



**San Mateo County**  
Human Resources Department  
Training and Development



# FALL 2015 & SPRING 2016 TRAINING

Visit <http://hr.smcgov.org/training> for more information

# Course and Competency Grid

## FALL 2015 and SPRING 2016

Course Titles	Competencies	Customer Focus	Technically Knowledgeable	Problem-Solver and Decision-Maker	Effective Communicator	Team Builder	Planner and Organizer	Interpersonally Effective	Initiator / Change Agent	Innovator	Flexible / Adaptable	Accountable	Skill & Career Development Coach	Politically Astute	Resilient	Results-Oriented	Ethical	Strategic Thinker	
<b>INSTRUCTOR-LED TRAINING (Computer)</b>																			
Excel Advanced 2010 (For Any Employee)		X																	
Excel Intermediate 2010 (For Any Employee)		X	X																
Excel Introduction 2010 (For Any Employee)		X	X																
PowerPoint Intermediate/ Advanced 2010 (For Any Employee)		X	X																
Word Advanced 2010 (For Any Employee)		X	X																
Word Intermediate 2010 (For Any Employee)		X	X																
Word Introduction 2010 (Any Employee)		X																	
<b>Career/ Life Planning</b>																			
Career Planning and Development (For Any Employee)				X			X		X										X
Presenting Yourself Effectively in a Civil Service Interview Process (For Any Employee)				X			X		X										X
<b>Customer Service</b>																			
Conflict Resolution: Dealing with Difficult People (For Any Employee)		X		X	X		X				X							X	
Exceptional Customer Service: Putting People First in the Public Sector (For Any Employee)		X		X	X		X		X		X							X	
Fundamentals of Conversational Spanish (For Any Employee)		X	X																
Powerful Telephone Skills (For Any Employee)		X		X	X		X				X								
Redefining Customer Service in the Technology Age (For Any Employee)		X		X	X		X		X		X							X	
Serving Multi-Generation Customers (For Any Employee)		X			X		X		X		X								
Supporting Outstanding Customer Service in the Public Sector (For Supervisors and Managers)		X		X	X		X		X		X							X	
The Customer Care Approach to Customer Service (For Any Employee)		X			X		X				X								
<b>Diversity</b>																			
How to Thrive in a Changing Diverse Workplace: Essential Strategies Every Supervisor/Manager Should Know (For Supervisors and Managers) - - - NEW		X		X			X		X		X							X	
Recognizing and Valuing Our Differences (For Any Employee)		X			X		X		X		X							X	
Working with Multi-Generations at the Workplace (For Any Employee)		X		X	X		X		X		X							X	
<b>Finance and Administration</b>																			
OHC - Hiring Manager/Approver Training (For SM County Hiring Managers/Supervisors Only)(Upon Request)			X																
OHC - HR Liaison Training (For SM County Payroll/Personnel Staff Only)(Upon Request)		X																	

