

## ENSURE YOU MEET YOUR 20-HOUR TRAINING TARGET!

The County has established an annual target for each of its employees to receive a **minimum of twenty hours of training per fiscal year**. For supervisors, there is an expectation that eight of the twenty hours will be focused specifically on topics related to the supervision and management of employees.

### How to Get Your 20 Hours:

#### Sign up for training at [www.smcgov.org/LMS](http://www.smcgov.org/LMS)

- A variety of classroom sessions and over 150 online courses.

#### Add your external training hours to your LMS transcript

- Visit [hr.smcgov.org/LMS](http://hr.smcgov.org/LMS) and view the [LMS External Training User Guide](#) for more information.

### Visit the HR Training & Development website to access and learn more about:

- LMS User Guides
  - County Certificate Programs
  - Manager/Supervisor Leadership Training Matrix
  - Regional Training and Development Consortium
  - Tuition Reimbursement Program
- ...and much, much more!



## Training & Development Division

County of San Mateo  
Human Resources Department  
455 County Center, 5<sup>th</sup> Floor | Redwood City, CA 94063  
(650) 363-4343 | [hr.smcgov.org/training](http://hr.smcgov.org/training)

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Human Resources Technician  
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(650) 363-1915

**Cancellation Policy:** All participants must withdraw at least **three business days** prior to the session's start date to avoid a charge equivalent to the **full session fee** to their department/organization. No-shows and incompletes will be charged at the same rate.

**Training Locations & Directions:** Participants may view maps for all locations at [hr.smcgov.org/maps](http://hr.smcgov.org/maps).

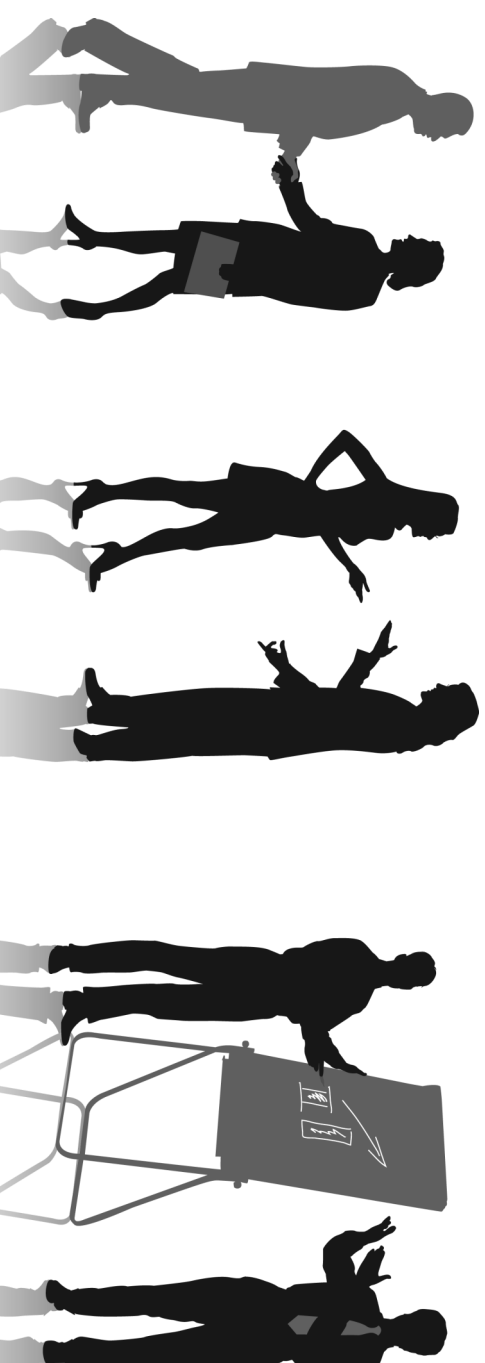


## At-A-Glance Training Schedule

### SEPTEMBER 2015 - JUNE 2016

#### for San Mateo County Employees

*This annual Guide provides you with an array of diverse training opportunities in a convenient, at-a-glance format to help you customize your training and skill development plan for the upcoming year.*



