

REGIONAL TRAINING & DEVELOPMENT CONSORTIUM FALL 2020 PROGRAM



FEATURING 100% VIRTUAL SESSIONS

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The **Regional Training and Development Consortium** is a collaboration and partnership that provides and hosts training and development programs, management tools, and resources to public sector agencies.

Our 24 member agencies: Belmont • Brisbane • Burlingame • Central County Fire • Colma • County of San Mateo • Daly City • East Palo Alto • Foster City • Half Moon Bay • Hillsborough • Highlands Recreation District • Menlo Park • Pacifica • Peninsula Clean Energy • Portola Valley • Redwood City • SamTrans • San Bruno • San Carlos • San Mateo • San Mateo Central Fire District • South San Francisco • Woodside

<http://regionaltrainingconsortium.org>

VIRTUAL SESSIONS

All sessions to be hosted on Zoom

Stay tuned for updates on the return of in-person sessions and Academies in 2021

NEW! - Implicit Bias

Target Audience: Any Employee

Length: 2.5 hours

Trainer: PCRC

Date: September 3, 2020

A tailored and engaging training that focuses on defining and understanding implicit bias. The influence of bias and how bias may affect daily interactions and decision making. Learn effective interpersonal approaches to minimize and begin exploring and addressing implicit bias.

Develop as a Professional

Target Audience: Any Employee

Length: 2.5 hours

Trainer: Patricia Haddock

Date: September 9, 2020

Knowing your job is an important step in getting ahead at work, but being good at your job may not be enough. Learn how to showcase your abilities and develop new ones that enhance your reputation as a professional who gets things done. This session teaches how to: a) create a personal definition of what it means to be thought of as a professional; b) understand how your job contributes to both your reputation and the organization's; c) hone communication skills to get results; and d) develop and maintain good professional relationships.

NEW! - Community Engagement

Target Audience: Any Employee

Length: 2.5 hours

Trainer: PCRC

Date: September 15, 2020

Learn about a range of tools and strategies to ensure success when implementing a community engagement program. Learn how to foster and enhance trust as a critical element in long-term, sustainable engagement and effective governance.

Delivering Customer Service in Writing

Target Audience: Any Employee

Length: 2.5 hours

Trainer: Patricia Haddock

Date: September 16, 2020

This session explains how to use electronic and print communications to deliver the high quality customer service that was previously provided by phone or in person. This session teaches you how to: a) identify the personal care factors that should be included in everything you write; b) use the right tone; c) understand and apply business etiquette to written documents; d) use email appropriately for effective customer relationships; and e) write "bad news" communications.

NEW! - Intention vs. Impact

Target Audience: Any Employee

Length: 2.5 hours

Trainer: PCRC

Date: October 1, 2020

Ever wondered how a simple misunderstanding has the potential to escalate into an insurmountable mound of conflict? Through this interactive training, you will discover the influence of intention and impact and its role and contribution to conflict. Learn the difference between intention and impact and how it will help you to become a more effective communicator and leader.

Active Listening

Target Audience: Any Employee

Length: 2 hours

Trainer: Jim Delia

Date: October 13, 2020

Listening is a critical competency for any position. Unfortunately, few of us have ever had any formal training in how to listen effectively. This session will help participants assess current listening skills, understand the challenges to effective listening, and develop communication behaviors that will lead to more effective personal and professional relationships.

Taking Customer Service from Good to Great

Target Audience: Any Employee

Length: 2.5 hours

Trainer: Zakiya Khalfani

Date: October 14, 2020

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.

Diversity & Inclusion in the Workplace

Target Audience: Any Employee

Length: 3 hours

Trainers: Ingrid Padilla & Salina Vavia-Johnson

Date: October 14, 2020

In this session, participants will discuss and reflect on the foundations of diversity and inclusion in the workplace, specifically focused on working in the public sector environment. This facilitation will include practical examples, lessons learned, and opportunities to implement tools through group engagement. While this session is open to all audiences, there will be highlights on policy, strategies, communications, and other initiatives agencies may explore further. By the end of the session, participants will learn why diversity and inclusion are an important part in the workplace and in the communities that we service in San Mateo County.

NEW! - How to Stay Engaged at Work

Target Audience: Any Employee

Length: 2 hours

Trainer: Jim Delia

Date: November 3, 2020

This session will focus on how to be more positive and optimistic at work. Topics covered will include: a) what it means to be “happy”; b) principles of positive psychology and how they relate to happiness; c) how to focus on what is possible for you at work; d) why relationships matter and how to improve them; e) how work-life balance influences work happiness; f) how to cancel the “noise” that distracts us from being happier; g) what influences your morale; h) adopting and maintaining a positive attitude; i) why being happy takes practice and what the process is; and j) changing your script and planning for the future.

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

Target Audience: Any Employee

Length: 2.5 hours

Trainer: Zakiya Khalfani

Date: November 4, 2020

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.

Presenting Virtually

Target Audience: Any Employee

Length: Two, 2-hour sessions

Trainer: Gloria Cohn

Date: November 4 & 5, 2020

This is an interactive training in which people attending will learn how to enhance and elevate their speaking style. Not only will it help you become a more effective presenter in future meetings, but it will heighten your awareness and offer tips of how you present in the virtual world.

