

STANISLAUS COUNTY  
LEARNING INSTITUTE  
TRAINING CATALOG 2016

**Training Courses**

- Effective Communication
- Ethics
- Preventing Workplace Harassment,  
Discrimination, and Retaliation



# LEARNING INSTITUTE

## TRAINING CATALOG

### COURSE DESCRIPTIONS

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#### EFFECTIVE COMMUNICATION – 4 HOURS

**COURSE OVERVIEW:** Communication is a skill that people use every day of their lives, and, therefore one of the most important to improve. Communication has different meanings. It can be a thing such as a letter or email and it can be a process, something that you send and receive messages effectively. Communication is a powerful tool. Learn techniques to send and receive messages effectively. Reach the ultimate goal of communication-being understood.

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#### Topics Covered:

- Understand the impact of nonverbal communication
- Learn how to listen effectively
- Communication barriers
- Communication influences
- Communication tools
- How to design effective messages
- Communication networks
- Identify various learning styles
- Identify various communication styles
- How to modify communication
- Workplace communication
- Generational differences in communication

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**Target Audience:** Any County employee

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#### Competencies:

- Conflict Management
- Employee Performance Development and Coaching
- Customer Orientation
- Build Effective Teams
- Communication

ETHICS – 3 Hours

**COURSE OVERVIEW:** Provides an understanding of the Six Pillars of Character, the Principles of Public Service Ethics, and the tools for making ethical decisions.

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**Topics Covered:**

- Two Aspects of Ethics- Discernment and will power
- Six Pillars of Character
- Public Interest
- Objective Judgment
- Accountability
- Democracy
- Respectability
- Code of Ethics
- Gift Policy
- Conflict of Interest Policy
- How to Recognize Important Decisions
- Seven Step Decision-Making Process

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**Target Audience:** Any County employee

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**Competencies:** Ethics and Integrity

**COURSE OVERVIEW:** This curriculum has been redesigned to provide County Employees the opportunity to learn about the County harassment policy and the complaint procedure. The concepts and theories of discrimination, harassment and retaliation are explored and defined. You will learn what is considered harassment and in turn what is not harassment.

Practice scenarios will help make the concepts understandable. This class is designed for non-supervisory staff and does not meet the mandatory training requirements for supervisors, managers, and department heads.

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**Topics Covered:**

- Laws
- County Harassment Policy
- County Complaint Procedure
- Protected Classifications
- Discriminations
- Harassment
- Retaliation
- Prevention

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**Target Audience:** Any County employee

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**Competencies:**

- Communication
- Effective Decision Making
- Conflict Management