

# PIERCE COUNTY HUMAN RESOURCES ORGANIZATIONAL DEVELOPMENT & EQUITY

*Organizational Development and Equity provides learning opportunities that contribute to performance excellence, improve productivity, strengthen internal communications and build a new generation of leadership.*

## 2018 TRAINING SCHEDULE

We are excited to announce that [Workday Learning](#) is now available to all employees! Workday Learning is a new learning management system that places course enrollment and training management in your hands.

### REGISTER IN WORKDAY LEARNING!

*Employees **with** computer access*

Step 1: Log into your Workday profile and select the Learning icon. Then browse for a course by topic or by using the browse option to see all offerings.

Step 2: Select the course you would like to enroll in. At the very bottom of the page, click on enroll (an approval notification step will go to your supervisor).

Step 3: If you are approved, go back to your Learning dashboard and click on Not Started. Click on the course you have been approved for and at the bottom of the page, click on Download Schedule (an ICS file will populate). Make sure to Save and Close to download onto your Outlook calendar.

*Employees **without** computer access*

If you would like to register for a class, please contact the Organizational Development and Equity Division by email at [PCHRTRAINING@co.pierce.wa.us](mailto:PCHRTRAINING@co.pierce.wa.us) or by calling (253) 798-3659.

## DIVERSITY

### Attitudes Toward Differences (initial certification)

**\*\*Employees must attend prerequisite Attitudes Toward Differences before other (refresher) Diversity classes.**

This is a **prerequisite** for other diversity training classes. The curriculum provides communication skills and demonstrates how personal awareness, respect, and accountability are the first steps toward creating a healthy work environment.

<b>March 22, 2018</b>	8:30AM – 12:30PM
<b>April 19, 2018</b>	8:30AM – 12:30PM
<b>May 24, 2018</b>	8:30AM – 12:30PM
<b>July 24, 2018</b>	8:30AM – 12:30PM
<b>August 30, 2018</b>	8:30AM – 12:30PM
<b>September 11, 2018</b>	8:30AM – 12:30PM
<b>October 18, 2018</b>	8:30AM – 12:30PM
<b>November 8, 2018</b>	8:30AM – 12:30PM

### Communicating with People with Disabilities (follow-up certification every 2 years)

Roadblocks that result from a lack of experience and interaction with persons with disabilities interfere with the ability of persons with disabilities to have equality in employment and treatment in service. This lack of familiarity has nourished negative attitudes concerning persons with disabilities. During this insightful training, you will come to recognize that all of us no matter how different we may appear to each other at first—share many of the same values, interests, hopes and dreams.

<b>March 15, 2018</b>	8:30AM – 10:00AM	<b>August 9, 2018</b>	8:30AM – 10:00AM
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**LGBT Cultural Competency** *(follow-up certification every 2 years)*

Gay, lesbian, and bisexual workers speak in this enlightening video presentation. This program highlights common workplace cultural problems which prevent gay employees from producing at their highest level and discusses the effects of homophobia in the workplace.

**March 5, 2018** 3:00PM – 4:30PM

**August 23, 2018** 10:30AM – 12:00PM

**Generational Differences in the Workplace** *(follow-up certification every 2 years)*

Today's workforce is a blend of workers coming from a wide range on the age scale. Each generation brings different values, work ethics, and ways of doing business in today's workplace. Upon completion of this course, participants will: 1) learn the behavioral characteristics of each generation; 2) understand what motivates each generation to be productive; and 3) discuss how the newest generation will drastically change the workplace.

**May 18, 2018** 2:30PM – 4:30PM

**July 20, 2018** 10:00AM – 12:00PM

**The History of Discrimination in America** *(follow-up certification every 2 years)*

Through documentary footage and eyewitness reports, participants are given a powerful perspective on historical events from the ordinary people who lived through them. Spanning three centuries, this resource explores the history of non-acceptance in America and our country's ongoing struggle to live up to its ideals of liberty, equality and justice for all. Participants will walk away with a better understanding of prevailing attitudes that existed in the past and exist today.

