Communication Skills & Strategies

(Instructor: Karen King, Cigna EAP Representative)

This program is valid for 2.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Identify basic elements of communication and review verbal and non-verbal communication skills. Learn skills to practice active listening and explore practical tips for improving communication skills. Discuss the benefits of an assertive approach and learn strategies to help you be a more engaging communicator. Also, understand how to adjust your communication style to the situation.

Effective Goal Setting

(Instructor: Richard Lewis)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Learn how to develop achievable goals. Explore professional and organizational goals, learn the process of setting them, and discover ways to evaluate their effectiveness.

Course Descriptions

(Continued)

Effective Teamwork: Strategies for Working Together

(Instructor: Cynthia Kay, Cigna EAP Representative)

This program is valid for 1.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Understand the barriers to constructive teamwork and learn skills for productive communication and conflict resolution. Explore the factors that make up an effective team and discover ways you can contribute to making your team better.

Effective Time Management

(Instructor: Felix Padron, Cigna EAP Representative)

Identify barriers to effective time management and understand the consequences of how we allocate our time. Learn how to prioritize and discuss techniques for managing personal and professional time more effectively.

Exceptional Customer Service

(Instructor: Cynthia Kay/Toy Troast, Cigna EAP Representative)

This program is valid for 1.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Explore the meaning of exceptional customer service and learn how to make the customer's experience exceptional. Discuss strategies to do when there is a problem and review tips for managing stress and preventing burnout.

Fables and Fairy Tales – Lessons for the Workplace

(Instructor: Margaret Johnson)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Examine Grimm's Fairy Tales and Aesop's Fables for lessons that can be applied to the work environment. Plan and practice - through writing, speaking, and role playing – implementation of the lessons to your own work circumstances. Learn to build collaborative relationships, interpersonal awareness, assertiveness goals, and action plans.

Firm Foundations – Basic Punctuation, Sentence Structure, and Paragraphing

(Instructor: Tawnya Mitchell)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Go back to the foundational elements of writing. Refresh your knowledge of the basic parts of speech and how they work together to formulate effective written communication. Learn how to build well-written, effective sentences. Practice using grammar, usage, and punctuation. Also, review elements of basic punctuation and simple paragraph structure.

“Fixing It” When Things Go Wrong: Service Recovery Strategies for Customer Service Professionals

(Instructor: Amy Castro)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Let's face it, mistakes and unhappy customers are an inevitable part. However, when mistakes and miscommunication happen or your customer aren't happy with a service, how you and your staff respond can make the difference. Learn tips and techniques to have a great service recovery process that can create loyalty!

Course Descriptions

(Continued)

Focus on the Customer **NEW**

This course is available through On-Demand

(Instructor: Tawnya Mitchell)

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.

From Same Old Stuff (S.O.S.) to Well On the Way (W.O.W.) **NEW**

(Instructor: Margaret Johnson)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Assess where you are now (Same Old Stuff) in a particular area of concern where progress is desired. It may be with your skill set and knowledge, career, communication skills, business relationships at work, leadership skills, or other. Determine where you would like to be (Well On the Way) and what that would look like to set goals and vision. Learn to take action to move yourself forward, remove, and make a plan.

Generational Differences

(Instructor: Tawnya Mitchell)

This program is valid for 2.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Four different generations are now working side-by-side in America and each has a set of characteristics and preferences. In this course, we will define and identify the four generations and explore the behavioral characteristics and preferences of each generation. We will also identify how those differences in generational preferences may arise in business interactions and develop personal plans to adjust our behaviors to accommodate differences.

Habits for Excellence

(Instructor: Margaret Johnson)

This program is valid for 1.5 PDCs for the SHRM-CP® or SHRM-SCP®.

Examine your good and bad habits and determine what needs to be modified. Learn high performance habits and techniques to incorporate them into your daily practice. Identify techniques to seek clarity and improve productivity. Determine methods to keep yourself motivated to change and keep positive habits.

How Do I Manage My Time? Time Management Assessment and Improvements

This course is available through On-Demand

(Instructor: Tawnya Mitchell)

Review a quick and easy-to-use tool for identifying your personal time management style. The self-assessment measures an individual's preference for one or more of the four basic behavioral styles. Learn how to capitalize on your strengths and understand how to avoid potential time management trouble spots. Identify ways to improve interaction with others who have different time management styles.

