



TRAINING

CATALOG 2020

Employee Training & Development Opportunities

Yuma County Human Resources

Yuma County strives to enhance the organization's culture and expertise by providing opportunities for professional growth and team development via training opportunities, which improve communication, broaden employee skills, raise employee morale and job satisfaction.

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EMPLOYEE EDUCATION AND DEVELOPMENT

Classes Provided

Yuma County Human Resources provides a variety of classes for all employees regardless of their position or management level. Classes range from Super Manager training to communications to Microsoft Office products (Word, Excel, Outlook, and PowerPoint). In addition, other classes are offered, as needed, to address rule changes, completing the annual performance evaluation, and other County wide mandates. Classes are designed to improve employee's skills, knowledge, and abilities.

***Note:** Most training courses offered qualify for Judicial co-jet hours.

Customized Training for Your Department

Human Resources can tailor most seminars and training programs to meet the needs of individual departments and employees. Our trainers will work with you to make sure the training you choose is developed to your specifications.

Class Locations

Classes are held in a variety of locations:

- Human Resources Training Room. 198 S. Main Street
- Board of Supervisors Auditorium, 198 S. Main Street
- Health Department Computer Training Room, 2200 W. 28th Street
- Heritage Library, 350 S. 3rd Avenue
- Main Library, 2951 S. 21st Drive
- South & East Yuma County
- Other locations, as requested, or needed

Registering

Reservations are to be made in advance by accessing the Eventbrite web sites of the classes, as listed in the quarterly calendar.

If you have any questions regarding registration, please contact Arlyn Galaviz, Human Resources Trainer, by email: Arlyn.Galaviz@yumacountyaz.gov or by calling (928) 373-1174.

FOR THE NEW EMPLOYEE

When and Where

New Hire Orientation is held on the first Tuesday of each month, with *Benefits Enrollment* on the following Wednesday and *Preventing Workplace Harassment* the following Thursday. Should there be a change in the schedule; the department's new employee liaison will be notified in advance by Human Resources. Classes are held in the Human Resources Training Room. 198 S. Main Street, unless notified otherwise.

New Hire Orientation

Held once a month (one class for county employees; one class for judicial employees), this class covers a variety of subject matter information relevant to our new employees, such as county and judicial structures, leave accruals and usages, salary structures, rules and regulations, and other pertinent information for the newly hired employee. All newly hired full-time and part-time employees, including department heads, elected officials and deputy heads are required to attend.

New Hire Benefits Enrollment

New employees will receive detailed information in relation to their benefit choices including life insurance, dependent coverage, supplemental life insurance, dental and vision programs, and retirement. All newly hired full-time employees and newly elected officials are required to attend.

Preventing Workplace Harassment Training for New Hires

Workplace Harassment training is held one time per month and is required for all new employees including part-time and temporary employees and interns. This class focuses on Title VII of the Civil Rights Law, includes information on discrimination, workplace harassment and sexual harassment, governing laws, prevention, reporting, and investigating claims on harassment. Attendees will receive and acknowledge a copy of the Yuma County Sexual Harassment Policy and a copy of the Standards of Conduct.

New Hire Introduction to the Family Medical Leave Act (FMLA) & Workers' Compensation

FMLA entitles eligible employees to job protected leave for up to 480 hours for a qualified medical or military related circumstance. Workers' Compensation is a state mandated insurance program which provide compensation to employees who suffer a job related injury or illness. This course will introduce newly hired employees to information about these laws and inform them of their rights and responsibilities under the FMLA and Workers' Compensation.

BUSINESS ENRICHMENT

7 Habits of Highly Effective People

From Steven Covey's The 7 Habits of Highly Effective People: Habits are small things, but in the end, they determine our very destiny. The purpose of this program is to help you develop new habits – habits that will help you achieve your full potential in work and in life; habits that will help you get the results you want.

Business Writing: Introduction to English Grammar

So much of today's business interactions are not in person, but in writing via e-mail, fax, or text. This makes writing skills crucial. Business colleagues and customers will judge competency and professionalism based on your writing ability.

Delivering Flawless Customer Service

This class discusses best customer service techniques and how to effectively apply them, how internal customer service affects external customer service; and how do we handle the most challenging customer – the angry customer.

Dealing with Difficult Behaviors

When customers are confrontational, over demanding or unreasonable, it becomes harder than ever to deliver helpful, courteous service. This training provides tips and techniques to learn what it takes to handle a really touch customer or client.

