

2013 Training Catalog



Environmental Services Department

Table of Contents

Analytical & Project Management

- * Project Planning and Management 4
- * Time Management 4
- * Business Writing on the City of San Jose 5

City Operations

- * Council Memo Writing Workshop 5
- * Writing a Painless Performance Evaluation 6
- * Introduction to Contracts 6
- * Budget 101 7

Communication and Conflict Resolution

- * Emotional Intelligence 7
- * An Introduction to Giving Constructive Feedback 8
- * Communicating with Tact and Diplomacy 8
- * Conflict Coaching Session 9

Career Development

- * Interviewing Techniques 10
- * Resume Writing Workshop 10

Professional Development

- * Effective Meeting Management 11
- * 4 Different Generations in the Workplace—How Do We Work Better Together 11
- * The SECRET to Having Success in Your Personal and Professional Life 12
- * Managing Your Own Performance—The Key to Success on the Job 12
- * Practical Coach—for Positive Performance Outcomes 13
- * Overwhelmed by Workplace Stress? You're Not Alone 13
- * What is this Social Media? 14
- * Community Engagement: Designing and Facilitating Community Meetings 14

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Table of Contents

Team Leadership and Supervision

| | |
|---|----|
| * 7 Habits of Highly Effective People | 15 |
| * Would I Inspire Me? | 15 |
| * Leadership Coaching Academy (LCA) | 16 |
| * Delegation: The Art of Delegating Effectively | 16 |
| * ESDU | 17 |

Extra Training Resources

| | |
|---|----|
| * San Jose Public Library Online Computer Classes | 18 |
| * Microsoft Tutorials & Extra Resources | 18 |
| * Webcasts and Podcasts | 18 |
| * Conflict Resolution Program | 18 |
| * Webinars | |
| * ICMA Webinars | 19 |
| * Free AMA Webinars | 19 |

Computer Skills

| | |
|------------------------|----|
| * Excel 2007 — Level 1 | 20 |
| * Excel 2007 — Level 2 | 21 |

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Analytical & Project Management

Project Planning and Management

Session Length: 7 hours

Location: City Hall Tower T—1446

Time: Wed. April 24, 2013 9:00am—4:00pm

Instructor: Sue Brenner, Professional Consultant and Chief Learning Officer—Practical Productivity Solutions

Description: This series provides group leaders and managers with proven tools, concepts and ways of thinking about projects that will considerably enhance the likelihood that projects will be completed successfully. Learn the 4 stages of project development: Conceptual, Planning, Execution and Termination; as well as the tools to manage each individual stage.

Make your projects, programs, and special assignments achieve their objectives, meet their deadlines and stay within budget.

How will this benefit you?

- ✓ Set a clear project vision and goals
- ✓ Identify tasks, resources, risks, and constraints
- ✓ Knowledge of how to use a Gantt chart and a Project Planning Worksheet to track your progress and meeting status
- ✓ Learn how to control changes

Time Management

Session Length: 3.5 hours

Location: City Hall Tower T—1047

Time: Thurs. May 9, 2013 8:30am—12:00pm

Instructor: Sue Brenner, Professional Consultant and Chief Learning Officer—Practical Productivity Solutions

Description: “Time is money,” and lots of it is lost in disorganization, disruption, and unclear priorities. This workshop will help you set priorities and get organized for greater workplace efficiency and satisfaction. It will also help you to think about how you use your time and to learn specific techniques for managing your time to implement your goals and priorities. You’ll also discover new ways of planning and organizing so that you can feel more control of your work life.

How will this benefit you?

- ✓ Create priorities and establish realistic boundaries
- ✓ Improve concentration and efficiency
- ✓ Use technology to help manage your time
- ✓ Discover your time management strengths

Analytical & Project Management / City Operations

Business Writing in the City of San Jose

Session Length: 3 hours

Location: City Hall Tower T—550

Time: Wed. July 17, 2013 1:00pm—
4:00pm

Instructor: David Vossbrink, Director —
Communications

Description: For those who must write as part of their job, being able to write well is a real career boost. Learn how to capture your thoughts on paper so they are strong and persuasive, but at the same time clear, concise, complete and correct.