## Shift your career into gear!

*Sign up for training today and be the first to benefit from the County's instructor-led and online training offerings.*

### To register for training sessions:

- Log into the LMS My Career Development Site at [www.smcgov.org/LMS](http://www.smcgov.org/LMS).
- Search for class titles by name, or browse dates via the Events Calendar at Learning tab > Events Calendar.
- Having trouble logging in? View LMS user guides at [hr.smcgov.org/LMS](http://hr.smcgov.org/LMS) or contact your department's [LMS Administrator](#) (see page 7).

# Visit [www.smcgov.org/LMS](http://www.smcgov.org/LMS) to register

In addition to our instructor-led sessions listed below, you can register for online courses through LMS!

We have over 150 health and safety sessions in a variety of topics designed to meet your training needs.

Visit [hr.smcgov.org/online-training](http://hr.smcgov.org/online-training) for more information. Topics include:

- Bloodborne Pathogens
- Eye on Defensive Driving
- Hazcom: What You Need to Know
- First Aid

*and much, much more!*

## Career Planning & Development

### Career Planning and Development (For Any Employee)

November 5, 2015 8:30 AM-4:00 PM

June 16, 2016 8:30 AM-4:00 PM

Instructor(s): Anne Weiss Fee: N/A (Budgeted)

Captain's House, 1701 Coyote Point Drive, San Mateo

### Presenting Yourself Effectively in a Civil Service Interview

Process (For Any Employee)

September 16 & 23, 2015 8:30 AM-4:30 PM

October 7 & 14, 2015 8:30 AM-4:30 PM

February 25 & March 3, 2016 8:30 AM-4:30 PM

June 2 & 9, 2016 8:30 AM-4:30 PM

Instructor(s): Recruitment Staff Fee: N/A (Budgeted)

Captain's House, 1701 Coyote Point Drive, San Mateo

## Computer Training

All Computer Training sessions will be held at the **Computer Training Room, 555 County Center (4th Floor), Redwood City.**