Course Descriptions

(Continued)

Increasing Communication Effectiveness

(Instructor: Walt Natemeyer)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Effective leadership requires good two-way communication. Examine the responsibilities of the “sender” and the “receiver”. Learn how to build listening skills, manage meetings effectively, and resolve conflict productively. Analyze and assess your communication and interpersonal style.

Influencing Positive Change

(Instructor: Margaret Johnson)

This program is valid for 1.5 PDCs for the SHRM-CP® or SHRM-SCP®.

Identify and practice behaviors that lead to positive change in yourself and others and learn how to apply strategies to influence both thoughts and actions. Discover sources of influence to use for change and learn how to implement these new skills to influence positive change in the work environment.

Inspired Accountability: How to Hold Yourself and Others Accountable **NEW**

(Instructor: Susanne Gaddis)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Learn tools and strategies to become a more accountable, reliable and responsible person. By taking complete responsibility for what you think, feel, do and say, you will positively impact the productivity, profitability and morale. Also, learn tips and techniques to hold others accountable and review guidelines for holding effective conversations and listening to feedback.

Invest in Your Debt – Failsafe Financial Planning

(Instructor: Tom Watson)

Learn to eliminate personal debt quickly by using a unique debt elimination strategy. Discover ways to save 10-30% of income monthly and ways to turn debt into savings. Learn to have less stress on and off the job without having to worry about money problems and become more productive without sacrificing your quality of life.

***Lead, Motivate, Inspire** **NEW**

(Instructor: Tawnya Mitchell)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

The best leaders can share their vision with passion and commitment, giving their employees a purpose, a challenge they are willing to embrace and carry on achieving amazing results. Explore the most critical leadership success factors of strong leadership to bring your team together, motivate, energize and inspire them to their full potential to achieve extraordinary things.

Course Descriptions

(Continued)

***Leadership and Influence** **NEW**

(Instructor: Amy Castro)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Learn the techniques of true Leadership and Influence to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

***Leading and Managing**

(Instructor: Richard Lewis)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Focus on developing leaders within your organization. Explore leadership strengths and weaknesses. Team building, goal setting, effective communication, and strategic planning are addressed. Explore organizational change and learn how to assess the ability for leading change initiatives.

Learning to Listen

(Instructor: Tawnya Mitchell)

This program is valid for 2.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Learn how to focus and explore the visible and invisible aspects of effective listening behavior. Assess your personal listening skills in three dimensions. Learn what traits and behaviors are needed for both physically and mentally listening to maximize your strengths and improve your weaknesses. Understand common barriers to stay focused, capture the message, and help the speaker.

***Managing Across the Generations**

(Instructor: Tawnya Mitchell)

This program is valid for 2.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Four different generations are working side-by-side in America. Each generation has a set of characteristics and preferences and they each respond differently to authority and have a different set of motivators. Managing across the generations requires knowledge and agility. Define and identify the four generations in the current workplace and explore the perceptions of authority and chief motivators in each generation. Identify ways to flex communication and leadership styles to appeal to different generations and more effectively manage performance.

Mind Stretchers – Critical Thinking Skills for Every Day Life

(Instructor: Margaret Johnson)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Define critical thinking and describe the basic competencies for steps in decision-making. Evaluate arguments, assumptions, and patterns in the thinking process to apply methods and remove hindrances to effective critical thinking. Develop an action plan to incorporate the new skills back on the job.

Course Descriptions

(Continued)

Navigating Eldercare – A Compass for Caregivers

(Instructor: Karen King, Cigna EAP Representative)

Review tips for determining your elder’s needs. Explore different approaches to living arrangements. Learn how to plan legally, medically and financially. Discuss the importance of connection and recognize your needs as a caregiver.

Networking: Building Better Business Relationships and Connections **NEW**

(Instructor: Amy Castro)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Networking is one of the most basic and essential skills employees should develop. However, having great networking skills is sometimes overlooked. Having a viable networking and communication skill set will lead to increased productivity and performance. Networking is about creating and maintaining better relationships. Develop skills to avoid obstacles, increase communication, and build relationships that last over time. Employees who understand and embrace the aspects of networking in the workplace will grow their organization and create a more engaging environment.