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<b>HR Management</b>																			
Communicating Expectations (For SM County Supervisors and Managers Only)		X			X			X				X						X	
Difficult Conversations (For SM County Supervisors and Managers Only) - - - <b>NEW</b>		X			X			X				X						X	
Effective 1:1 Meetings (For SM County Supervisors and Managers Only)		X		X				X			X								
Effective Onboarding Practices (For SM County Supervisors and Managers Only) - - - <b>NEW</b>		X					X				X								
Employee Onboarding Documentation (For SM County Supervisors and Managers Only)		X	X		X			X			X	X						X	
Hiring, Building & Retaining a Skilled Workforce (For SM County Supervisors and Managers Only)			X	X	X		X	X			X	X						X	X
HR Basics (For SM County Supervisors and Managers Only) - - - <b>NEW</b>		X	X	X															
Labor Relations (For SM County Supervisors and Managers Only) - - - <b>NEW</b>					X									X					
Managing Absenteeism (For SM County Supervisors and Managers Only)			X			X						X						X	
Managing Employees with Medical Conditions (For SM County Supervisors and Managers Only)			X																X
Risk Management for the Supervisor/Manager (For SM County Supervisors and Managers)			X															X	X
Supervisor's Guide to Progressive Discipline (For SM County Supervisors and Managers Only)			X	X			X	X			X	X						X	X
Workers' Compensation (For SM County Supervisors and Managers Only)			X															X	X
<b>Leadership Development</b>																			
ABCs of Supervising Others (For Leads, Supervisors, and Managers)					X	X	X	X		X		X	X						
Advanced People Skills (For Leads, Project Managers, Supervisors, and Managers)		X			X	X	X	X		X		X	X						
Build Productive Teams Through Improved Communication (For Leads, Project Managers, Supervisors, and Managers)					X	X			X										
Change Leadership (For Any Employee)			X	X	X	X	X	X	X		X	X						X	X
Coaching Others to Manage Conflict (For Leads, Supervisors, and Managers)		X		X	X	X	X	X	X		X	X	X					X	X
Leadership Basics (For Leads, Supervisors and Managers)					X	X	X	X	X		X	X	X					X	X
Leading Multi-Generation Teams (For Any Employee)		X		X	X	X	X	X	X		X	X						X	X
Making the Transition from Manager to Leader (For Supervisors and Managers)					X					X				X					
Motivating Long-Term Employees (For Supervisors and Managers)		X		X	X	X	X	X	X		X	X						X	X
Motivation Through Delegation (For Leads, Supervisors, and Managers)				X	X	X	X	X	X		X	X						X	X
Political Astuteness/Savvy (For Leads, Supervisors, and Managers)		X		X	X	X	X	X	X		X	X						X	X
Skills for Collaborative Leadership (For Any Employee)				X	X	X	X	X	X		X	X						X	X
Supervision 101: What All New Supervisors Need to Know (For Newly Appointed Leads, Supervisors, and Managers)			X	X	X	X	X	X	X		X	X	X					X	X
The Art of Delegating Effectively (For Leads, Supervisors and Managers)			X	X	X	X	X	X	X		X	X						X	X

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FALL 2015 and SPRING 2016

Course Titles	Professional Development																
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Advanced Facilitation (For Supervisors and Mangers)			X	X		X				X							X
Basic Facilitation (For SM County Supervisors and Managers Only) - - - NEW	X			X		X	X			X							
Building Effective Workplace Relationships (For Any Employee)	X			X	X	X	X			X			X				
Crash Course in Project Management (For Any Employee) - - - NEW						X	X			X							
Creative Problem Solving (For Any Employee)			X			X	X		X	X							X
Develop as a Professional (For Any Employee)						X				X							X
Developing Effective Project Proposals & Workplans (For Project Managers)		X		X		X		X		X							X
Effective Public Speaking (For SM County Employees Only)				X		X		X		X							
Leading Positive Change (For Any Employee)	X			X		X		X		X							
Leveraging Technology to Maximize Your Time (For Any Employee) - - - NEW		X		X		X				X							
Mastering the Communication Process (For Any Employee)	X			X		X				X							
Maximizing Your Personal Effectiveness (For Any Employee)	X							X		X							X
Project Management for the Real World (For Any Employee Who Manages Projects)	X		X		X	X	X		X	X							X
Relationship Management (For Any Employee)	X			X	X	X	X		X	X							X
Resolving Conflict with Difficult Personalities (For Any Employee)	X			X	X	X	X		X	X							X
Strategies for Changing Times (For Any Employee)		X			X	X	X		X	X							X
Taking the Step Up to Supervisor (For Any Employee)		X	X			X	X		X	X							X
Time Management (For Any Employee)	X	X	X														X
<b>Safety</b>																	
Bloodborne Pathogen and Tuberculosis Precautions (For Any Employee)(Upon Request)		X															
Conducting Facility Safety Inspections (For Any Employee)		X															
Ergonomics for Department Ergonomic Coordinators (For SM County Department Ergonomic Coordinators Only)		X															
Ergonomics for Supervisors and Managers (For Supervisors and Managers)		X															
Fire Prevention and Fire Extinguisher Use (For Any Employee)		X															
Supervisor Safety Responsibilities (For Supervisors and Managers)		X															
<b>Written Communication Skills</b>																	
Better Reading and Writing (For Any Employee)		X															
Delivering Customer Service in Writing (For Any Employee)		X							X								
Editing and Proofreading (For Any Employee)		X							X								
Effective Business Writing (For Any Employee)		X							X								X
Grammar and Punctuation (For Any Employee)		X							X								

