

ACADEMIES

Public Sector Leadership Academy

Target Audience: Supervisors and Managers

Length: 8 sessions, ½ day each

Trainer: Various internal & external trainers

Dates: September 4, 11 | October 2, 16, 23, 30
| November 6 & 21, 2019

Location: San Mateo

The Academy is designed to give public sector management employees the opportunity to hear the newest and most innovative concepts and practices from top leaders in our community.

Public Sector Supervisor Academy

Target Audience: New and Experienced First Line Supervisors

Length: 7-8 sessions, 1 day each

Trainer: Various internal & external trainers

Offering 1: November 6, 12, 18, 26 | December 2, 2019

Location: San Carlos

Offering 2: April-June 2020

Location: Foster City

Led by experienced public sector leaders and management development experts, each session is designed to incorporate interactive exercises and real-world case studies to apply fundamental concepts of supervision.

Public Sector Lead Worker Academy

Target Audience: New Lead Workers & Employees Interested in Becoming a Lead Worker

Length: 4 sessions, ½ day each

Trainer: Various internal & external trainers

Offering 1: August 8, 19, 22, 29, 2019

Location: South San Francisco

Offering 2: March 4, 11, 18, 25, 2020

Location: San Mateo

This Academy is designed to introduce Lead Workers and future Lead Workers to the core responsibilities essential for working in a lead role. Participants will have the opportunity to learn techniques on successfully transitioning from line worker to lead worker.

CLASSROOM TRAINING

Basic Meeting Facilitation

Target Audience: Any Employee

Length: ½ day

Trainer: PCRC

Date: October 3, 2019

Location: Half Moon Bay

Whether you facilitate staff meetings, town hall discussions, or any other meetings, this hands-on, experiential training will provide you with the skills needed to run an effective meeting. Participants will learn how to develop agendas, work with diverse groups, manage disruptive behavior, and other meeting management techniques.

Advanced Meeting Facilitation

Target Audience: Any Employee

Length: ½ day

Trainer: PCRC

Date: April 16, 2020

Location: Colma

This session will help you keep groups focused; get groups back on track; encourage active participation from group members; support creative problem solving; and foster participant buy-in. Participants will receive tools on the art of asking questions, managing disruptive behavior, and interrupting eloquently.

Business Writing for Results

Target Audience: Any Employee

Length: Full day

Trainer: Barbara Nelson

Offering 1: August 22, 2019

Location: Half Moon Bay

Offering 2: June 10, 2020

Location: Daly City

This workshop is designed to provide participants with the skills and confidence to write documents that are clear, concise, and persuasive.

Coaching Others to Manage Conflict

Target Audience: Leads, Supervisors and Managers

Length: ½ day

Trainer: Joanne Bond

Date: October 9, 2019

Location: Menlo Park

Working with a variety of internal and external customers on a daily basis can be difficult and sometimes results in dealing with conflict. In this workshop, you will self-assess your predominant conflict style, learn about other styles, and apply powerful strategies for coaching others to manage challenging behaviors.

Communication and Conflict Resolution

Target Audience: Any Employee

Length: ½ day

Trainer: PCRC

Offering 1: July 25, 2019

Location: San Mateo

Offering 2: February 27, 2020

Location: San Mateo

This four-hour interactive training session is designed to help organizations create a culture of great customer service by having a responsive and empathetic staff. This training focuses on helping staff members handle difficult situations and get the most out of their interactions with people they serve and their colleagues.

Crash Course in Project Management

Target Audience: Employees Managing Projects

Length: ½ day

Trainer: John Jones

Offering 1: January 9, 2020

Location: San Bruno

Offering 2: April 2, 2020

Location: Foster City

The session covers: a) implementing a four-step "Project Management Process", b) understanding the importance and role of the nine knowledge areas, c) appreciating the importance of communication in effective project management, and d) learning to actively manage risk and change and understand why it is important to close a project properly.

Diversity and Inclusion in the Workplace (NEW)

Target Audience: Any Employee

Length: 1 day

Trainer: Ingrid Padilla

Offering 1: November 13, 2019

Location: Woodside

Offering 2: April 16, 2020

Location: Belmont

Course is currently under development.

Effective Public Speaking

Target Audience: Any Employee

Length: 1.5 days

Trainer: Gloria Cohn

Offering 1: September 24 & 25, 2019

Location: Portola Valley

Offering 2: December 16 & 17, 2019

Location: Redwood City

Offering 3: February 11 & 12, 2020

Location: Brisbane

Offering 4: May 4 & 5, 2020

Location: East Palo Alto

In this highly interactive session, you will have several opportunities to practice speaking in front of your peers. By the end of the session, you will understand your speaking strengths and learn how to use the right communication skill that will enhance those strengths.

How to Talk Finance

Target Audience: Any Employee

Length: ½ day

Offering 1: October 22, 2019

Location: Brisbane

Trainer: Steve Toler

Offering 2: March 2020

Location: San Carlos

Trainer: Sharif Etman

This workshop provides an overview of municipal finance and gives you the tools and knowledge to successfully interact in the world of government finance. Topics include: budgeting (allocating resources), investment/treasury, accounting systems, receipts (collecting resources), disbursements (spending the resources), and asset management.