***Peer Today, Boss Tomorrow – Making a Successful Transition**

(Instructor: Amy Castro)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Identify the challenges associated with transitioning from being a group’s peer to being its supervisor. Analyze common reactions of others and practice conducting transition interviews. Recognize and plan how to overcome pitfalls of new peer-to-boss supervisors.

Personal Safety **NEW**

(Instructor: Cynthia Kay, Cigna EAP Representative)

Learn how to become a “tough target” for criminals and discover ways to increase awareness of potentially dangerous situations. Discuss strategies for minimizing risk at home, work, and while traveling. Know what to do if an attack is unavoidable or already underway.

Power Tools – Proofing Tips and Techniques

This course is available through On-Demand

(Instructor: Tawnya Mitchell)

Identify methods for proofing and editing content, structure, spelling, grammar, and usage. Practice proofreading and editing skills and gain tips for using technology to assist. Demonstrate and apply learning objectives through proofing work samples.

Presenting Your Best Professional Image

(Instructor: Felix Padron, Cigna EAP Representative)

This program is valid for 1.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Discover what makes up your professional image and learn tips to be more professional in your communication. Discuss how your work ethic shapes your image and understand the importance of workplace appearance.

Course Descriptions

(Continued)

Projecting Professionalism

(Instructor: Tawnya Mitchell)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Learn the importance of projecting a professional image through email, correspondence, and phone etiquette by understanding the impact of first impressions. Identify techniques to improve and polish speaking skills. Also, learn specific tips to improve professional image through dress, posture, poise, and body language to match experience with expectations and performance.

Respect: Communicating Across Generations **NEW**

(Instructor: Cynthia Rocha)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Biases and stereotypes can have an impact on how we interact and communicate with those around us. When we can better understand our own biases and stereotypes, we can better work with individuals from a variety of diverse backgrounds. Learn and understand how to respect cultural nuances in the workplace to create a more inclusive environment. Understand what is being said through our verbal communication as well as what is not being said by our nonverbal behaviors. Nonverbal behaviors (facial expressions, body movements, eye movements, etc.) are important in intercultural communications and impact how effectively we are getting our message across to others. This can help you better understand and learn to appreciate and respect those differences in the workplace. Valuing and respecting these differences can help create a more inclusive workplace where individuals feel that they can truly make an impact.

Shift Work Strategies **NEW**

(Instructor: Felix Padron, Cigna EAP Representative)

This program is valid for 1.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Discuss the unique challenges of shift work and review strategies for managing your sleep cycle. Explore impact of food choices and meal timing. Get ideas for lifestyle best practices that can reduce negative effects.

***Situational Power and Influence**

(Instructor: Walt Natemeyer)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Learn your leadership style and the power bases that will effectively influence others. Participants will fill out and analyze the Power Perception Profile and then discuss how to build and utilize seven different power bases to succeed in their influence attempts.

Spread Too Thin – Life in the Sandwich Generation

(Instructor: Cynthia Kay, Cigna EAP Representative)

Explore elements that define the “sandwich” generation and understand the unique challenges of this role. Learn strategies to reduce negative impact, identify importance and methods of self-care, and learn how to develop positive attitudes and approaches.

Course Descriptions

(Continued)

Sticks and Stones...Workplace Bullying

(Instructor: Cynthia Kay, Cigna EAP Representative)

This program is valid for 2.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Understand what bullying is and the different forms it takes. Identify risk factors for becoming a target or becoming a bully and recognize possible warning signs of bullying. Develop strategies for responding to bullying and explore the role of the bystander and bully. Understand the impact of bullying in the workplace and review response strategies and coping skills.

Stress in Customer Service Roles

NEW

(Instructor: Cynthia Rocha, Cigna EAP Representative)

This program is valid for 1.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Explore the sources of customer service stress and identify signs of too much stress. Discuss different stress coping strategies and learn tips for managing stress in a customer service role.

TCDRS Overview

(Instructors: Richard Ashcraft, TCDRS Representative)

This program is valid for 1.5 PDCs for the SHRM-CP® or SHRM-SCP®.