### Excel Advanced 2010 (For Any Employee)

October 26 & 28, 2015 8:30 AM-12:30 PM

February 8 & 10, 2016 8:30 AM-12:30 PM

April 12 & 14, 2016 8:30 AM-12:30 PM

June 6 & 8, 2016 8:30 AM-12:30 PM

Instructor(s): Kim Valdivia Fee: \$100

### Excel Intermediate 2010 (For Any Employee)

October 13 & 15, 2015 8:30 AM-12:30 PM

December 15 & 17, 2015 8:30 AM-12:30 PM

January 19 & 21, 2016 8:30 AM-12:30 PM

March 1 & 3, 2016 8:30 AM-12:30 PM

April 4 & 6, 2016 8:30 AM-12:30 PM

May 9 & 11, 2016 8:30 AM-12:30 PM

Instructor(s): Kim Valdivia Fee: \$100

### Excel Introduction 2010 (For Any Employee)

September 14 & 16, 2015 8:30 AM-12:30 PM

October 6 & 8, 2015 8:30 AM-12:30 PM

November 17 & 19, 2015 8:30 AM-12:30 PM

December 7 & 9, 2015 8:30 AM-12:30 PM

January 12 & 14, 2016 8:30 AM-12:30 PM

February 22 & 24, 2016 8:30 AM-12:30 PM

## County LMS Administrators

Assessor-Clerk-Recorder-Elections	Julietta Fernandez	(650) 363-4779
Child Support Services	Andrew Allee Sherrie Ramos	(650) 363-4973 (650) 363-4818
Controller	Jeremy Reyes	(650) 363-4777
Coroner	Emily Tauscher	(650) 312-5223
County Counsel	Shirley Lectura	(650) 363-4684
County Manager's Office/Board of Supervisors	Mina Lim	(650) 363-4124
CMO/BOS	Maria Luna	(650) 363-4700
Agriculture/Weights & Measures	Robert Busichi	(650) 363-4342
Public Safety Communications	Mayette Bailey	(650) 599-5910
Workforce & Economic Development	Debbie Padilla Christopher Manuel	(650) 363-4685 (650) 363-4677
District Attorney	Chonne A. Sherman	(650) 372-9500 X232
First 5 San Mateo County Health System	Sue Fisk Elizabeth Schlier	(650) 573-2533 (650) 573-2690
Aging & Adult Services	Moetoto Mati	(650) 573-2495
Behavioral Health & Recovery Services	Karen Macaca Kim Westrick	(650) 573-2541 (650) 573-2565
Correctional Health	William Taylor	(650) 363-7838
Emergency Medical Services	Patrice Christensen	(650) 573-3728
Environmental Health	Larisa Margulis	(650) 372-6247
Family Health	Kim Pijma	(650) 573-2517
Health Administration	Wanda Showaker	(650) 573-2263
Public Health, Policy & Planning	Wanda Showaker	(650) 573-2263
San Mateo Medical Center	Akram Cader Jennifer Baxter Cynthia Javines	(650) 573-2271 (650) 573-2275 (650) 573-2437
Housing	Yvonne Ho Norman Pascoe	(650) 802-3379 (650) 802-5008
Human Resources	Gabe Aponte Noel Coloma	(650) 363-4696 (650) 363-4948
	Chris McCarthy Rose San Juan Regina Soo	(650) 599-1151 (650) 363-4733 (650) 363-1915
Human Services Agency	Kathy Merlo Bill Dean	(650) 802-7965 (650) 802-7606
Information Services	Vanita Narayan Shawn Yu	(650) 599-7499 (650) 599-7468
LAFCO	Martha Poyatos	(650) 363-4224
Library	Karina Labrenz	(650) 312-8822
Parks	Brenda Bennett	(650) 599-1393
Planning & Building	Heather Hardy	(650) 363-1855
Probation	Bridget Love	(650) 312-5261
Public Works	Mamey Taylor Myra Yapching Manon Patterson	(650) 599-1451 (650) 599-1427 (650) 599-1428
SamCERA	Gladys Smith	(650) 363-4821
Sheriff's Office	Gina Sheridan Jennifer Prado	(650) 573-2520 (650) 363-4530
Tax Collector	Angey Rivera	(650) 363-4398
Treasurer/Revenue Services	Laura Williams	(650) 363-4977

## Customer Service

### Conflict Resolution: Dealing with Difficult People (For Any Employee)

September 24, 2015

February 23, 2016

Instructor(s): Zakiya Khalfani

Captain's House, 1701 Coyote Point Drive, San Mateo

Fee: N/A (Budgeted)

### Exceptional Customer Service: Putting People First in the Public Sector (For Any Employee)

October 22, 2015

Instructor(s): Elaine Schmitz

March 22, 2016

Instructor(s): Janell Payne

Fee: N/A (Budgeted)

Captain's House, 1701 Coyote Point Drive, San Mateo

**Maximizing Your Personal Effectiveness** (For Any Employee)  
 October 27, 2015 8:30 AM-4:30 PM  
 March 1, 2016 8:30 AM-4:30 PM  
 Instructor(s): Dianne Faieta Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

**Project Management for the Real World** (For Any Employee Who Manages Projects)  
 December 1, 2015 8:30 AM-4:30 PM  
 Ball Room, 400 Harbor Blvd., Bldg. B (HSA), Belmont  
 May 17, 2016 8:30 AM-4:30 PM  
 Captain's House, 1701 Coyote Point Drive, San Mateo  
 Instructor(s): Dianne Faieta Fee: N/A (Budgeted)