The 4 C's (clear, concise, complete & correct) will be discussed. Other topics that will be covered include: writing for the reader, basic grammar review, active and passive voice, sentence types, memos, and e-mails. Examples of good e-mails and memos and writing tips will be handed out.

How will this benefit you?

- ✓ Have a better grasp of basic writing, including grammar, spelling, punctuation, word choice, and sentence structure that are required for effective writing
- ✓ Practice skills for writing concisely and clearly to reach your reader
- ✓ Learn about planning your writing, gathering material and organizing it

Council Memo Writing Workshop

Session Length: 2 hour

Location: City Hall Tower T—550

Time: Wed. March 6, 2013 10:00am—
12:00pm

Instructor: Rosa Tsongtaatarii, Senior
Deputy City Attorney and Sabrina Wolf-
son, Deputy City Attorney

Description: Who doesn't love writing Council Memos? Right? What? Too many cooks in the kitchen? Conflicting direction? Save yourself some headache and learn what's really supposed to be in each memo, along with some critical concepts that will save you time. This workshop presents the format you should follow when writing reports and memos to the City Council. You will learn key ideas and tips for writing clear and concise reports and memos.

Requirement: Please bring any council memos you are currently working on to the workshop!



City Operations

Writing a Painless Performance Evaluation

Session Length: 1.5 hours
Location: City Hall Tower T—550
Time: Mon April 8, 2013 1:30pm—3:00pm
Instructor: Diane Milowicki, Infrastructure Maintenance Division Manager—DOT

Description: You sit staring at the blank computer screen in front of you. The employee's performance evaluation is due soon and you don't know where to begin. Writing a performance evaluation document can be a challenging assignment but it doesn't have to be so painful. In this webinar/discussion we'll explore a practical approach to writing a performance evaluation document and we'll share secret tips and techniques for writing performance comments with ease. In addition, we'll discuss the do's and don'ts of a well written performance evaluation.

If you are looking to save time and lower your stress when performance evaluation time comes around, attend this webinar/discussion for practical, real life tips.

Introduction to Contracts

Session Length: 2 hours
Location: City Hall Tower T—550
Time: Tues. May 21, 2013 1:30PM—3:30pm
Instructor: Andrew Hitchcock, Senior Analyst — Contracts, RFPs, and Grants

Description: This course covers the basic elements of contract development and management.

- What is a contract?
- Who are the departments involved?
- Why is there a procurement process?
- How can I manage my agreements well?
- Where can I go for assistance?

These are all introductory questions that will help you understand the City's process and assist you with future projects. The course will also touch upon terms and conditions, exhibits in agreements, the management and monitoring of contracts, the importance of developing and measuring deliverables, constructive communication, documentation of payment and transparency. The session will be divided into two parts: a 1-hour presentation and an optional 30-minute discussion about "your" contract experiences and questions.

City Operations / Communication & Conflict Resolution

Budget 101

Session Length: 4 hours

Location: WPCP Large Conference Room A

Time: Thurs. September 26, 2013

1:00pm—5:00pm

Instructor: Diane Ikegami, Senior Analyst, Darlene van der Zon, Analyst II, Ken de Kay, Analyst II, Linda Chan, Analyst II, Sue Toy, Analyst II, Mary Crippen, Analyst II — Budget and Fund Management

Description: Budget 101 will provide a general overview of both the City's and ESD's budgets and processes and give you an understanding of the budget, terminology and reports.

Topics included in this easy to understand workshop are budget documents, budget preparation and process, budget cycle and calendar, ESD's Special Funds, Cost Allocation Plan (CAP) and Chart of Accounts, and FMS (Financial Management System) reports. Also included in the class is a mini workshop on budget proposal preparation and an opportunity to prepare and present a mock budget proposal

How will this benefit you?

