System Usage

Using Your Online Training

- Recognize why online training is such a powerful tool.
- Identify the expectations for using your online university.
- Understand how your online university works and how to use it properly.

Customer Service Training:

A Welcoming Customer Culture

- Understand the advantages of developing a customer culture
- Identify the characteristics of a welcoming customer culture
- Recognize the leading indicators of customer satisfaction

Handling Difficult Customers for Local Government

- Learn communication skills for managing difficult customer service situations
- Recognize how perceptions affect customer service

Grant Writing Assistance:

Law Enforcement Grant Writing 101
Introduction to PoliceGrantsHelp and TurboGrants

- Introduction to PoliceGrantsHelp and TurboGrants - Module 1
- Introduction of Grant Writing Instructor - Module 2
- Law Enforcement Grant Resources - Module 3
- Preparing for a Grant Application - Module 4
- Developing a Case Statement for Funding - Module 5
- Grant Funding Plan - Module 6
- Selection of a Funder - Module 7
- Understanding the Grant Application - Module 8
- Problem Statement - Module 9
- Project Description - Module 10
- Budget Development & Budget Narrative - Module 11
- Private Grants - Module 12
- Putting it all Together - Module 13
- TurboGrants: PoliceGrantsHelp - Grant Writing 101 - Final Exam

Information Technology:

Microsoft Excel Basics

- Understand the purpose of an Excel spreadsheet and common uses at work and home.
- Recognize common terms and parts of the Excel workbook and a typical spreadsheet.
- Identify what information can go in a cell, as well as basic formulas and functions.

Microsoft Word Basics

- Understand how to prepare a letter, report or memo using Microsoft Word.
- Identify methods for formatting documents to fit your specific needs.
- Recognize basic functions on the toolbars and how to use them.

Microsoft Outlook Basics

- Understand the value of Microsoft Outlook as a communication tool.
- Identify the scheduling tools available on the Outlook calendar.
- Identify the methods for attaching files to an e-mail.

Human Resources:

Ethical Behavior for Elected Officials

- Define "ethical behavior" as it relates to elected officials
- Recognize how the perception of impropriety can be damaging to your reputation and career
- Identify methods for determining whether an action is ethical in ambiguous situations

Ethical Behavior for Local Government

- Understand the importance of ethical behavior.
- Recognize the heightened expectations of ethical behavior as a public servant.
- Identify key ethical behaviors.

Leadership vs. Management

- Identify the commonly-understood differences between managerial skills and leadership abilities
- Recognize the types of tasks that managers and leaders do best
- Determine how individuals can be effective managers and leaders

Supervisor Skills 101

- Communicating Effectively
- Expertise & Experience
- Responsibility
- Leadership Ability
- Organization

Supervisor Skills 201

- Adapting and Implementing Change
- There are no tests Promoting Key Values
- There are no tests Judgement
- There are no tests Produce Results
- There are no tests People and Team Skills

The Risks of Social Media

- Recognize the need to control employee use of social media both on site, on duty and off site, off duty
- Identify the social media risks most relevant to your organization
- Understand the critical elements of an effective social media policy

Understanding the Family and Medical Leave Act

- Identify the basic provisions of the Family and Medical Leave Act
- Recognize the changes made to the FMLA as a result of the Department of Labor's "final rules"

Violence in the Workplace

- Realize that workplace violence can occur anywhere
- Recognize the warning signs that someone may be on the verge of violence
- Identify the steps to take should violence occur in your workplace

Management:

Crisis Management

- Understand the importance of a crisis management team.
- Identify the members of a crisis management team and define their roles.
- Recognize the importance of reporting facts through a designated spokesperson

Disciplinary Action and Procedures

- Understand the importance of rules and discipline in the workplace.
- Recognize basic work rules common to most organizations.
- Identify the steps in the progressive disciplinary process.

Drug and Alcohol Awareness

- Understand how drugs and alcohol might be having an impact on your organization.
- Detect physical, behavioral and performance indicators that someone might be abusing drugs or alcohol. Identify the types of drugs available and their impact on the people that use them.