**Relationship Management** (For Any Employee)  
 January 26, 2016 8:30 AM-12:30 PM  
 Instructor(s): Joanne Bond Fee: N/A (Budgeted)  
 Room 101, 455 County Center (1st Floor), Redwood City

**Resolving Conflict with Difficult Personalities** (For Any Employee)  
 September 15, 2015 1:00 PM-5:00 PM  
 Instructor(s): Claire Laughlin  
 February 17, 2016 8:30 AM-12:30 PM  
 Instructor(s): Janell Payne  
 Fee: N/A (Budgeted)  
 Room 101, 455 County Center (1st Floor), Redwood City

**Strategies for Changing Times** (For Any Employee)  
 March 17, 2016 8:30 AM-4:30 PM  
 Instructor(s): Nicole Schapiro Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

**Taking the Step Up to Supervisor** (For Any Employee)  
 October 1, 2015 8:30 AM-4:30 PM  
 March 15, 2016 8:30 AM-4:30 PM  
 Instructor(s): Jim Delia Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

**Time Management** (For Any Employee)  
 September 15, 2015 9:00 AM-12:00 PM  
 May 3, 2016 9:00 AM-12:00 PM  
 Instructor(s): Jim Porter Fee: N/A (Budgeted)  
 Room 101, 455 County Center (1st Floor), Redwood City

## Safety

**Conducting Facility Safety Inspections** (For Any Employee)  
 September 30, 2015 9:00 AM-11:00 AM  
 February 11, 2016 9:00 AM-11:00 AM  
 Instructor(s): Alicia Kellie Fee: N/A (Budgeted)  
 Room 405, 455 County Center (4th Floor), Redwood City

**Ergonomics for Department Ergonomics Coordinators** (For SM County Department Ergonomic Coordinators Only)  
 October 7, 2015 8:30 AM-12:30 PM  
 February 10, 2016 8:30 AM-12:30 PM  
 Instructor(s): Alicia Kellie Fee: N/A (Budgeted)  
 Room 405, 455 County Center (4th Floor), Redwood City

**Ergonomics for Supervisors and Managers** (For Supervisors and Managers)  
 November 3, 2015 9:00 AM-11:00 AM  
 Instructor(s): Alicia Kellie Fee: N/A (Budgeted)  
 Room 405, 455 County Center (4th Floor), Redwood City

**Fire Prevention and Fire Extinguisher Use** (For Any Employee)  
 June 9, 2016 9:00 AM-11:00 AM  
 Instructor(s): Alicia Kellie Fee: N/A (Budgeted)  
 Room 405, 455 County Center (4th Floor), Redwood City

**Supervisor Safety Responsibilities** (For Supervisors and Managers)  
 March 16, 2016 9:00 AM-12:00 PM  
 Instructor(s): Alicia Kellie Fee: N/A (Budgeted)  
 Room 405, 455 County Center (4th Floor), Redwood City

## Written Communication

**Better Reading and Writing** (For Any Employee)  
 June 29, 2016 8:30 AM-4:30 PM  
 Instructor(s): Neal Doten Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

**Delivering Customer Service in Writing** (For Any Employee)  
 December 1, 2015 8:30 AM-12:30 PM  
 May 17, 2016 8:30 AM-12:30 PM  
 Instructor(s): Patricia Haddock Fee: N/A (Budgeted)  
 Room 101, 455 County Center (1st Floor), Redwood City

**Editing and Proofreading** (For Any Employee)  
 September 23, 2015 8:30 AM-12:30 PM  
 February 23, 2016 8:30 AM-12:30 PM  
 Instructor(s): Patricia Haddock Fee: N/A (Budgeted)  
 Room 101, 455 County Center (1st Floor), Redwood City

**Effective Business Writing** (For Any Employee)  
 November 3, 2015 8:30 AM-4:30 PM  
 March 8, 2016 8:30 AM-4:30 PM  
 May 10, 2016 8:30 AM-4:30 PM  
 Instructor(s): Dianne Faieta Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