- ✓ Have a better understanding of the City's budget and ESD's budget
- ✓ Learn about budget reports available in FMS and how to use the reports to track your budget
- ✓ Practice skills for writing an effective budget proposal

Emotional Intelligence

Session Length: 4 hours

Location: City Hall Tower T—955

Time: Wed. January 23, 2013 1:00pm—5:00pm

Instructor: Eileen Beaudry, Environmental Services Specialist — Watershed and Michele Young, Supervising ESS — IWM

Description: Emotional Intelligence, also called EQ, is the ability to be aware of and to manage your emotions and your relationships. It's a pivotal factor in personal and professional success. IQ may get you in the door, but it is your EQ, your ability to connect with others and manage your emotions and your relationships, that will determine how successful you are in the workplace.

When we look at the truly extraordinary people who inspire and make a difference you will often see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional intelligence. EQ is a much greater contributor to career success than IQ OR technical expertise.

This half-day course will give you the EQ edge.

How will this benefit you?

- ✓ Understand what emotional intelligence means
- ✓ Understand that EQ can be learned and IS a lifelong project
- ✓ Understand that those with high EQs make \$29,000/year more than those with low EQ (all industries, job levels, regions)
- ✓ Learn methods to appreciate and use EQ in the workplace.

Communication & Conflict Resolution

An Introduction to Giving Constructive Feedback

Session Length: 2 hours

Location: City Hall Tower T—550

Time: Wed. June 12, 2013 1:30pm—3:30pm

Instructor: Diane Doolan, Independent Police Auditor Senior Analyst

Description: The ability to give constructive feedback is an essential skill for good managers. In this class you will learn: the importance of giving constructive feedback, guidelines for delivering your message effectively, and techniques for reinforcing feedback once it has been given. Class participants will practice suggested techniques via role-plays. Bring your questions and ideas to share during our class discussion.

How will this benefit you?

- ✓ Enhance your ability to give useful feedback
- ✓ Learn to express your thoughts in a productive manner
- ✓ Gain tools to communicate more effectively to staff or team members

Communicating with Tact and Diplomacy

Session Length: 3 hours

Location: WPCP Large Conference Room A

Time: Tues. May 9, 2013 9:30am—12:30pm

Instructor: Cathy Morrey, Analyst II — Employee Services & Life Coach/Mediator

Description: Do you have the technical skills and required knowledge for your job but you want to improve your communication or conflict resolution skills?

Communication is often at the core of problems in the workplace.

“Communicating with Tact and Diplomacy” is applicable to the workplace and every aspect of life.

In this three hour class, Life Coach/Conflict Mediator Cathy Morrey will teach you how to communicate effectively to:

- ✓ Be heard and respected
- ✓ Gain acceptance of your ideas
- ✓ Respond when your ideas or authority is being challenged
- ✓ Respond to feedback during performance appraisals or coaching sessions
- ✓ Respond when you or someone else is angry
- ✓ Resolve basic workplace conflict

You will have a chance to role play situations.



Communication & Conflict Resolution

Conflict Coaching Session

Session Length: 2 hours

Location: WPCP Large Conference Room A

Time: Thurs. September 12, 2013

10:00am—12:00pm

Instructor: Cathy Morrey, Analyst II — Employee Services & Life Coach/Mediator and other City of SJ Conflict Coaches.

Conflict coaching is a process to support peoples' ability to engage in, manage, or productively resolve conflict. *Conflict coaching* enables employees to talk about the conflict with a neutral third party (the conflict coach), consider options for managing the conflict, and design an approach to discuss the conflict with the other person.

Conflict coaching can be useful in a variety of circumstances, including conflicts in the workplace, relationships, family disagreements, or business conflicts. In such situations, the conflict coach can serve as a confidential listener, help you see the situation from all perspectives, support you in considering options, and help you come up with a plan of action to deal with the conflict. Also, a conflict coach can help you rehearse a conversation so that you are prepared to more confidently enter into the conflict resolution discussion.

Conflict Coaching can help you:

- ✓ Gain courage to communicate with difficult people now
- ✓ Learn tools to deal with conflict
- ✓ Enhance your communication skills
- ✓ Gain more ease with addressing conflict
- ✓ Ask for what you want or need and set boundaries
- ✓ Come up with Win/Win solutions to the issues/problems

This will be a small group session. You will have your own conflict coach. Sign ups are required to guarantee a coach.