# Course and Competency Grid

FALL 2015 and SPRING 2016

## Course Titles

## Competencies

ONLINE TRAINING (SAFETY) - JJ Keller --- NEW

Course Titles	Customer Focus	Technically Knowledgeable	Problem-Solver and Decision-Maker	Effective Communicator	Team Builder	Planner and Organizer	Interpersonally Effective	Initiator / Change Agent	Innovator	Flexible / Adaptable	Accountable	Skill & Career Development Coach	Politically Astute	Resilient	Results-Oriented	Ethical	Strategic Thinker
Accident Investigation		X															
Aerial Lifts in Industrial and Construction Environments		X															
Alcohol & Drug Testing: What Drivers Need to Know		X															
Asbestos Awareness		X															
Back Safety: Keep Your Back in Action		X															
Backing: Tractor-Trailers		X															
Bloodborne Pathogens For Healthcare Facilities		X															
Bloodborne Pathogens in First Response Environments		X															
Bloodborne Pathogens: Exposure in the Workplace		X															
Cargo Securement Dry Vans		X															
CDL Knowledge Test Review		X															
CMV Driver Basics Training Program		X															
Compressed Gas Cylinders		X															
Computer Workstation Safety		X															
Confined Spaces: Dangerous Places		X															
Cranes, Derricks, Hoists, Elevators, and Conveyors for Construction		X															
CSA: Know the Basics		X															
Dealing with Hazardous Spills		X															
Defensive Driving for Light & Medium Duty Vehicles		X															
Distracted Driving		X															
DOT HAZMAT Security Awareness		X															
Driver Vehicle Inspections: The Complete Process		X															
Driver Vehicle Inspections: The Complete Process		X															
Driving Safety		X															
Effective Communication for Employees		X															
Effective Communication for Supervisors		X															
Electrical Safety in the Laboratory		X															
Electrical Safety: Know Your Ground		X															
Emergency Planning		X															
Excavations for Construction		X															
EYE ON Defensive Driving		X															
EYE ON Speed & Space Management		X															

# Course and Competency Grid

## FALL 2015 and SPRING 2016

### Course Titles

### Competencies

ONLINE TRAINING (SAFETY) - JJ Keller ... NEW (Continued)

Course Titles	Customer Focus	Technically Knowledgeable	Problem-Solver and Decision-Maker	Effective Communicator	Team Builder	Planner and Organizer	Interpersonally Effective	Initiator / Change Agent	Innovator	Flexible / Adaptable	Accountable	Skill & Career Development Coach	Politically Astute	Resilient	Results-Oriented	Ethical	Strategic Thinker
Eye Safety	X																
Fall Protection	X																
Fire Extinguishers (Using)	X																
Fire Safety: Extinguishing Risk	X																
First Aid	X																
Flammables and Explosives in the Laboratory	X																
Flatbed Cargo Securement - 2012	X																
Focus Four Hazards: Caught-In or -Between for Construction	X																
Focus Four Hazards: Electrocution for Construction	X																
Focus Four Hazards: Falls for Construction	X																
Focus Four Hazards: Struck-By for Construction	X																
Forklift Operator Safety Training - Annual Refresher Training	X																
Forklift Safety for Construction	X																
Forklift Workshop for Construction: Operator Safety Training	X																
Forklift Workshop: In-Depth Operator Safety Training	X																
Forklifts: Ultimate Hazard Perception Challenge - Advanced Safety Awareness	X																
Forklifts: Ultimate Hazard Perception Challenge: Basic Safety Awareness	X																
Forklifts: Ultimate Hazard Perception Challenge: Intermediate Safety Awareness	X																
GHS Container Labeling for Construction	X																
GHS Container Labeling for Industrial Facilities	X																
GHS Safety Data Sheets for Construction	X																
GHS Safety Data Sheets for Industrial Facilities	X																
GHS Safety Data Sheets in the Laboratory	X																
Hand and Power Tool Safety	X																
Hand and Power Tools for Construction	X																
Hand, Wrist and Finger Safety	X																
Handling Compressed Gas Cylinders in the Laboratory	X																
Hazard Communication in Auto Service Facilities	X																
Hazard Communication in Cleaning and Maintenance Facilities	X																
Hazard Communication in Construction Environments	X																
Hazard Communication in Healthcare Facilities	X																
Hazard Communication in the Hospitality Industry	X																