**Grammar and Punctuation** (For Any Employee)  
 October 8, 2015 9:00 AM-4:00 PM  
 February 10, 2016 9:00 AM-4:00 PM  
 Instructor(s): Yvonne Alexander Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

**Fundamentals of Conversational Spanish** (For Any Employee)  
 September 29 & 30, 2015 8:30 AM-4:30 PM  
 March 29 & 30, 2016 8:30 AM-4:30 PM  
 Instructor(s): Armando Gonzalez Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

**Powerful Telephone Skills** (For Any Employee)  
 September 22, 2015 8:30 AM-12:00 PM  
 February 9, 2016 8:30 AM-12:00 PM  
 Instructor(s): Anne Weiss Fee: N/A (Budgeted)  
 Room 101, 455 County Center (1st Floor), Redwood City

**Redefining Customer Service in the Technology Age** (For Any Employee)  
 January 21, 2016 8:30 AM-12:30 PM  
 May 26, 2016 8:30 AM-12:30 PM  
 Instructor(s): Jim Delia Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

**Serving Multi-Generation Customers** (For Any Employee)  
 March 10, 2016 8:30 AM-12:30 PM  
 Instructor(s): Patricia Haddock Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

**Supporting Outstanding Customer Service in the Public Sector** (For Supervisors and Managers)  
 June 7, 2016 8:30 AM-12:30 PM  
 Instructor(s): Jim Delia Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

**The Customer Care Approach to Customer Service** (For Any Employee)  
 January 12, 2016 8:30 AM-12:30 PM  
 May 3, 2016 8:30 AM-12:30 PM  
 Instructor(s): Patricia Haddock Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

## Diversity / Cultural Competency

**How to Thrive in a Changing Diverse Workplace: Essential Strategies Every Supervisor/Manager Should Know** (For Supervisors and Managers) --- NEW

December 8, 2015 1:00 PM-4:00 PM  
 June 7, 2016 9:00 AM-12:00 PM  
 Instructor(s): Michelle Park Fee: N/A (Budgeted)  
 Room 101, 455 County Center (1st Floor), Redwood City

**Recognizing and Valuing Our Differences** (For Any Employee)  
 May 12, 2016 8:30 AM-12:30 PM  
 Instructor(s): Anne Weiss Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

**Working with Multi-Generations at the Workplace** (For Any Employee)  
 October 21, 2015 8:30 AM-12:30 PM  
 Instructor(s): Patricia Haddock Fee: N/A (Budgeted)  
 Captain's House, 1701 Coyote Point Drive, San Mateo

**Essential Supervisory Skills (ESS)**  
 All ESS sessions will be held at the Montara Room, 1 Davis Drive (HSA), Belmont.

**Essential Supervisory Skills (ESS) - Coaching** (For SM County Supervisors and Managers Only)  
 September 29, 2015 8:30 AM-12:30 PM  
 Instructor(s): Peggy Jensen & Jim Delia  
 November 10, 2015 8:30 AM-12:30 PM  
 Instructor(s): Peggy Jensen & Mike Callagy  
 Fee: N/A (Budgeted)

**Essential Supervisory Skills (ESS) - Feedback** (For SM County Supervisors and Managers Only)  
 October 8, 2015 8:30 AM-12:30 PM  
 Instructor(s): John Keene & Anne Weiss  
 October 27, 2015 8:30 AM-12:30 PM  
 Instructor(s): Donna Vaillancourt & Anne Weiss  
 Fee: N/A (Budgeted)

**Essential Supervisory Skills (ESS) - Goal Setting** (For SM County Supervisors and Managers Only)  
 September 28, 2015 8:30 AM-12:30 PM  
 Instructor(s): Anne Weiss & Jim Delia  
 October 13, 2015 8:30 AM-12:30 PM  
 Instructor(s): Reyna Farrales & Anne Weiss  
 Fee: N/A (Budgeted)