Learn how Harris County's retirement plan works and get a jump on your retirement planning. Ask questions, learn about vesting and retirement eligibility, and the County's matching dollars. Learn the seven retirement payment options and how they work. *(The TCDRS representative will be available after each session for additional questions. This is solely a TCDRS overview. Harris County specific benefits (health insurance) will not be covered.)*

The Positive Impact of Emotional Intelligence

NEW

(Instructor: Tawnya Mitchell)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Emotional intelligence is essential in achieving goals and maintaining productive, effective relationships. Learn how to enhance and improve your emotional intelligence to improve your professional and personal performance. Understand how emotions and thoughts work together to impact behavior. Recognize the differences between automatic limbic decisions and intentional conscious decisions and identify how they affect outcomes. Practice agile thinking and increase self-awareness and intentional thinking. Also, develop cognitive and behavioral strategies to manage emotions.

Tips for More Effective Time Management

This course is available through On-Demand

(Instructor: Tawnya Mitchell)

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.

Course Descriptions

(Continued)

Unconscious Bias and Micro-Inequities **NEW**

(Instructor: Cynthia Rocha)

This program is valid for 2.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Unconscious biases are created and often reinforced by our environments and past experiences. Unconscious bias can be challenged through a process of self-reflection. This starts by looking introspectively and understanding how we all have implicit biases. In this interactive workshop gain a better understanding of what biases are both unconscious (implicit) and conscious (explicit) and the impact they have as we act on them. Learn to identify potential individual and organizational biases, implement techniques for responding to unconscious bias, and learn to limit micro-inequities while also implementing inclusive behaviors.

Violence in the Workplace for Employees **NEW**

(Instructor: Tom Troast, Cigna EAP Representative)

This program is valid for 1.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Understand the scope of workplace violence and learn to identify “red flags” or warning signs of potential violence. Know what to do when you observe such behaviors and explore ways to increase your sense of safety at work.

Working with You is Killing Me!

(Instructor: Tawnya Mitchell)

This program is valid for 2.0 PDCs for the SHRM-CP® or SHRM-SCP®.

We have all worked with someone who makes work impossible, but it does not have to be that way. From chronic complainers to idea-stealers, boundary pushers to just plain jerks, a toxic co-worker can ruin your day – and your life! The amount of time spent worrying, avoiding, raging and obsessing over toxic employees can affect performance on the job and peace at home. Learn to identify traits of a toxic personality and toxic behaviors. Examine how your own reactions can enable the situation to continue or worsen. Understand and implement a series of proven responses to problem behavior. Leave the session with practical tools to respond in healthy ways to the toxic co-worker.

Working with Different Personalities **NEW**

(Instructor: Susanne Gaddis)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

It takes many different personality types to make a strong and productive team. Understand your unique blend of personality characteristics as well as how to work and communicate best with colleagues having different personalities at work. Identify the strengths and weaknesses of each personality type and how to best communicate with each personality type. Learn and understand the importance of inclusiveness and diversity when building a high-functioning team.

Workplace Conflict: Strategies and Solutions **NEW**

(Instructor: Cynthia Kay, Cigna EAP Representative)

This program is valid for 1.0 PDCs for the SHRM-CP® or SHRM-SCP®.

Discuss conflict and how it potentially happens in the workplace. Explore different approaches to conflict resolution and when they can be used. Learn strategies for conflict resolution and discover the benefits of constructive conflict.

Course Descriptions

(Continued)

Workplace Harassment and Discrimination

(Instructor: Cynthia Rocha)

This program is valid for 3.0 PDCs for the SHRM-CP® or SHRM-SCP®.

When employees are empowered, organizations succeed. Define respect and identify the different behaviors with being treated with respect. We will show how respectful behaviors can have an impact on the workplace and how employees can thrive when they feel that they are part of the organization and their input matters. Learn and review tips to help you work through some of our own biases with role play and scenarios to better understand what harassment and discrimination is and how to recognize and address them in the workplace.

Thank you for viewing the Course Catalog!

**Please feel free to contact us
if you have any questions**

713-274-5419

<https://webapps2.harriscountytexas.gov/hctraining/>

