

Stanislaus County Learning Institute Training Catalog 2009

Training Courses

Diversity—Just be F.A.I.R.

DRAIL—Disabilities Awareness

Effective Communication

Ethics

Preventing Sexual Harassment—Non-Mandatory

Purchase Card and Travel Policy





LEARNING INSTITUTE TRAINING CATALOG COURSE DESCRIPTIONS

DIVERSITY—Just be F.A.I.R.—4 Hours	
Course Overview	Everyone wants to be treated fairly. This course will identify practical steps we can take to recognize and respond to our differences and similarities and make better decisions based on that understanding. This course will help us make sure our relationships are effective and allow us to work together productively to gain the benefits of diversity and to better understand our changing culture and changing demographics.
Learning Objectives	<ul style="list-style-type: none"> • Explain how diversity is different from Equal Employment Opportunity and Employment Outreach • Describe the importance that diversity has on productivity, teamwork, and customer service • Describe what it means to be culturally competent and how to use that awareness in the workplace • Identify and implement the four steps of the F.A.I.R. approach • Understand what is going on beneath the surface • Understand how perception is often affected by our beliefs and can be expectation driven • Learn how to manage our expectations • Learn how to search for similarities • Focus on the future
Target Audience	<ul style="list-style-type: none"> • Any County employee
Competencies	<ul style="list-style-type: none"> • Build Effective Teams • Communication • Conflict Management • Customer Orientation • Effective Decision Making • Ethics and Integrity

DRAIL—DISABILITIES AWARENESS—4 Hours	
Course Overview	Provide an understanding of the Americans with Disabilities Act and how this affects people with disabilities and their rights for integration into mainstream society.
Learning Objectives	<ul style="list-style-type: none"> • Gain a better understanding of different types of disabilities • Learn how disabilities present unique challenges in daily life • Expel myths, labels, and stereotypes that create barriers when people with disabilities try to get an education, employment, or start a family

	<ul style="list-style-type: none"> • Learn about different attitudes and architectural barriers that people with disabilities face in the work environment • Increase knowledge of different types of resources and adaptive equipment a person with a disability would use to increase their independence
Target Audience	<ul style="list-style-type: none"> • Any County employee
Competencies	<ul style="list-style-type: none"> • Communication • Customer Orientation

EFFECTIVE COMMUNICATION—4 Hours	
Course Overview	<p>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. Communication is a powerful tool. Learn techniques to send and receive messages effectively. Reach the ultimate goal of communication—being understood.</p>
Learning Objectives	<ul style="list-style-type: none"> • Learn how to communicate more effectively • 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
Target Audience	<ul style="list-style-type: none"> • Any County employee
Competencies	<ul style="list-style-type: none"> • Build Effective Teams • Communication • Conflict Management • Customer Orientation • Employee Performance Development and Coaching

ETHICS—4 Hours	
Course Overview	Provide an understanding of the Six Pillars of Character, the Principles of Public Service Ethics, and the tools for making ethical decisions.
Learning Objectives	<ul style="list-style-type: none"> • 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
Target Audience	<ul style="list-style-type: none"> • Any County employee
Competencies	<ul style="list-style-type: none"> • Ethics and Integrity

PREVENTING SEXUAL HARASSMENT/NON-MANDATORY—4 Hours	
Course Overview	Defines sexual harassment behavior and teaches participants about the liability for sexually harassing conduct, reviews the County Sexual Harassment policy and the complaint procedures for an employee experiencing sexual harassment. This class is designed for non-supervisory staff and does not meet the mandatory training requirements for supervisors, managers, and department heads.
Learning Objectives	<ul style="list-style-type: none"> • Define Sexual Harassment • Describe how to prevent and handle sexual harassment incidents • Describe complaint procedures • Describe the investigation and resolution process of sexual harassment complaints
Target Audience	<ul style="list-style-type: none"> • Any County employee
Competencies	<ul style="list-style-type: none"> • Communication • Effective Decision Making

PURCHASE CARD AND TRAVEL POLICY—3 Hours

Course Overview	Provide practical guidance regarding the requirements listed in the County Purchasing Card and Travel Policies along with communicating historical problematic areas of compliance with these policies.
Learning Objectives	<ul style="list-style-type: none">• Increase understanding of the County Purchasing and Travel Policy requirements• Review key areas in the Revised Travel Policy effective September 1, 2009• Review common audit errors• Improve internal audit results• Safeguard County assets
Target Audience	<ul style="list-style-type: none">• Any County employee
Competencies	<ul style="list-style-type: none">• Financial and Resource Management