**Essential Supervisory Skills (ESS) - Performance Evaluation** (For SM County Supervisors and Managers Only)  
 October 7, 2015 8:30 AM-12:30 PM  
 November 17, 2015 8:30 AM-12:30 PM  
 Instructor(s): ELR Staff Fee: N/A (Budgeted)

## Finance and Administration

**OHC - Hiring Manager/Approver Training** (For SM County Hiring Managers/Supervisors Only)  
 TO REGISTER FOR THIS CLASS, CONTACT LISA YAPCHING.

**OHC - HR Liaison Training** (For SM County Payroll/Personnel Staff Only)  
 TO REGISTER FOR THIS CLASS, CONTACT LISA YAPCHING.

## HR Management

**Communicating Expectations** (For SM County Supervisors and Managers Only)  
 December 15, 2015 1:30 PM-3:30 PM  
 Room 100, 225 W. 37th Avenue (Health System), San Mateo  
 March 3, 2016 1:30 PM-3:30 PM  
 Education Classrooms 1 & 2, SMMC (2nd Floor, Admin Wing),  
 222 W. 39th Avenue, San Mateo

Instructor(s): Michelle Kuha Fee: N/A (Budgeted)

**Difficult Conversations** (For SM County Supervisors and Managers Only) --- **NEW**

February 2, 2016 10:00 AM-12:00 PM  
Instructor(s): Michelle Kuka Fee: N/A (Budgeted)  
Room 101, 455 County Center (1st Floor), Redwood City

**Effective 1:1 Meetings** (For SM County Supervisors and Managers Only)

October 1, 2015 2:00 PM-4:00 PM  
Bali Room, 400 Harbor Blvd., Bldg. B (HSA), Belmont  
April 12, 2016 10:00 AM-12:00 PM  
Education Classrooms 1 & 2, SMMMC (2nd Floor, Admin Wing),  
222 W. 39th Avenue, San Mateo  
Instructor(s): Michelle Kuka Fee: N/A (Budgeted)

**Effective Onboarding Practices** (For SM County Supervisors and Managers Only) --- **NEW**

January 19, 2016 9:00 AM-11:00 AM  
June 28, 2016 9:00 AM-11:00 AM  
Instructor(s): Anne Weiss & Lisa Yapching Fee: N/A (Budgeted)  
Room 101, 455 County Center (1st Floor), Redwood City

**Employee Documentation** (For SM County Supervisors and Managers Only)

September 24, 2015 2:00 PM-4:00 PM  
Belize Room, 400 Harbor Blvd., Bldg. B (HSA), Belmont  
March 10, 2016 10:00 AM-12:00 PM  
Room 100, 225 W. 37th Avenue (Health System), San Mateo  
Instructor(s): Michelle Kuka Fee: N/A (Budgeted)

**Hiring, Building & Retaining a Skilled Workforce** (For SM County Supervisors and Managers Only)

November 12, 2015 8:30 AM-4:30 PM  
Captain's House, 1701 Coyote Point Drive, San Mateo  
March 22, 2016 8:30 AM-4:30 PM  
Room 101, 455 County Center (1st Floor), Redwood City  
Instructor(s): Lisa Yapching Fee: N/A (Budgeted)

**HR Basics** (For SM County Supervisors and Managers Only) --- **NEW**

March 1, 2016 9:00 AM-12:00 PM  
Instructor(s): Michelle Kuka Fee: N/A (Budgeted)  
Room 101, 455 County Center (1st Floor), Redwood City

**Labor Relations** (For SM County Supervisors and Managers Only) --- **NEW**

November 19, 2015 9:00 AM-3:00 PM  
Instructor(s): Michelle Kuka Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Managing Absenteeism** (For SM County Supervisors and Managers Only)