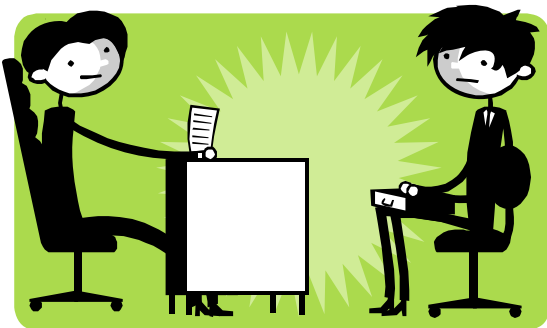


Career Development

Interviewing Techniques

Session Length: 3 hours
Location: WPCP Large Conference Room A
Time: Wed. March 13, 2013 9:00am—12:00pm
Instructor: Shirley Mata, Senior Analyst — Workforce Planning

Description: Learn to answer the tough questions and engage your interviewer using the PAR method plus gather information on dealing with negative questions employing the sandwich technique. After this workshop, you can forget about being nervous because you will feel confident and be prepared for any interview.



Resume Writing Workshop

Session Length: 2 hours
Location: City Hall Tower T— 1047
Time: Mon. September 30, 2013
10:00am—12:00pm
Instructor: John Dam, Risk Manager

Description: Is your resume complete and easy to read? Have you identified your achievements and used keywords? Do you have a print and an electronic version?

Set yourself above the crowd with a focused resume that is tailored to the needs of the employer. Workshop covers objectives, action verbs/accomplishments and different resume types.

How will this benefit you?

- ✓ Learn to objectively critique your resume and identify the key components of a good resume
- ✓ Learn how to write accomplishment statements instead of merely listing your skills and duties.

Professional Development

Effective Meeting Management

Session Length: 2 hours

Location: City Hall Tower T—550

Time: Wed. February 27, 2013 1:00pm—3:00pm

Instructor: Matt Krupp, Administrator, Solid Waste — City of Palo Alto

Description: In this course you will be introduced to many aspects like:

- 1) learning how to make your staff meetings more productive
- 2) knowledge of when to have and not have meetings
- 3) learn how to deal with time hogs or employees who keep going off topic (how to bring them back)
- 4) knowledge of how to best use a facilitator, time keeper and group leader
- 5) increased knowledge on how to make the most out of agendas
- 6) learn how to empower staff to produce results with effective one on ones.

How will this benefit you?

- ✓ Understand the benefits and necessity of efficient meeting management
- ✓ Learn the tools and methods for proper meeting management and participation

4 Different Generations in the Workplace—How Do We Work Better Together?

Session Length: 3 hours

Location: City Hall Tower T—955

Time: Wed. March 6, 2013 1:30pm—4:30pm

Instructor: Cathy Morrey, Analyst II — Employee Services & Life Coach/Mediator

Description: This is the first time in American history that there has been four generations in the workplace. With this comes the issue of distinct generations—the traditional, the Baby Boomers, Gen X, and Gen Y—working together and sometimes colliding as their paths cross. This workshop addresses how to deal with the unique communication issues that can arise when the different generations come together in the workplace. There will be a question/answer panel of the different generations.

How will this benefit you?

- ✓ Explore generational diversity in the workplace and gain insight to understand and resolve misunderstandings
- ✓ Identify and exchange perspectives on workplace expectations informed by generational identities
- ✓ Learn to recognize patterns that influence workplace attitudes and thwart team cohesion
- ✓ Address REAL generational diversity challenges on YOUR team and gain practical tools to implement change

Professional Development

The SECRET to Having Success in Your Personal and Professional Life

Session Length: 3.5 hours

Location: WPCP Large Conference Room A

Time: Thurs. March 28, 2013 1:00pm—4:30pm

Instructor: Cathy Morrey, Analyst II — Employee Services & Life Coach/Mediator

Description: Most of the time, we attract by “default” rather than by deliberate choice. Often, we go through our day, focusing on problems that need to be solved or on things that did not feel good nor seem right. In doing so, we are actually creating more problems. This session will teach you about the law of attraction. It is as true as the Law of Gravity. Human beings are actually very powerful attractors and we can use the Law of Attraction to attract more of what we want in life – simply by paying attention to where we place our thoughts and desires.