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### Competencies

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Online Training (SAFETY) - JJ Keller ... NEW (Continued)																		
Hazardous Materials Labels		X																
Hazcom: What You Need to Know (incl. GHS provisions)		X																
Hazmat Drivers: Training for Safe Transport		X																
Hazmat Endorsement Practice Test		X																
HAZMAT In-Depth Security Training		X																
Hazmat Security Awareness (Similar to DOT Hazmat Security Awareness)		X																
Hazmat: General Awareness Training (What's Required & How to Comply)		X																
HAZWOPER: Accidental Release Measures and Spill Cleanup Procedures		X																
HAZWOPER: Air Monitoring and Medical Program		X																
HAZWOPER: ANSI Material Safety Data Sheet		X																
HAZWOPER: Confined Space Entry		X																
HAZWOPER: Dealing With The Media In Emergency Situations		X																
HAZWOPER: Decontamination Procedures		X																
HAZWOPER: Electrical Safety in HAZMAT Environments		X																
HAZWOPER: Emergency Response and Decontamination		X																
HAZWOPER: Emergency Response Plan		X																
HAZWOPER: Exposure Monitoring and Medical Surveillance		X																
HAZWOPER: Fire Prevention		X																
HAZWOPER: Handling Hazardous Materials		X																
HAZWOPER: Hazard Recognition		X																
HAZWOPER: HAZMAT Labeling		X																
HAZWOPER: Heat Stress		X																
HAZWOPER: Introduction to HAZWOPER for Waste Site Workers		X																
HAZWOPER: Introduction to HAZWOPER Retraining		X																
HAZWOPER: Medical Surveillance Programs		X																
HAZWOPER: Monitoring Procedures and Equipment		X																
HAZWOPER: Personal Protective Equipment		X																
HAZWOPER: Personal Protective Equipment and Decontamination Procedures		X																
HAZWOPER: PPE and Other Hazard Control Measures		X																
HAZWOPER: Respiratory Protection		X																
HAZWOPER: Safety Orientation		X																

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**ONLINE TRAINING (SAFETY) - JJ Keller --- NEW (Continued)**

HAZWOPER: Site Safety and Health Plan		X																	
HAZWOPER: Understanding Chemical Hazards		X																	
HAZWOPER: Understanding HAZWOPER		X																	
HAZWOPER: Work Practices and Engineering Controls		X																	
Health Hazards for Construction		X																	
Hearing Conservation and Safety		X																	
Heat Stress		X																	
Hours of Service Driver Training		X																	
Hours of Service for the Oil and Gas Industry		X																	
Indoor Air Quality		X																	
Industrial Ergonomics		X																	
Injury Prevention for Drivers		X																	
Introduction to GHS (The Globally Harmonized System) for Construction Environments		X																	
Introduction to GHS (The Globally Harmonized System) for Industrial Facilities		X																	
Laboratory Ergonomics		X																	
Laboratory Hoods		X																	
Lockout/Tagout: Your Key to Safety		X																	
Machine Guard Safety		X																	
Master Driver: Accident Procedures		X																	
Master Driver: Air Brakes		X																	
Master Driver: City Driving		X																	
Master Driver: Coupling & Uncoupling		X																	
Master Driver: Driving Techniques		X																	
Master Driver: Emergency Maneuvers		X																	
Master Driver: Extreme Weather Driving		X																	
Master Driver: Fixed Object Collisions		X																	
Master Driver: Night Driving		X																	
Master Driver: Pattern Driving		X																	
Master Driver: Rear End Collisions		X																	
Master Driver: Rural Driving		X																	