November 4, 2015 1:30 PM-4:30 PM  
Bali Room, 400 Harbor Blvd., Bldg. B (HSA), Belmont  
April 19, 2016 1:30 PM-4:30 PM  
Room 100, 225 W. 37th Avenue (Health System), San Mateo  
Instructor(s): Michelle Kuka, Janine Keller & Rebecca Levett  
Fee: N/A (Budgeted)

**Managing Employees with Medical Conditions** (For SM County Supervisors and Managers Only)

November 10, 2015 8:30 AM-12:30 PM  
April 14, 2016 8:30 AM-12:30 PM  
Instructor(s): Janine Keller Fee: N/A (Budgeted)  
Room 405, 455 County Center (4th Floor), Redwood City

**Risk Management for the Supervisor/Manager** (For SM County Supervisors and Managers Only)

December 2, 2015 8:30 AM-12:30 PM  
April 13, 2016 8:30 AM-12:30 PM  
Instructor(s): Faiza Steele & Alicia Kellie Fee: N/A (Budgeted)  
Room 405, 455 County Center (4th Floor), Redwood City

**Supervisor's Guide to Progressive Discipline** (For SM County Supervisors and Managers Only)

September 17, 2015 9:00 AM-3:00 PM  
February 18, 2016 9:00 AM-3:00 PM  
Instructor(s): Michelle Kuka & Kim Ferrario Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Workers' Compensation** (For SM County Supervisors and Managers Only)

November 4, 2015 9:00 AM-12:00 PM  
May 19, 2016 9:00 AM-12:00 PM  
Instructor(s): Faiza Steele, Rod Maplestone & Rebecca Levett Fee: N/A (Budgeted)  
Room 405, 455 County Center (4th Floor), Redwood City

## Leadership Development

**ABCs of Supervising Others** (For Leads, Supervisors, and Managers)

October 6, 2015 8:30 AM-4:30 PM  
February 9, 2016 8:30 AM-4:30 PM  
Instructor(s): Zakiya Khalfani Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo  
**Advanced People Skills** (For Leads, Supervisors, and Managers)  
April 13 & 20, 2016 8:30 AM-4:30 PM  
Instructor(s): Dianne Faieta Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Build Productive Teams through Improved Communication** (For Leads, Supervisors, and Managers)

November 17, 2015 8:30 AM-4:30 PM  
February 2, 2016 8:30 AM-4:30 PM  
Instructor(s): Dianne Faieta Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Change Leadership** (For Any Employee)

October 15, 2015 8:30 AM-4:30 PM  
Instructor(s): Jim Delia Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo  
**Coaching Others to Manage Conflict** (For Leads, Supervisors, and Managers)  
November 4, 2015 8:30 AM-12:30 PM  
Instructor(s): Joanne Bond Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Leadership Basics** (For Leads, Supervisors, and Managers)

October 20, 2015 8:30 AM-12:30 PM  
Instructor(s): Jim Delia Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Leading Multi-Generation Teams** (For Any Employee)

May 11, 2016 8:30 AM-12:30 PM  
Instructor(s): Patricia Haddock Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Making the Transition from Manager to Leader** (For Supervisors and Managers)

February 11, 2016 8:30 AM-12:30 PM  
Instructor(s): Patricia Haddock Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Motivating Long-Term Employees** (For Supervisors and Managers)

April 19, 2016 8:30 AM-12:30 PM  
Instructor(s): Jim Delia Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Motivation through Delegation** (For Leads, Supervisors, and Managers)

December 15, 2015 8:30 AM-12:30 PM  
Instructor(s): Claire Laughlin Fee: N/A (Budgeted)  
Bali Room, 400 Harbor Blvd., Bldg. B (HSA), Belmont

**Political Astuteness/Savvy** (For Leads, Supervisors, and Managers)

December 1, 2015 1:00PM-5:00 PM  
Instructor(s): Dave Holland & Mary Welch Fee: N/A (Budgeted)  
Belize Room, 400 Harbor Blvd., Bldg. B (HSA), Belmont