How will this benefit you?

- ✓ Knowledge of the law of attraction and how you can use it to make positive changes in your work and personal life
- ✓ Learn how you can implement powerful tools from the SECRET in your life even if you have challenging circumstances
- ✓ Knowledge of the power of gratitude and the difference it can make in your life

Managing Your Own Performance—The Key to Success on the Job!

Session Length: 2 hours

Location: WPCP Large Conference Room A

Time: Tues. May 14, 2013 1:30pm—3:30pm

Instructor: Cathy Morrey, Analyst II & Life Coach/Mediator and Shellyne Urban, Analyst II — Employee Services

Description: We have all been there—years without much feedback or a performance appraisal. Some of us blame our supervisor for not managing our performance. Have you ever thought about the possibility that you can manage your own performance too?

Managing your own performance as an employee doesn't have to be a bunch of cumbersome new paperwork. Most work can be documented in writing that will then provide a complete picture of work assigned, expectations set, and work accomplished throughout the evaluation period. If employees get in the habit of managing their own performance with their supervisor, then employees and managers are much more likely to stay on the same page.

How will this benefit you?

- ✓ Better verbal communication with your supervisor
- ✓ Knowledge of how to help your supervisor manage your annual review in ways that reflect more accurately your day-to-day performance
- ✓ Learn tools you need to manage your performance to avoid surprises on your appraisals

Professional Development

The Practical Coach—for Positive Performance Outcomes!

Session Length: 3 hours

Location: City Hall Tower T—1047

Time: Wed. June 5, 2013 1:30pm—4:30pm

Instructor: Valerie Osmond, Senior Analyst & Cathy Morrey, Analyst II — Employee Services & Life Coach/Mediator

Description: The Practical Coach training is all about caring, encouraging, correcting, and challenging your team. It's as simple as noticing how a team member is performing and then letting him/her know you notice. In other words, coaching is the process of letting people know that what they do matters to you. The more you can coach “good” and “not so good” behavior, the more effective you will become as a team leader/supervisor. This will also make performance review time a lot less stressful since you have addressed issues ahead of time.

The Practical Coach shows how to let them know they matter...

For good work: when you see it, say it

For work that needs improvement: make it private and positive

For more challenging situations: use the Two Minute Challenge method

Come to this interactive training where you will learn the “Two Minute Coaching Challenge” that will help you empower your staff as well as manage their performance. We will also participate in role plays covering a variety of topics -- from getting good work repeated, correcting poor work in a positive way, and tools for turning performance around. Please bring any challenges you may have for the role plays.

Overwhelmed by Workplace Stress? You're Not Alone

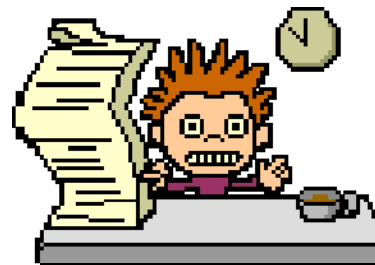
Session Length: 1 hour

Location: City Hall Tower T—1047

Time: Monday, June 17, 2013 1:30pm—2:30pm

Instructor: Magellan Training

Description: Stressors are unique to the individual and so are the ways for managing them. This workshop looks at stressful situations differently and focuses on what you can control about them. Practical techniques are provided to help you manage your stress in the workplace.



Professional Development

What is this Social Media?

Session Length: 2 hours

Location: City Hall Tower T—550

Time: Wed. June 19, 2013 1:30pm—3:30pm

Instructor: Ricardo Barajas, Marketing Representative — Communications

Description: Government agencies regularly rely on social media to engage with their customers for improved citizen services and cost savings. Social Media integrates technology, social interaction, and content creation to collaboratively connect online information. Through social media, people or groups can create, organize, edit, comment on, combine and share content, in the process helping agencies better achieve their mission goals. This class will go over the basics of what these tools are and will address examples of commonly-used types of social media in government:

- ✓ Social Networks (e.g., Facebook)
- ✓ Microblogs (e.g., Twitter)
- ✓ Video
- ✓ Photo Sharing (e.g., Flickr)
- ✓ Blogs (e.g., WordPress)