Eat that Frog Part 1 & 2

Learn how to overcome the distractions that can sabotage your best intentions; to accomplish your own priorities without ignoring other people's demands; and to stop procrastination. Classes are taught separately in two half-day sessions.

E-mail Etiquette

E-mail is the preferred mode of communication in business today, and your email communication should reflect the professional that you are. This class will emphasize email manners and procedures.

Included in this training:

- Email Etiquette
- Privacy rules in addressing confidential information via email
- Proper formatting
- Grammar and punctuation
- Openings and closings

Ending Harassment at Work

This refresher course is focused on Title VII of the Civil Rights Law, and includes information on discrimination, workplace and sexual harassment, governing laws, prevention, reporting and investigating claims of harassment. Attendees will receive a copy of the Yuma County Sexual Harassment Policy and Standards of Conduct.

Grant Writing 101

This course is designed to offer guidance through the phases of writing grants, including preparation, writing the proposal, and following up with the submittal. Participants will learn how to coordinate, plan, search for data and resources, write and package a proposal to a funder, ensuring a successful grant writing process.

Introduction Logic Model

Yuma County Human Resources Department partners with AWC to bring Logic Model training to you. This introductory course will cover the basics of Logic Model, what it is, the purpose, and some uses. In this workshop we will be incorporating the logic model process into grant writing. A logic model presents a picture of how your effort or initiative is supposed to work.

Intermediate Logic Model

Yuma County Human Resources Department partners with AWC to bring Intermediate Logic Model training. This training will build on the Logic Model process geared toward strategic planning, and focus on stakeholders for the underlying rationale for a program.

Post Award Grant Management (Part 1)

Now you got the GRANT, what are you going to do? What are the do's and don'ts? The Post Award Grant Management class is designed for those who are involved with or interested in grant management. This class will provide information on expectations by Grantors such as tracking, performance measurement, and reporting.

Post Award Grant Management (Part 2)

"Now you got the GRANT, what are you going to do? What are the do's and don'ts? The Post Award Grant Management class is designed for those who are involved with or interested in grant management. Part II will provide information on financial audit requirements, guidance on federal expenditure documentation, and eCivis software overview.

Professional Telephone Techniques

The focus of this class is on delivering professional telephone communication to our customers. Refresh your skills and learn new ones: including being responsive, helpful, and empathetic.

Project Management

Learn how to initiate, plan, and execute a project that meets objectives. Also, discover techniques to define expectations, develop schedules, mitigate risk, and best practices.

Techniques for Organizing and Controlling Your Workday

This course will highlight simple routines to help you get organized at work. Participants will learn methods that will allow them to be more focused, productive, and efficient.

Workplace Ethics: Understanding the Code of Conduct

This course will underscore the importance of ethics and explore what it means to conduct oneself with integrity in the workplace. It will also provide an in depth look at the County's Standards of Conduct to teach participants to recognize behaviors that may do harm, and help employees find a way to ethical solutions with coworkers, customers, and vendors.

MANAGEMENT GUIDANCE

Americans with Disabilities Act (ADA) for Supervisors

Title I of the Americans with Disabilities Act of 1990 prohibits discrimination against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment. This training will inform supervisors how to stay in compliance with this law.

Changes in Employment

Learn how to distinguish changes in employment including lateral transfers, new hires, promotions, reallocations, reclassifications, terminations, and underfills. Gain a basic understanding of the policy guidelines that govern these employment categories and what process must be followed for each.

Communicating with a Purpose for Supervisors

This course will provide participants with tools to identify what good communication looks like and sounds like, outline skills needed for clear communication with direct reports, and provide guidance for improving listening and questioning skills. Also, included techniques for utilizing vocal tones and body language to communicate effectively.

Creating a Culture of Accountability

Accountability and ownership is about taking initiative and doing the right thing for the workplace. This course will provide participants with tools to help employees take ownership over their work and help supervisors recognize when there is a significant lack of accountability on the part of employee. Participants will also learn what accountability in the workplace is and why is it essential to high performance, and what supervisors can do to make accountability part of their organization's culture.

Criticism & Discipline for Supervisors

Learn to identify what causes employees to fall into the trouble zone, and develop an approach to deal with employees that result in more consistent, positive outcomes.

Diversity & Inclusion for Supervisors

This course focuses on developing key diversity and inclusion skills involving communication, providing feedback, and interviewing. Supervisors will get tools to help them build an inclusive working environment and learn to maximize the strengths and opportunities of the members of their diverse team.