**Skills for Collaborative Leadership** (For Any Employee)

March 9, 2016 8:30 AM-4:30 PM  
Instructor(s): Nicole Schapiro Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Supervision 101: What All New Supervisors Need to Know** (For Newly Appointed Leads, Supervisors, and Managers)

September 15, 2015 8:30 AM-4:30 PM  
February 4, 2016 8:30 AM-4:30 PM  
Instructor(s): Jim Delia Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**The Art of Delegating Effectively** (For Leads, Supervisors and Managers)

October 27, 2015 8:30 AM-12:30 PM  
Instructor(s): Zakiya Khalfani Fee: N/A (Budgeted)  
Room 101, 455 County Center (1st Floor), Redwood City

## Professional Development

**Advanced Facilitation** (For SM County Employees Only)

April 26, 2016 1:00 PM-5:00 PM  
Instructor(s): Aida Negron Fee: N/A (Budgeted)  
Room 101, 455 County Center (1st Floor), Redwood City

**Basic Facilitation** (For SM County Employees Only) --- **NEW**

October 13, 2015 1:00 PM-5:00 PM  
April 19, 2016 1:00 PM-5:00 PM  
Instructor(s): Aida Negron Fee: N/A (Budgeted)

Room 101, 455 County Center (1st Floor), Redwood City

**Building Effective Workplace Relationships** (For Any Employee)

November 18, 2015 8:30 AM-12:30 PM  
June 1, 2016 8:30 AM-12:30 PM  
Instructor(s): Patricia Haddock Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Crash Course in Project Management** (For Any Employee) --- **NEW**

October 28, 2015 8:30 AM-12:30 PM  
Room 101, 455 County Center (1st Floor), Redwood City  
February 24, 2016 8:30 AM-12:30 PM  
Captain's House, 1701 Coyote Point Drive, San Mateo  
Instructor(s): John Jones Fee: N/A (Budgeted)

**Creative Problem Solving** (For Any Employee)

October 28, 2015 8:30 AM-4:30 PM  
April 21, 2016 8:30 AM-4:30 PM  
Instructor(s): Jim Delia Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Develop as a Professional** (For Any Employee)

September 22, 2015 8:30 AM-4:30 PM  
February 3, 2016 8:30 AM-4:30 PM  
Instructor(s): Patricia Haddock Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Developing Effective Project Proposals and Workplans** (For Project Managers)

March 2, 2016 8:30 AM-4:30 PM  
Instructor(s): Mary Welch Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Effective Public Speaking** (For SM County Employees Only)

January 13 & 14, 2016 Day 1: 8:30 AM-4:30 PM,  
Day 2: 8:30 AM-12:30 PM  
May 4 & 5, 2016 Day 1: 8:30 AM-4:30 PM,  
Day 2: 8:30 AM-12:30 PM  
Instructor(s): Gloria Cohn Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo

**Leading Positive Change** (For Any Employee)

November 10, 2015 1:00 PM-5:00 PM  
Instructor(s): Elaine Schmitz Fee: N/A (Budgeted)  
Room 101, 455 County Center (1st Floor), Redwood City

**Leveraging Technology to Maximize Your Time** (For Any Employee) --- **NEW**

October 22, 2015 8:30 AM-12:30 PM  
March 14, 2016 8:30 AM-12:30 PM  
Instructor(s): Bill Fogarty & Chris Flatmoe Fee: N/A (Budgeted)  
Sheriff's Office Training Center, 1601 Coyote Point Drive, San Mateo

**Mastering the Communication Process** (For Any Employee)

October 29, 2015 8:30 AM-12:30 PM  
March 16, 2016 8:30 AM-12:30 PM  
Instructor(s): Zakiya Khalfani Fee: N/A (Budgeted)  
Captain's House, 1701 Coyote Point Drive, San Mateo