

San Mateo County

Human Resources Department
Training and Development



FALL 2015 & SPRING 2016 I RAININO

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

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Career/ Life Planning																	
Career Planning and Development (For Any Employee)			×	Щ	Щ	×		×						×			×
Presenting Yourself Effectively in a Civil Service Interview Process (For Any Employee)			×	×			×	×						×			×
Customer Service																	
Conflict Resolution: Dealing with Difficult People (For Any Employee)	×	Ц	×	×						×			×			×	
Exceptional Customer Service: Putting People First in the Public Sector (For Any Employee)	×	Ш	×	×	Ш	Ш	×			×						×	\Box
Fundamentals of Conversational Spanish (For Any Employee)	×	×		×													
Pow erful Telephone Skills (For Any Employee)	×		×	×		×	×			×		Г					abla
Redefining Customer Service in the Technology Age (For Any Employee)	×	Ш	×	×	Ш	Ш	×			×	X					×	
Serving Multi-Generation Customers (For Any Employee)	×			×			×			×							
Supporting Outstanding Customer Service in the Public Sector (For Supervisors and Managers)	×		×	×			×			×	×					×	
The Customer Care Approach to Customer Service (For Any Employee)	×			×			×			×							
Diversity																	
How to Thrive in a Changing Diverse Workplace: Essential Strategies Every Supervisor/Manager Should Know (For Supervisors and Managers) NEW	×		×				×	×					×			×	×
Recognizing and Valuing Our Differences (For Any Employee)	×		_	×	×		×	×								×	\neg
Working w ith Multi-Generations at the Workplace (For Any Employee)	×	Ц	×	×	×	Ш	×	Ш	Ш	×		П				×	×
Finance and Administration																	
OHC - Hiring Manager/Approver Training (For SM County Hiring Managers/Supervisors Only)(Upon Request)		×															
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Page 4	Grammar and Punctuation (For Any Employee)	Effective Business Writing (For Any Employee)	Editing and Proofreading (For Any Employee)	Delivering Customer Service in Writing (For Any Employee)	Better Reading and Writing (For Any Employee)	Written Communication Skills	Supervisor Safety Responsibilities (For Supervisors and Managers)	Fire Prevention and Fire Extinguisher Use (For Any Employee)	Ergonomics for Supervisors and Managers (For Supervisors and Managers)	Ergonomics for Department Ergonomic Coordinators (For SM County Department Ergonomic Coordinators Only)	Conducting Facility Safety Inspections (For Any Employee)	Bloodborne Pathogen and Tuberculosis Precautions (For Any Employee)(Upon Request)	Safety	Time Management (For Any Employee)	Taking the Step Up to Supervisor (For Any Employee)	Strategies for Changing Times (For Any Employee)	Resolving Conflict with Difficult Personalities (For Any Employee)	Relationship Nanagement (For Any Employee)	Project Management for the Real World (For Any Employee Who Manages Projects)	Maximizing Your Personal Effectiveness (For Any Employee)	Mastering the Communication Process (For Any Employee)	Leveraging Technology to Maximize Your Time (For Any Employee) NEW	Leading Positive Change (For Any Employee)	Effective Public Speaking (For SM County Employees Only)	Developing Effective Project Proposals & Workplans (For Project Managers)	Develop as a Professional (For Any Employee)	Creative Problem Solving (For Any Employee)	Crash Course in Project Management (For Any Employee) NEW	Building Effective Workplace Relationships (For Any Employee)	Basic Facilitation (For SM County Supervisors and Managers Only) NEW	Advanced Facilitation (For Supervisors and Mangers)	Professional Development	Course Titles Compentencies		FALL 2015 and SPRING 2016		Course and Competency Grid
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Fire Safety: Extinguishing Risk		×												_	\downarrow	
First Aid		×	_	4							\dashv	\dashv	\dashv	\dashv	_	
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Forklifts: Ultimate Hazard Perception Challenge - Advanced Safety Awareness		×													_	
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GHS Container Labeling for Construction		×														