Effective Performance Evaluations for New Managers/Supervisors (Performance Evaluation Training I)

Learn the appropriate methods of administering performance evaluations to your staff – the communication between you and the employee, the legal “no – no’s” and some hands-on performance standard development. This class is for those employees who have become supervisors/lead workers over the last twelve months, and for those who would like to refresh their evaluation knowledge.

Effective Performance Evaluations: Preparing for the Employee Review (Performance Evaluation Training II)

This class will cover the importance of maintaining and assessing the potential in the employee for further growth and development, provide feedback to the employee through coaching, and develop a corrective action plan to influence positive performance and behavior.

Effective Performance Evaluations: Handling a Bad Performance Review (Performance Evaluation Training III)

This class will cover the importance of developing the potential in a person for further growth through the recognition of strengths and shortcomings, providing feedback regarding their performance, and develop a corrective action plan to address the discipline process.

Effective Performance Evaluations: Preparing a Performance Improvement Plan (Performance Evaluation Training IV)

This class will include the relationship between the performance evaluation and the discipline process and focus on developing a performance improvement plan (PIP) to improve the employee's performance or behavior.

Emotional Intelligence for Supervisors

This course will help supervisors develop their interpersonal skills with practical and useful insights into how emotions shape the employees' behavior, performance and conduct; and how we can use this knowledge and awareness to inspire high performance.

Employee Accountability

Holding employees accountable can be difficult. It takes time, effort, and commitment. One of the major factors in a supervisor's ability to hold employees accountable is their relationship with that employee. This class will cover individual accountability to provide insight into your own understanding of accountability and how it fits into the operations of your agency.

Family Medical Leave Act (FMLA) 101 – The Basics

The FMLA entitles eligible employees to job protected leave for up to 480 hours. In this course, information about the law, employee eligibility, and employee/employer responsibilities are covered.

FMLA/Workers Compensation for Supervisors

The training provides a brief overview of FMLA and covers worker's compensation and the role of the supervisor when an employee is injured while working. Additional discussion will focus on how to handle various situations when an employee is out on FMLA due to a work injury, their ability to return to work, and how worker's compensation and FMLA run concurrently.

FMLA Update

The Family and Medical Leave Act (FMLA) is constantly evolving and Human Resources wants to make sure that all employees are informed about changes to this important law.

FMLA – Straight Talk Compliance Training for Supervisors & Managers

Keep your department out of legal trouble by learning how to identify and address a variety of complex FMLA related challenges.

FMLA – What Supervisors Need to Know

This session will help supervisors recognize when to speak with staff about FMLA, how to communicate with Human Resources, monitoring the use of FMLA, and the differences between the County Attendance Policy versus FMLA laws.

Intermittent FMLA, ADAAA, & HIPPA

This class discuss how supervisors can effectively oversee employees who are on intermittent FMLA leave while still complying with the FMLA laws. The Deputy County Attorney will also discuss the connection with FMLA, ADAAA, and HIPPA along with the legalities associated with FMLA and federal laws.

How to Supervise Bad Attitudes & Negative Behaviors

Learn how to identify where attitude translates into legitimate performance issues and effectively confront, coach and counsel employees whose poor attitudes and behaviors are negatively affecting your team's performance. Also, learn how to take the necessary steps to raise morale and inspire the "can-do" culture in your organization.

New Hires: What to Consider

Refresh your knowledge on what to consider when hiring a new employee. This course will review Yuma County personnel rules, best practices, and what you will want to avoid.

Recruitment, Interviewing, and the Selection Process

From having a vacant position to onboarding your new employee, this class will provide a comprehensive review of the County's recruitment, interviewing, and selection process. This course is highly recommended for employees of all levels who are involved with the recruitment process.

Unemployment: What Supervisors Need to Know

This course will provide supervisors an overview of the unemployment insurance process to help recognize what their responsibilities are and the importance of documentation.

SUPER MANAGER TRAINING (SMT) ACADEMY

Super Manager Prequel Courses

Often an employee will be promoted to a supervisory position and experience a time of difficulty moving from the supervised employee to the supervisor. These workshops/classes are offered to the new supervisor to assist in that transition. These classes are required to be taken before the Academy.

Basic Laws in the Workplace: What Supervisors Need to Know

This class will review the Fair Labor Standards Act (FLSA) and how it defines employee exemptions. We will also review Title VII of the Civil Rights Law and what the Equal Employment Opportunity Commission (EEOC) looks at when it receives a complaint.

Employment Foundation: Standards of Conduct & Discipline

This class will uncover the foundation of County Employment – the Standards of Conduct. This class will discuss what those standards mean, how they are applied, and how disciplinary action is taken when standards are violated.