NEW! - Managing Your Change

Target Audience: Any Employee

Length: 2 hours

Trainer: Jim Delia

Date: November 10, 2020

This webinar will focus specifically on helping individuals and teams understand, adapt and manage the changes that they'll eventually have to deal with as they get back to more face-to-face, in-person work, etc. We may not know now what the “new”, post-lockdown workplace will be like. However, it's a safe bet that it will be different for most of us, at least in the coming months. This webinar is designed to give participants a brief theoretical framework related to understanding personal change; interactive exercises to discuss the personal impacts of change; and tools, actions and approaches for managing their change.

Working with Commissions, Boards, and Councils

Target Audience: Any Employee

Length: 2 hours

Trainer: Randy Schwartz

Date: November 16, 2021

This 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.

NEW! - Using Stress Positively

Target Audience: Any Employee

Length: 3 hours

Trainer: The Consulting Team

Date: December 1, 2020

Learn tools to be successful and meet goals despite current challenges. Topics include a) surprise others with good, timely results and a healthy, positive attitude; b) handle distractions and concentrate on your goals; and c) manage your time and stress effectively.

Social Media in the Era of COVID-19

Target Audience: Any Employee

Length: 1.5 hours

Trainer: Chris Hsiung

Date: December 2, 2020

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.

NEW! - De-escalation/Working with Difficult Personalities

Target Audience: Any Employee

Length: 2.5 hours

Trainer: PCRC

Date: December 2, 2020

Discover the art of de-escalation through the vehicle of respect and empathy. An interactive training that provides effective strategies and tools for navigating difficult behaviors and challenging workplace situations.

NEW! - Essential Time Management Strategies

Target Audience: Any Employee

Length: 2 hours

Trainer: Jim Delia

Date: December 3, 2020

This session will focus on how to adopt an effective attitude and approach to time management and will cover the following areas: a) why it's difficult to "manage" time; b) adopting the right attitude; c) determining what's important; d) planning and organizing; e) managing your time throughout the day; f) tips and techniques; g) handling distractions; and h) personal commitment.

NEW! - Managing Across Teams: Interagency, Interdivisional, and Interdepartmental

Target Audience: Any Employee
Length: 3 hours
Trainer: The Consulting Team
Date: December 10, 2020

Are you challenged by interdivisional, interagency, or interdepartmental differences? Do you need assistance in being more effective in providing goals, values, and direction to individuals who must work together, although they belong to different teams or different organizations? We will help you focus on building alignment of goals and creating respectful relationships.

NEW! - Give Your Customer Service the Power of Positive Communication

Target Audience: Any Employee
Length: 2.5 hours
Trainer: PCRC
Date: December 15, 2020

Listening to your customers and demonstrating that you value their feedback are the keys to building trust. In this course you will discover how to ask effective questions, de-escalate emotion and offer reassurance even when you don't have all the answers. Through "connecting before correcting" you will develop the ability to focus on your customer's needs and redirect with clarity, warmth and empathy. Ultimately, you'll realize more positive outcomes for both your customers and your organization.

NEW! - Public Service in the Era of COVID-19

Target Audience: Any Employee
Length: 2 hours
Trainer: Randy Schwartz
Date: January 5, 2021

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 in this new era, 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.

NEW! - The Art of Dialogue

Target Audience: Any Employee
Length: 2.5 hours

Trainer: PCRC

Date: January 14, 2020

In order to build a culture of dialogue in an organization there are specific skills that must be nurtured. While some people have a natural propensity for dialogue, these skills do not come naturally to most and need to be honed. Train your staff on the skills they need to master the art of dialogue.

Editing and Proofreading

Target Audience: Any Employee
Length: 2.5 hours
Trainer: Patricia Haddock
Date: January 19, 2021

Good writers appreciate the importance of editing to create concise, focused documents. This session teaches you how to: a) edit for content, logical flow, and tone; b) use active and passive voice appropriately; c) use formatting to improve readability; d) ensure logical flow for reader comprehension; e) ensure subject-verb and noun-pronoun agreement; f) find and correct grammar and punctuation errors; and g) use standard proofreader marks.

NEW! - Exploring Your Hooks and Triggers

Target Audience: Any Employee
Length: 2.5 hours
Trainer: PCRC
Date: January 28, 2020

The objectives of this class are to understand the role hooks and triggers play in one's actions and relationships, as well as to learn how to transform these hooks and triggers to de-escalate conflict.

ONLINE TRAINING

The Consortium has secured group pricing for the following online trainings, provided by EmTrain, a leader in compliance training:

- **Preventing Harassment and Bullying at Work, 2 Hours (AB 1825/2053)**
- **Preventing Harassment and Bullying at Work, 1 Hour (SB 1343)**
- **Managing Unconscious Bias, Manager Version**
- **Managing Unconscious Bias, Staff Version**

For questions about Consortium programs, contact Gabe Aponte at gaponte@smcgov.org