GHS Container Labeling for Industrial Facilities		X														
GHS Safety Data Sheets for Construction		×														
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GHS Safety Data Sheets in the Laboratory		×									\neg			\dashv	_	
Hand and Pow er Tool Safety		×												\dashv	_	
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Hand, Wrist and Finger Safety		×										\dashv	\dashv	\dashv	_	
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Hazard Communication in Auto Service Facilities		×										\dashv	\dashv	\dashv	_	
Hazard Communication in Cleaning and Maintenance Facilities		×														
Hazard Communication in Construction Environments		×														
Hazard Communication in Healthcare Facilities		×	4	_									_			
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	HAZWOPER: Safety Orientation	HAZWOPER: Respiratory Protection	HAZWOPER: PPE and Other Hazard Control Measures	HAZWOPER: Personal Protective Equipment and Decontamination Procedures	HAZWOPER: Personal Protective Equipment	HAZWOPER: Monitoring Procedures and Equipment	HAZWOPER: Medical Surveillance Programs	HAZWOPER: Introduction to HAZWOPER Retraining	HAZWOPER: Introduction to HAZWOPER for Waste Site Workers	HAZWOPER: Heat Stress	HAZWOPER: HAZMAT Labeling	HAZWOPER: Hazard Recognition	HAZWOPER: Handling Hazardous Materials	HAZWOPER: Fire Prevention	HAZWOPER: Exposure Monitoring and Medical Surveillance	HAZWOPER: Emergency Response Plan	HAZWOPER: Emergency Response and Decontamination	HAZWOPER: Electrical Safety in HAZMAT Environments	HAZWOPER: Decontamination Procedures	HAZWOPER: Dealing With The Media In Emergency Situations	HAZWOPER: Confined Space Entry	HAZWOPER: ANSI Material Safety Data Sheet	HAZWOPER: Air Monitoring and Medical Program	HAZWOPER: Accidental Release Measures and Spill Cleanup Procedures	Hazmat: General Aw areness Training (What's Required & How to Comply)	Hazmat Security Aw areness (Similar to DOT Hazmat Security Aw areness)	HAZMAT In-Depth Security Training	Hazmat Endorsement Practice Test	Hazmat Drivers: Training for Safe Transport	Hazcom: What You Need to Know (incl. GHS provisions)	Hazardous Materials Labels	ONLINE TRAINING (SAFETY) - JJ Keller NEW (Continued)	Course Titles Compentencies		FALL 2015 and SPRING 2016	Course and Competency Grid
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	Laboratory Ergonomics		×														
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	Machine Guard Safety		×														
	Waster Driver: Accident Procedures		×														\square
	Waster Driver: Air Brakes		×														
	Master Driver: City Driving		×														
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	Master Driver: Driving Techniques		×														
	Master Driver: Emergency Maneuvers		×														
	Master Driver: Extreme Weather Driving		×														
	Waster Driver: Fixed Object Collisions		×	Ì													
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March Marc												<u> </u>		Safety Showers and Eye Washes in the Laboratory
## Particular Pa		\vdash										~		Safety Showers and Eye Washes
Incident												_		Safety Orientation
March Marc												_		Safety Housekeeping and Accident Prevention
Insight Part		\vdash										_		Safety Audits
March Marc		_										_		Safe Handling of Laboratory Glassw are
Discrept		\vdash										~		Roadside Inspections: A Driver's Guide, Second Edition
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Team Building for Supervisors (For Supervisors and Managers Only)		×	-	-	\dashv	\dashv	_										
Tuberculosis in Institutional Environments		×															
Tuberculosis in the First Responder Environment		×			_												
Tuberculosis in the Healthcare Environment		×															
Welding Safety		×			_												1
Winter Safety		×															
Working with Lead Exposure in Construction Environments		×															
Working w ith Lead Exposure in General Industry		×	-	\dashv	\dashv	_	\dashv	_		_							

Training & Development

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.