Pension and Post-Retirement Benefits: Understanding and Addressing Challenges Faced by Local Governments

Target Audience: Any Employee

Length: ½ day

Trainer: Richard Lee

Dates: January 23, 2020

Location: Colma

Learn how pensions and other liabilities impact financial planning and how modeling can assist in your analysis. Understand how local governments are developing strategies to address these liabilities. Learn how to present complex financial information clearly and effectively.

Introduction to Public Service Employment

Target Audience: Employees with Less than Two Years of Public Sector Experience

Length: ½ day

Trainer: Randy Schwartz

Offering 1: September 17, 2019

Location: San Carlos

Offering 2: February 12, 2020

Location: Daly City

Offering 3: June 4, 2020

Location: Belmont

Open to all employees, but designed for those new to the public sector, this half-day session focuses on the realities of working in the public sector, employer expectations, and turning your job into a career. Specific topics will include a look at the "big picture", life in the fishbowl, becoming a whole employee, and employee development opportunities.

Introduction to Supervision

Target Audience: Supervisors

Length: 1 day

Trainer: Jim Delia

Offering 1: August 27, 2019

Location: San Mateo

Offering 2: February 18, 2020

Location: San Carlos

Offering 3: June 16, 2020

Location: East Palo Alto

This session is designed for new and recently appointed supervisors to build confidence and competence in making the transition to supervisor.

Leading vs. Managing

Target Audience: Supervisors and Managers

Length: ½ day

Trainer: John Jones

Offering 1: November 14, 2019

Location: San Carlos

Offering 2: March 3, 2020

Location: Burlingame

This session covers: a) how to tell the difference between leading vs. managing, b) the evolution from manager to leader, and c) understanding how to lead and how to become a servant-leader.

Managing Multiple Generations at the Workplace

Target Audience: Any Employee

Length: ½ day

Trainer: Ann Ritzma

Dates: May 20, 2020

Location: Hillsborough

Learn the ins and outs of a workplace with generational transitions! Get tips on working for and with the diversity of generations in our workplace to create better organizations for all of us. With humor and insight, learn to appreciate the benefits of managing a multi-generational workforce that reflects our changing communities.

Managing Your Time and Tasks to Create a Productive Work/Life Balance

Target Audience: Any Employee

Length: ½ day

Trainer: Zakiya Khalfani

Offering 1: November 15, 2019

Location: San Carlos

Offering 2: January 8, 2020

Location: Foster City

This highly interactive two-hour session will address how to: a) prioritize tasks, b) prevent burn out, c) learn your most productive work style, d) set priorities, e) balance work and home so both benefit, and f) deal effectively with differences.

Social Media 101: Making the Most of Your Community's Online Identity

Target Audience: Any Employee

Length: 3 hours

Trainer: Caroline Cheung & Meghan Horrigan

Date: March 16, 2020

Location: Hillsborough

With today's mobile technology, millions are communicating via Facebook, Twitter, Instagram, YouTube, and Nextdoor. In this basic course, participants will learn how local governments are using these tools to reach and engage their communities. Participants will have an opportunity to learn about some of the newest platforms, 3rd party apps, and analytics.

Social Media Intermediate

Target Audience: Any Employee

Length: 3 hours

Trainer: Chris Hsiung

Dates: May 6, 2020

Location: Burlingame

Effective social media engagement is a must for any public sector agency wanting to connect to residents in this digitally connected world. This intermediate level course looks at the nuances of digital platforms to maximize reach and engagement for public sector social media managers. Topics like crisis communications, handling negative comments, content development, and branding will be among many topics covered.

Strategic Change Management

Target Audience: Supervisors and Managers

Length: Full day

Trainer: Jim Delia

Date: October 3, 2019

Location: Redwood City

This session is designed to help leaders understand how to overcome resistance to change in themselves and others, and help people transition.

Taking Customer Service from Good to Great

Target Audience: Any Employee

Length: ½ day

Trainer: Beth Weisberg

Offering 1: September 12, 2019

Location: Menlo Park

Offering 2: June 10, 2020

Location: Pacifica

Participants will learn how to take customer service from good to great. At the end of the session, participants will have a greater understanding of customer service, and what is behind and how to respond to customer service challenges.

Time Management

Target Audience: Any Employee

Length: ½ day

Trainer: Patricia Haddock

Date: December 18, 2019

Location: Pacifica

Learn how to organize your workspace and paperwork for peak efficiency, plan actions for results, set priorities, focus on what is most important, identify and remove obstacles to productivity, and save time.

Working with Commissions, Boards, and Councils (NEW)

Target Audience: Any Employee

Length: ½ day

Trainer: Randy Schwartz

Date: May 2020

Location: San Carlos

This half-day session examines the role of support staff to public boards, committees, commissions and councils. Specific topics will include staff's role, legal issues, and best practices to assist new members or new chairpersons, the conduct of public meetings, establishing collaborative relationships, and soliciting community input.

ONLINE TRAINING

Preventing Sexual Harassment

Target Audience: Supervisors and Managers

Length: 2 hours

Trainer: Online, Interactive Session

Available: Through May 2022

This online program provided by EmTrain complies with AB 1825/2053, which mandates two hours of preventing sexual harassment and anti-bullying training for managers and supervisors every two years. EmTrain also provides one-hour SB 1343 harassment training for line staff.

If you are interested in becoming a Consortium member, please contact Sam Ticas at sticas@smcgov.org or (650) 363-4966

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