Community Engagement: Designing and Facilitating Community Meetings

Session Length: 2 hours

Location: City Hall Tower T—550

Time: Wed, October 16, 2013 2:00pm—4:00pm

Instructor: Art Nino, Community Coordinator, & Paul Pereira, Neighborhood Team Manager — Housing

Description: Effective community engagement delivers long-term sustainable decisions in a way that saves time and money. It strengthens stakeholder relationships, builds goodwill and fosters ownership. However, without the right approach, engagement can inflame outrage, push out timelines and budgets and compromise decision-making. Participants will learn about the principles, skills, and toolkit they need to design and facilitate productive community meetings. Coming away from this training, participants will have greater capacity to take an active leadership role in addressing stakeholders in a wide variety of ESD issues, efforts, or initiatives.

How will this benefit you?

- ✓ Build capacity to think through and design/plan community meetings
- ✓ Learn how to develop messaging using inventories of the audience's needs, issues, and perspectives, in order to avoid political pitfalls and rabbit trails
- ✓ Acquire skills and tools to facilitate community meetings – how to frame topics, ask questions, and respond to the group for productive discussion and dialogue
- ✓ Manage interruptions, anger, distractions and other difficult situations

Team Leadership and Supervision

7 Habits for Highly Effective Leaders

Session Length: 28 hours & 7 hours outside of work
Location: WPCP Large Conference Room A
Time: Every Tues. February 12th - March 26th, 2013 11:00am—3:00pm
Instructors: Cathy Morrey, Analyst II — Employee Services & Life Coach/ Mediator, and Dave Armstrong, Professional Consultant

Description: This unique workshop provides the foundation necessary to strengthen the human side of performance. It introduces key principles and teaches skills needed to work effectively with and through others. The facilitation and content fosters measurable change and improvement at the personal, managerial and organization levels.

The workshop is based on the best selling business book by the same name. It provides participants with the skills and training to recognize leadership characteristics and apply their principles to business success. It helps build stronger organizations by strengthening and exercising the character and competence of the individuals who comprise them.

How will this benefit you?

- ✓ Develops leadership and confidence in new and emerging ESD leaders
- ✓ Spurs innovative and collaborative solutions to day to day issues

Would I Inspire Me?

Session Length: 2.5 hours
Location: WPCP Large Conference Room A
Time: Tues. April 16, 2013 9:30am—12:00pm
Instructor: Theresa Hayes, Marketing & Public Outreach Manager — Communications

Description: When workers know their work makes a difference, productivity rises and so does job satisfaction.

What does it take to inspire a work group to greater commitment and productivity? It's not charisma. Rather, it's behavior that any well-intentioned leader can emulate, as this program demonstrates.

The video follows Tom, a competent manager, on his quest to find out what makes Elliot, an exceptional manager in his organization, so inspiring to his workers. He learns that Elliot found what was meaningful in their work, and communicated that - in words and actions - to everyone on his team.

The "Would I Inspire Me?" video/workshop program gives viewers practical ways to make work life more meaningful, productive, and rewarding for themselves and their team.

How will this benefit you?

- ✓ Communicate why work is important
- ✓ Acknowledge the contribution of every employee
- ✓ Support your team
- ✓ Create opportunities for growth

Team Leadership and Supervision

Leadership and Coaching Academy (LCA)

Session Length: 44 hours
Location: City Hall Tower T—955
Time: Every Thurs. April 18—June 20, 2013 1:00pm—5:00pm
Instructors: Various

Description: This series of classes will provide employees who have supervision, management or team responsibilities with the necessary skills, knowledge and abilities to carry out their duties effectively as powerful and inspiring leaders.

How will this benefit you?

- ✓ Increased capacity, confidence, and wisdom as a public sector leader and manager
- ✓ Increased ability to inspire, lead and empower staff to be successful on the job and grow in the organization
- ✓ Increased knowledge of how to be more efficient and effective when leading meetings and managing a team
- ✓ Increased capacity for giving and reinforcing constructive feedback, building trust/rapport, listening, coaching and helping staff resolve conflict
- ✓ Increased knowledge of the importance of ethics, workforce planning, and diversity management in the workplace
- ✓ Knowledge of OER key policies, procedures and performance management

*Note: This class is for employees who supervise staff only. Non supervisors can be put on a waiting list. Email esdtrainres@sanjoseca.gov.