**March 19, 2018** 3:00PM – 4:30PM

**July 19, 2018** 8:30AM – 10:00AM

**Values Voting** *(follow-up certification every 2 years)*

When we have a strong negative opinion about a person, we tend to act as though one or two characteristics that we don't like sum up the entire person. We may even be able to state our feelings in a single statement about that person. In life we must make choices. Our values and beliefs affect the choices we make. Sometimes those choices affect our behaviors. In this safe classroom environment, participants will be given the opportunity to explore their personal values and see how they may impact their behavior in the workplace. During this workshop, participants will: 1) have the opportunity to make a public affirmation of personal values, 2) develop awareness of the judgments that people make about those perceived as different, 3) increase understanding of the ways in which values affect choices and behavior, and 4) participate in creative thinking that goes beyond limitations and strives to accommodate differences.

**May 10, 2018** 3:00PM – 4:30PM

**September 17, 2018** 3:00PM – 4:30PM

# WORKPLACE HARASSMENT

## Beyond Sexual Harassment

Beyond Sexual Harassment is a video-based training program designed to stimulate discussion about ALL forms of harassment. This facilitated course provides valuable tools to help eliminate the emotional and financial problem of harassment in the workplace. Upon completing this training session, participants will be able to identify behaviors that can be considered harassing; explain the effects that harassment has on people; discuss and examine personal feelings about harassment; promote the concept that harassment and discrimination will not be tolerated; and explain Pierce County's policies and procedures related to harassment and discrimination.

**March 27, 2018** 9:00AM – 11:30AM  
**April 24, 2018** 9:00AM – 11:30AM  
**May 10, 2018** 9:00AM – 11:30AM  
**August 15, 2018** 9:00AM – 11:30AM  
**September 19, 2018** 9:00AM – 11:30AM  
**November 20, 2018** 9:00AM – 11:30AM

## It's Up To You: Stopping Sexual Harassment

This is a comprehensive training program to help employees understand, discourage, and eliminate sexual harassment. Through facilitation, video, and group discussion, this session provides a solid base from which to stop sexual harassment at work. Upon completion of this course, participants will be able to: 1) Define what sexual harassment is and is not; 2) understand the importance of Intent and Impact; 3) comprehend both federal and state laws; and 4) respond appropriately to offensive behavior.

**March 15, 2018** 2:00PM – 4:30PM  
**April 17, 2018** 9:00AM – 11:30AM  
**May 18, 2018** 9:00AM – 11:30AM  
**June 19, 2018** 9:00AM – 11:30AM  
**August 1, 2018** 2:00PM – 4:30 PM  
**September 21, 2018** 9:00AM – 11:30AM

# DOMESTIC VIOLENCE

This course is **required ONCE** for all Directors, Managers, Supervisors, and Leads of the Executive Branch.

## **Domestic Violence Policy Overview for Supervisors**

This course is designed to familiarize supervisors with the Domestic Violence Policy and their response and reporting responsibilities. Upon completion of this course participants will be familiar with: 1) the Pierce County Domestic Violence Policy; 2) the impact of domestic violence issues in the workplace; 3) the procedures for reporting domestic violence; and 4) supervisory responsibilities and resources for reporting and responding.

**May 14, 2018**            3:00PM – 4:30PM

**October 15, 2018**    3:00PM – 4:30PM

# ADDITIONAL TRAINING

## Crucial Conversations (2-day Course)

Learn how to create conditions where people speak with complete candor (no matter the topic) and with complete respect (no matter the person). Gain skills that enable spirited dialogue and reduce deference and defiance. Begin stepping up to tough issues and sharing opinions, feelings, and information safely and freely. Learn how to promote the best ideas, save time with fewer meetings and have less disagreement; as you build more alignment with better decisions. This course has been designed to help individuals, teams, leaders and organizations deal effectively with difficult subjects, facilitate open and honest two-way communication and improve unity and conviction among people.