Effective Performance Evaluations for New Managers/Supervisors

(Performance Evaluation Training 1: For County Employees Only)

Learn the appropriate methods of administering performance evaluations to your staff – the communication between you and the employee, and hands-on performance standard development. This class is for those employees who have become supervisors/lead workers over the last twelve months, and for those who would like to refresh their evaluation knowledge.

Transitioning From Supervised to Supervisor

This workshop will offer guidance to adjust to changing work relationships, establish credibility, and assist in making the transition as smooth as possible.

Workplace Harassment for Supervisors

This class covers harassment based on Title VII Civil Rights Law. This class also covers the supervisor's responsibilities as it relates to harassment, including prevention, responding to a complaint, investigating or participating in the investigation and follow-up.

Super Manager Training 1 (SMT 1)

This eight-week program, for agency heads, deputy directors, supervisors and soon-to-be supervisors, is taught by local instructors who are familiar with the Yuma area and local issues, cultures, and obstacles. In addition, several sections are instructed by Yuma County employees who share their areas of County expertise, such as budgeting, finance, ethics, discipline, etc. This training is full of great information and tools that help supervisors at all levels in Yuma County learn more about their management strengths and opportunities. Classes are held at the Arizona Western College (AWC) Downtown Center; and the cost of the Super Manager Training is covered by the participants' respective departments.

Super Manager Training 2 (SMT 2)

Once the supervisor has graduated from SMT 1, there are classes offered to enhance his/her supervisory skills. These classes (to be held once or twice per quarter) will deliver deeper into employee engagement, discipline and resolution, employment laws, and more.

Coaching Through Conflict

This workshop will provide guidance to addressing internal individual and team conflict. As a supervisor/coach/mentor, learning how to deal with team dynamics and cohesion is a part of the daily routine. This workshop will discuss the four principles: active listening, non-verbal communication, using “I” statements, and avoiding common communication obstacles.

Discipline: From Chaos to Order

Examine progressive discipline as it transitions into formal discipline, or in accordance with Chapter 8 of the Yuma County Rules and Regulations and review of the hearing process.

Inspire Your Employees

This workshop will provide guidance on how to inspire your employees through coaching, motivation, discipline/corrective action, and recognition through mentoring.

Introduction to Public Speaking

This workshop will focus on speaking, listening and effective observational skills necessary to be an effective communicator in the workplace. Participants will learn to develop and enhance communication skills. This workshop will emphasize preparation, delivery, and presentation.

EMPLOYEE INTERACTION

Body Language

Learn the 5 “C’s” of body Language, learn how others interpret your body language, how you can control what your body is saying to others, and how to interpret the body language of others.

Championing Diversity

Diversity in the workplace means having a group of employees with a wide range of background in terms of race, age, generation (there are four generations in the workplace), gender, and other characteristics. The workforce is diverse and can present challenges, this class can provide tools for acclimatizing to that multiplicity.

Communicating with a Purpose

This class provides participants a voice when they would like to speak up and addresses the difference between assertiveness and aggression, using insight on manipulation for other’s benefit and touches on body language.

Cyber Security Division & Safety

This training highlights the importance of cybersecurity in both our work and home lives because the line between our online and offline lives is becoming indistinguishable as technology and convenience intertwine with each other. This presentation will introduce County Employees to the IT Security Division and the role it plays in the County's overall cybersecurity posture.

Diversity & Inclusion for Employees

Diversity for all employees matters! Part of what makes an organization stand out is the diversity among all workers. Diversity brings an abundance of new ideas and opportunities for everyone. Although some challenges come with diversity in the workplace, diversity creates a strong and successful organization.

Emotional Intelligence 2.0

Emotional Intelligence is one of the most important ideas to hit the business world in recent years. It is based on the notion that the ability of individuals to understand their own emotions, and those of the people they work with, is key to improved work performance. This class provides tools for employees to control their emotions, understand their feelings, and express themselves in a way that is positive to themselves and to those around them.

Ending Harassment at Work: Bystander Training

This class discusses the importance of bystander training as an effective tool against harassment at work. This training will discuss the importance of reporting harassment, the process for investigating claims of harassment, and review the Yuma County Standards of Conduct and Anti-Harassment policy.

First Aid & CPR Certification

Knowing the appropriate action in an emergency until professional help arrives is critical to saving lives. This hands-on course helps develop lifesaving skills that can be employed during a medical emergency.

Practicing Workplace Etiquette

This course covers workplace expectations and acceptable behaviors: appropriate business dress, grooming, verbal communication, telephone skills, and general professional demeanor. This class is a good reminder of appropriate employee behavior.