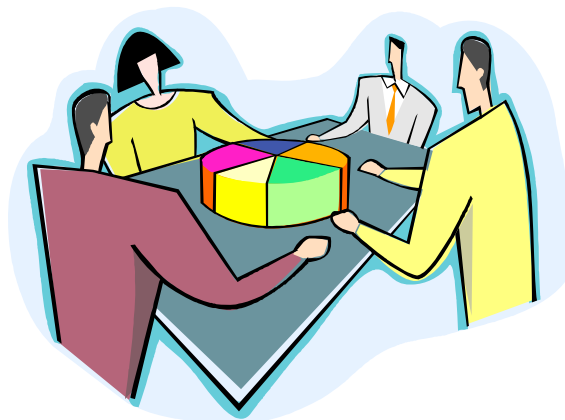
Delegation: The Art of Delegating Effectively

Session Length: 2 hours
Location: City Hall Tower T—1047
Time: Wed. September 4, 2013 1:30pm—3:00pm
Instructor: Dave Sykes, Director — Public Works

Description: Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This 4 hour workshop will explore many of the facets of delegation: when to delegate, and to whom. Go through the delegation process step by step, to see where the pitfalls are, and what can be done about getting around them.

How will this benefit you?

- ✓ Learn to effectively use delegation
- ✓ Consider delegation as a staff development technique



Team Leadership and Supervision

ESDU

Session Length: 32-26 hours

Location: Varies

Time: Fall 2013 — TBA

Instructor: Various

Description:

Purpose: To provide ESD employees with the knowledge and understanding of ESD programs and processes in order to establish linkages. Graduates of this program will be considered ambassadors who will model the use of leadership tools and processes.

Why? To have increased...

- ✓ Capability and confidence with problem-solving tools and processes
- ✓ Communication and relationships with your team
- ✓ Ability to create a culture of effective meetings and processes
- ✓ Emotional intelligence awareness
- ✓ Knowledge and understanding of ESD programs and processes in order to establish linkages

Depending upon budget, resources and trainers, we might be able to offer additional classes throughout the year.

Feel free to put in a request at:

esdtrainres@sanjoseca.gov.

If we get enough requests for the same training, we will do our best to offer the class.

TO REGISTER, PLEASE GO TO www.citysjtraining.com AND LOGIN WITH YOUR ASSIGNED ACCOUNT INFORMATION! If you do not know your login information, please contact esdtrainres@sanjoseca.gov.

Extra Resources

Extra Resources:

San Jose Public Library Online Computer Classes

www.citysjtraining.com

This resource offers a large variety of classes that you can choose from including 2003, 2007 versions of Excel, Word, Access, Outlook and much more! You don't have to have a library card to log in.

We love this resource for a few reasons:

1. It's free! With limited resources, it is great to be able to still offer computer training at no cost.
2. The classes are self placed. You can stop and go as you please.
3. You can skip modules if you already know the material.
4. You finally have the training at the exact time that you need it! You don't have to wait for a class to be scheduled; you can enroll anytime!

Login to your EZLCMS account today to register anytime! You can find the link under "Resources" and in the online "Catalog" page.

Microsoft Office tutorials

<http://office.microsoft.com/en-us/training-FX101782702.aspx>

Webcasts and Podcasts—free! Sign up for a great webinar or podcast on Leadership, Communication, Project Management and much more!

<http://www.amanet.org/individualsolutions/parameters-solution1.aspx?>

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Type=Webcasts](http://www.amanet.org/individualsolutions/parameters-solution1.aspx?SelectedSolutionType=Web+Events&SelectedSubSolutionType=Webcasts)

Podcasts

[http://www.amanet.org/individualsolutions/
parameters-solution1.aspx?
SelectedSolutionType=Podcasts](http://www.amanet.org/individualsolutions/parameters-solution1.aspx?SelectedSolutionType=Podcasts)

Collaborative Resolution program—Resolve your conflict with the help of a Trained Mediator!