**\*\*Note: There is a \$250.00 materials fee associated with this class. Departments will be invoiced by Human Resources through Interdepartmental Workday Billing after the session is completed. Employees are responsible for obtaining supervisory approval to attend.**

### Tacoma Mall Office Building (TMOB) 4<sup>th</sup> Floor Suite 446

**April 26-27, 2018** 8:30AM – 4:30PM  
**June 6-7, 2018** 8:30AM – 4:30PM  
**September 5-6, 2018** 8:30AM – 4:30PM

### Environmental Services Building (ESB) – East Rm

**May 2-3, 2018** 8:30AM – 4:30PM  
**November 1-2, 2018** 8:30AM – 4:30PM

### Tacoma Mall Plaza (TMP) – 2<sup>nd</sup> Floor Conference Room 210

**August 15-16, 2018** 8:30AM – 4:30PM

## Emotional Intelligence in the Workplace

This course will help you increase your emotional intelligence so that you can create and maintain more positive and constructive relationships. During this course, participants will: 1) Explore the benefits and challenges of applying emotional intelligence; 2) Obtain tools for assessing individual strengths and opportunities for improvement; and 3) Learn the core skills needed for emotional intelligence.

**April 12, 2018** 9:30AM – 4:30PM  
**June 14, 2018** 9:30AM – 4:30PM  
**September 27, 2018** 9:30AM – 4:30PM  
**November 6, 2018** 9:30AM – 4:30PM

## Customer Service Skills and Strategies

Customers can sometimes place unrealistic expectations on service providers. They expect us to solve all problems, have all the answers, and, at times, get angry with us or resent the regulatory role with which government is charged. During the second half of the workshop, you will learn specific things you can do when faced with angry or hostile customers. Participants will: 1) Learn to deal with emotions first; 2) Discuss how to NOT "take the bait" when dealing with a hostile person; and 3) Learn specific hostile defusing techniques that can be used anywhere. We've all taken part in conversations that we wouldn't necessarily want preserved on tape. Who hasn't traded a shady rumor or two now and then? But gossip can do real damage, and is a hurtful means of communication. (Beginning in 2018, this course combines "Customer Service Skills" and "Defusing Hostile Customers.")

**April 6, 2018** 8:30AM – 12:00PM  
**September 26, 2018** 8:30AM – 12:00PM

## SUPERVISORS, MANAGERS and DIRECTORS

### The Practical Coach

Coaching is all about making the best of the ups and downs that your team members experience every single day. Great coaching comes from knowing how to do this gently, directly and sincerely. From getting good work repeated, to correcting poor work in a positive way, to turning dead-end performances around, The Practical Coach offers sensible advice for coaches who care. Coaching is the process of letting people know that that what they do matters to you.

**(This course is designed for Directors, Managers, and Supervisors. Though not a required course at this time, all supervisors, managers and directors are strongly encouraged to attend.)**

**March 29, 2018** 8:30AM – 12:30PM

**July 10, 2018** 8:30AM – 12:30PM

**October 11, 2018** 8:30AM – 12:30PM

## LEAD AND ASPIRING SUPERVISOR TRAINING

### The Practical Coach for Leads and Aspiring Supervisors

Coaching is all about making the best of the ups and downs that your team members experience every single day. Great coaching comes from knowing how to do this gently, directly and sincerely. From getting good work repeated, to correcting poor work in a positive way, this course offers practical tools for effective coaching, which lets people know that that what they do matters to you.

**(This course is designed for current lead-level and future lead-level employees)**

**March 13, 2018** 8:30AM – 12:30PM

**June 26, 2018** 8:30AM – 12:30PM

**October 31, 2018** 8:30AM – 12:30PM

## TRAINING REMINDERS

- Employees without computer access are responsible for obtaining supervisory approval for attending classes before sending a training request to PCHRTRAINING.
- Please note the scheduled start and end time for your class and make the necessary arrangements to attend the full time. Arriving late or leaving early is disruptive to your learning, the trainer and other participants. Supervisors will be notified of late arrivals or early departures.
- If you are registered for a class and are unable to attend, please update your enrollment in Workday Learning as soon as possible. For employees without computer access, please notify the Organizational Development and Equity office as soon as possible. This allows other employees who are on waiting lists for classes the opportunity to attend.

QUESTIONS? Contact us at [PCHRTRAINING@co.pierce.wa.us](mailto:PCHRTRAINING@co.pierce.wa.us) or by phone at (253) 798-3659