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Materials Handling Safety	X																
Materials Handling, Storage, Use, and Disposal for Construction	X																
Motorcoach: Defensive Driving	X																
Motorcoach: Vehicle Inspections	X																
Motorized Pallet Jacks: Safe Operation	X																
Office Ergonomics	X																
Office Safety	X																
Orientation to Laboratory Safety	X																
OSHA Formaledehyde Standard	X																
OSHA Laboratory Standard	X																
OSHA Recordkeeping for Employees	X																
OSHA Recordkeeping for Managers and Supervisors (For Supervisors and Managers Only)	X																
OSHA Recordkeeping for Managers and Supervisors (For Supervisors and Managers Only)	X																
Personal Protective & Lifesaving Equipment for Construction	X																
Personal Protective Equipment: Workplace Safety	X																
Planning for Laboratory Emergencies	X																
Preventing Contamination in the Laboratory	X																
Pulling Doubles	X																
Respiratory Protection: Breathing Safely	X																
Rigging Safety	X																
Rigging Safety	X																
Right Turns-Left Turns-Intersections	X																
Roadside Inspections: A Driver's Guide, Second Edition	X																
Roadside Inspections: A Driver's Guide, Second Edition	X																
Roadside Inspections: A Driver's Guide, Second Edition	X																
Safe Handling of Laboratory Glassware	X																
Safe Handling of Laboratory Glassware	X																
Safety Audits	X																
Safety Housekeeping and Accident Prevention	X																
Safety Housekeeping and Accident Prevention	X																
Safety Orientation	X																
Safety Orientation	X																
Safety Showers and Eye Washes	X																
Safety Showers and Eye Washes	X																
Safety Showers and Eye Washes in the Laboratory	X																
Safety Showers and Eye Washes in the Laboratory	X																
Scaffolds for Construction	X																
Scaffolds for Construction	X																
Scissor Lifts in Industrial and Construction Environments	X																
Scissor Lifts in Industrial and Construction Environments	X																
Slips, Trips and Falls	X																

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ONLINE TRAINING (SAFETY) - JJ Keller - NEW (Continued)																			
Stairways & Ladders for Construction		X																	
Stairways & Ladders: Workplace Safety		X																	
Team Building for Employees		X																	
Team Building for Supervisors (For Supervisors and Managers Only)		X																	
Tuberculosis in Institutional Environments		X																	
Tuberculosis in the First Responder Environment		X																	
Tuberculosis in the Healthcare Environment		X																	
Welding Safety		X																	
Winter Safety		X																	
Working with Lead Exposure in Construction Environments		X																	
Working with Lead Exposure in General Industry		X																	

## Know Your Core Competencies!

If you want to develop or strengthen a particular Core Competency, please review our Competency Grid to see what sessions address the area(s) you are looking to enhance.

Although there are numerous and unique core competencies for each of our jobs, the following core competencies are intentionally broad to address most, if not all, positions:

**Customer-Focused:** Proactively seeks and finds ways to provide the highest standards of service.

**Technically Knowledgeable:** Possesses knowledge, skills, and abilities necessary to accomplish a specific task, job, or function.

**Problem-Solver and Decision-Maker:** Demonstrates a broad repertoire of ways to think about, understand, and creatively handle complex ideas, problems, and situations.

**Planner and Organizer:** Proactively develops and ensures the smooth implementation of short and long-range goals and objectives.

**Interpersonally Effective:** Creates and sustains positive working relationships.

**Effective Communicator:** Demonstrates open, honest, and respectful written and verbal communication.

**Team-Builder:** Unites a group of people and motivates them towards a defined mission, goal, and objective.

**Initiator/Change Agent:** Is proactive and self-starting by seizing opportunities and originating action to achieve goals.

**Innovator:** Generates and recognizes creative solutions in varying work situations.

**Flexible/Adaptable:** Maintains effectiveness in varying work environments where circumstances and priorities are changing.

**Accountable:** Takes responsibility and ownership for a problem, project, or issue.

**Skill and Career Development Coach:** Assesses and develops both the strengths and needs of the individual and the team, including developing and preparing staff for promotion.

**Politically Astute:** Considers probable support or opposition to ideas or actions based on political interest and constraints.

**Resilient:** Maintains high performance and composure under pressure, opposition or criticism.

**Results-Oriented:** Productively focuses time and resources on activities to produce quality results.

**Ethical:** Maintains and promotes individual and organization integrity and values in conduct of all activities.

**Strategic Thinker:** Views events and possibilities from multiple perspectives. Understands the bigger picture and the interdependencies and effects of other systems.

**A Core Competency is a knowledge, skill or ability that contributes to the successful completion of a task on the job.**