<http://conflictresolution.sjcity.net/>



Free Webinars

ICMA Webinars

As many local government executives retire, the Cal-ICMA Coaching Program aims to prepare talented mid-career professionals to take their places in senior management roles. Through a volunteer network of experienced local government executives and senior assistants serving as coaches, the Cal-ICMA Coaching Program aims to provide support for the professional and personal development of new and aspiring managers. Click the link below to find out about their free telephone and webinar panels.

http://icma.granicus.com/ViewPublisher.php?view_id=2



4 Complimentary AMA Management Webcasts

Reenergize Your Best Employees Before They Leave You

Time: Wednesday, January 23, 2013
9:00am—10:00am

Description: Discover tips and tactics for reengaging your employees using time-tested tools and techniques from the best of AMA:

- ✓ How to focus on critical staff using the Pareto principle
- ✓ Understanding what motivates high-potential employees and what has led to their dissatisfaction
- ✓ How to focus on the motivating factors and use modern science for keys on how to inspire the best from purpose-driven employees

How Innovative Companies Leverage Workforce Metrics and Analytics

Time: Wednesday, February 6, 2013
9:00am—10:00am

Description: This webcast explores the current state of the human capital analytics including a review of what successful organizations are doing and models they employ to achieve success. Participants will also gain insight into “what’s next” in analytics and planning and how to evolve their analytics initiatives.

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Free Webinars & Computer Classes

Managing for People Who Hate Managing

Time: Wednesday, February 13, 2013
9:00am—10:00am

Description: Drawing on the Myers-Briggs Type Indicator, you'll discover how working with—rather than fighting against—your strengths is key to being an effective manager:

- ✓ How to find your best management style
- ✓ How to adapt to your employees personalities
- ✓ Why making employees feel good isn't in their best interest

To Sell Is Human

Time: Wednesday, February 27, 2013
9:00am—10:00am

Description: This webcast offers you a fresh look at the art and science of selling. Join Daniel H. Pink as he draws on a rich trove of social science for counterintuitive insights on:

- ✓ Why extraverts don't make the best salespeople
- ✓ Six successors to the elevator pitch
- ✓ Three rules for understanding another's perspective

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Computer Classes

Excel 2007—Level 1—Worksheets, Formulas & Formatting

Session Length: 6 hours

Location: WPC Trailer B

Time: Thursday, February 7, 2013

9:00am—4:00pm

Instructor: Computer Magic

Description: This class is for new Excel users who want to learn to create and modify a spreadsheet, enter text and values into cells, create formulas and functions, use Autofill, format, insert and delete columns and rows, and to format, print and save documents. Even if you have used Excel on some level or are a self-taught user, you will learn a variety of short cuts and time saving tricks to enhance your spreadsheet use.

Prerequisites: Students should be competent Windows users or have completed Windows PC Fundamentals. Use of Excel is recommended prior to class but not required.

Learning Objectives:

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

- ✓ Explore the Microsoft Office Excel 2007
- ✓ Perform calculations
- ✓ Modify a worksheet
- ✓ Format a worksheet
- ✓ Print workbook contents
- ✓ Manage large workbooks

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Computer Classes

Excel 2007—Level 2—Advanced Functions, Charts, & PivotTables

Session Length: 6 hours

Location: WPC Trailer B

Time: Thursday, March 7, 2013 9:00am—4:00pm

Instructor: Computer Magic

Description: In this course, you will use Microsoft Excel 2007 to streamline and enhance your spreadsheets with templates, charts, graphics, and formulas. You will apply visual elements and advanced formulas to a worksheet to display data in various formats.

Prerequisites: Students should have completed Excel 2007: Level 1, or have equivalent knowledge, and be confident with creating basic spreadsheets, writing basic formulas, copying and moving data, saving and retrieving worksheets and printing.

Learning Objectives:

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

- ✓ Calculate with advanced formulas
- ✓ Organize worksheets and table data using various techniques
- ✓ Create and modify charts
- ✓ Analyze data using PivotTables and PivotCharts
- ✓ Insert graphic objects
- ✓ Customize and enhance workbooks and the Microsoft Excel environment

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