Preparing for Your Employee Performance Evaluation

Learn how to identify, evaluate, prepare and propose development in your employee performance evaluation.

Real Colors: Unlocking Temperament Differences

During the course of this workshop, we are going to explore the aspect of color (temperament). This workshop provides users with an effective tool for understanding human behavior, for uncovering motivators specific and improving communication skills. In this fun and educational workshop participants will:

- Discover their personal strengths
- Learn to recognize the strengths of others
- Learn how to build instant rapport with people
- Learn effective methods of speaking to different people

Real Application/Real Solutions/ Real Teams

Real Applications, Real Solutions, and Real Teams are continuations of the Real Colors Workshop. It is designed to successfully and strategically allow you to use Real Colors concepts when selecting and building workplace teams, settling issues within the team, building leaders, and dealing with daily stressors. These trainings will help identify the importance of having all four colors represented in a team to enhance team production and secure a balanced approach to accomplishing organizational goals.

Resolving Conflict at Work: 10 Strategies for Everyone on the Job

Based on Kenneth Cloke & Joan Goldsmith's book *Resolving Conflict at Work*, this training will introduce the 10 strategies for resolving conflict at work by using conflict as a vestibule of opportunity for growth in today's demanding work environments.

Making the Most of Your Workday

Overcome the distractions that can sabotage your best intentions; learn how to accomplish your priorities without ignoring other people's demands, while learning how to overcome procrastination.

Time Management: Creating Work – Life Balance

Learn to manage time, distractions, and stress to navigate the work – life gap. Participants will learn to focus on adjusting their perspective and work style to bridge the work – life gap and achieve balance.

The 9 Deadliest Sins of Communication

You can trace almost every workplace failure to inadequate communication skills. However, most foul – ups could be averted if people knew how to avoid the 9 Deadliest Sins of Communication. Learn to prevent breakdowns that can strain relationships, hinder team work, and bring productivity to a standstill.

COMPUTER APPLICATIONS

Introduction to Microsoft Excel

Learn how to get the most from your Microsoft Office Excel application: bringing these shortcuts, formatting graphs, charts, graphics, and so much more. This is a great class for those who are new to Excel, or wanting to brush – up on their Excel skills.

Intermediate Excel

A continuation of the Microsoft Excel application, this course puts the basics to work by developing advanced formatting, graphics, formulas, and macros.

Microsoft Outlook

Learn how to navigate Outlook 2013. Simple e-mail, to the basics of calendaring are addressed during this class. Microsoft calendars, contacts, and tasks are an extension of Outlook E-mail. Users will learn how to set appointment, customize calendars, record tasks, develop file cabinet, and share with fellow employees.

Introduction to Microsoft Word

Learn how to get the most from your Microsoft Word 2013 application. This class will review how to create new documents using templates and shortcuts. This is a great class for those who are new to Word, or are wanting to brush-up on their word processing skills.

Microsoft Word Formatting

Word formatting is a continuation of Introduction to Microsoft Word. Participants will learn how to format letters, presentations, tabs, indexing, and more shortcuts to creating a Word document.

Advanced Microsoft Word with Mail Merge

Advanced Word will address creating styles, style panes, creating indexes and creating a mail merge from beginning to end using various shortcuts creating a Word document.

Power Point

Produce sharp, easy-to-watch presentations; learn to create and use master slides, add graphics, shapes, sounds, and videos. Participants will create a Power Point presentation and will be taught basic presentation skills.

COMING SOON ...

YUMA COUNTY: A COMPANY OF LEADERS

Based on Gretchen M. Spreitzer and Robert Quinn's book *A Company of Leaders*, this training will discuss the five disciplines for unleashing the power in your organization and stimulate the development of leadership in each employee.

MILLENNIALS IN THE WORKPLACE: UNCOVERING THE UNCONVENTIONAL TRUTH

This training exposes common myths about millennial behavior, communication styles, and look to transform the common misconception of this progressive generation in the workplace.

SWITCH: HOW TO CHANGE THINGS WHEN CHANGE IS HARD

Based on Chip Heath and Dan Heath's book *Switch: How to Change Things When Change is Hard*, this training will attempt to tackle a difficult subject – change.

MINDFULNESS – Coming soon

COACHING & TEAM BUILDING – Coming soon

SKILLS FOR MANAGERS AND SUPERVISORS – Coming soon

BREAKING BAD COMMUNICATION HABITS – Coming soon

To request specific departmental trainings or for more information please contact:

Human Resources at (928) 373 – 1174