Meeting Management

- Understand the fundamentals of meeting management.
- Recognize the role group development plays in effective meetings.
- Analyze and avoid the common problems associated with meetings

Performance Management

- Understand the importance of performance management and preparing for performance appraisals.
- Realize that performance management is not a single day activity, but an ongoing process.
- Identify the key factors that go into an effective performance appraisal process.

Providing Effective Orientations

- Recognize the importance of proper employee orientations.
- Identify problems that can arise from a poor orientation process.
- Demonstrate how effective orientations can increase productivity.

Running an Effective Board Meeting

- Determine how to keep a meeting on time, focused and moving forward
- Identify and work effectively with different personalities around the board table

- Recognize the peripheral components essential to running an effective meeting, including minutes, agenda and calendar

Transition from Peer to Supervisor

- Accepting Your New Role
- Establishing Clear Boundaries
- Communication
- Taking Action

Productivity:

Basic Telephone Skills

- Identify professional expectations for today's telephone etiquette
- Recognize ways to make a good impression over the phone
- Discover solutions to common miscommunication problems
- Learn how to track and manage phone calls more easily and effectively
- Acquire a few helpful tips and phrases for handling phone conversations

Business Writing Basics

- Identify techniques for making business documents more interesting and informative.
- Understand the importance of effective communications in the workplace.
- Recognize errors in writing style to be avoided.

Computer Security Basics

- Identify who can intrude into your computer and how.
- Recognize the most common and current ways to keep your technology secure.
- Determine simple ways to prevent viruses in order to avoid losing valuable information.

Developing Effective Communication Skills

•Understand that listening is a major part of effective communication
•Recognize the need for self-editing when using electronic communication media
•Recognize the need for well written content on a website

Enhancing Work Relationships

- Understand the advantages of building strong relationships in the workplace.
- Identify the major characteristics of strong working relationships.

- Recognize techniques for building relationships at work.

Goal Setting Skills

- Understand the importance of goal setting and how to set goals effectively.
- Identify the components of SMART goals.

- Recognize barriers to setting, implementing and achieving goals.

Keeping Your Cool

- Identify the common causes of workplace stress.
- Recognize different ways to alleviate or deal with stress.
- Determine how workplace stress can affect you and the people around you.

Personal Professionalism

- Distinguish the core expectations your employer has for you from those you have for yourself.
- Acknowledge the importance of personal professionalism in the workplace.
- Recognize the importance of having high self-expectations both personally and professionally.

Time Management Skills

- Recognize the value of your time.
- Identify the benefits of good time management and ways to better manage time.

- Understand procrastination and how to avoid it.

Work Environment Flexibility

- Recognize the characteristics, pros and cons of a flexible work environment.
- Identify methods for managing change in the workplace.
- Distinguish the characteristics of flexible work roles, role stress and ways to manage it.

Writing an Effective E-Mail

- Identify the various components of an e-mail message and recognize the correct way to use them.
- Recognize the different techniques and rules for communicating effectively through e-mail.
- Distinguish the appropriate behavior styles for different types of e-mail messages.

Safety & Environmental

Advanced Defensive Driving Techniques

- Identify the hazards associated with severe weather driving and know how to respond to them
- Recognize your responsibilities when sharing the road with other motorists, cyclists, and pedestrians
- Determine how to adjust your driving style to various road conditions

Defensive Driving Basics

- Recognize how your decisions impact your safety and that of other motorists
- Identify the actions you can take to be safer behind the wheel
- Recognize the risks and costs of inattentive, irresponsible, and aggressive driving

Distracted Driving for Local Government

- The Distracted Driving problem
- Multitasking is a brain drain
- Multitasking impairs performance
- Driving risks of hands – free and handheld cellphones

- Identifying tips for preventing Distracted Driving

Basic First Aid

- Understand how to deal with medical emergencies.
- Determine how to correctly assess a situation and process the information before administering first aid.
- Recognize what steps need to be taken in accordance with the Emergency Action Principles.

Preventing Accidents in the Workplace

- Identify common ways you can injure your back, feet, eyes, hands and hearing on the job.
- Identify some ways to prevent personal injuries.
- Recognize the importance and proper usage of protective foot, eye, hand and hearing protection.