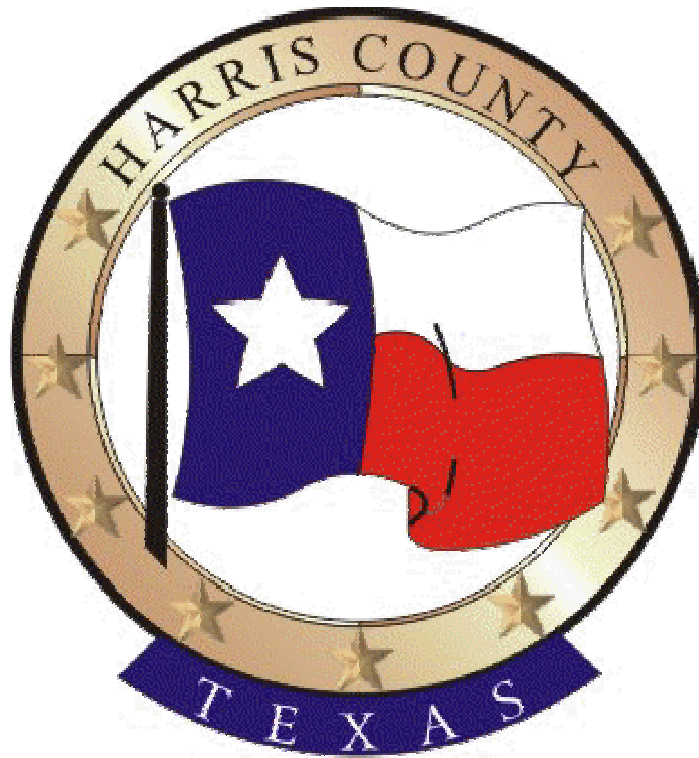


# **Employee Training Class Schedule September, 2005 – February, 2006**



For Additional Information, Contact

**Human Resources & Risk Management**  
713.755.4843

<http://www.co.harris.tx.us/EmployeeTraining.htm>

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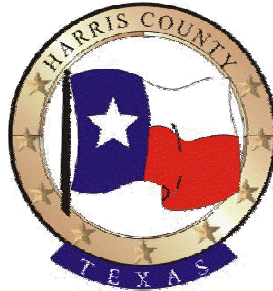
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# Harris County Human Resources & Risk Management Guide to Employee Training Classes



**REGISTRATION IS OPEN** for September, 2005 – February, 2006

The website address for registration is <http://www.co.harris.tx.us/EmployeeTraining.htm>. Employees who do not have access to the online system should contact their supervisor for help in accessing the online registration system. Supervisors may contact the registrar of the appropriate department for additional help. As always, if an employee cannot attend, please contact our office to cancel or schedule a substitute. Supervisors will be notified of those employees who registered but did not attend or did not cancel.

## Management Training

**\* This class is available to Managers and Supervisors Only.**

Course	Day	Date	Time	Location	Hours
* Effective Empowerment: Promoting Employee Independence and Accountability	Thursday	September 8	8:00 AM – 12:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	4.0
* We Can Always Do Better	Tuesday	September 20	1:00 PM – 5:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	4.0
* How to Defend a TWC Claim	Thursday	September 22	1:00 PM – 4:30 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
* Team Management Using the Compass Personality System	Thursday	September 29	8:30 AM – 12:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
* Coaching for Continuous Improvement	Thursday	October 6	8:00 AM – 12:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	4.0
* Effective Job Analysis and Preparing Job Descriptions	Thursday	October 6	1:00 PM – 4:30 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
* Conducting Internal Investigations	Tuesday	December 6	1:00 PM – 4:30 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
* Performance Feedback	Thursday	January 19	8:30 AM – 12:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
* Managing Conflict	Tuesday	January 24	8:00 AM – 12:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	4.0
* Understanding Human Behavior	Thursday	January 26	8:00 AM – 12:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	4.0

* Situational Leadership	Thursday	January 26	1:00 PM – 5:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	4.0
* Communicating Upwards...Strategies to Increase Your Ability to Get Your Ideas Accepted	Thursday	February 9	8:00 AM – 12:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	4.0
* Negotiation Skills	Tuesday	February 14	8:00 AM – 12:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	4.0
* LEADOUT – Lessons for Leaders	Tuesday	February 14	1:00 PM – 5:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	4.0

## Professional Development Training

**These classes are open to all employees with supervisory approval.**

Course	Day	Date	Time	Location	Hours
Presentation Skills for Out of the Box (and This World!) Presentations	Tuesday	September 13	1:00 PM – 4:30 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
Planning for Financial Security	Tuesday	October 4	8:30 AM – 10:30 AM	1310 Prairie, 16 <sup>th</sup> Floor	2.0
Writing Lab	Tuesday	October 11	1:00 PM – 4:30 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
Stepping Up to Supervisor	Thursday	October 13	1:00 PM – 5:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	4.0
Stepping Up to Supervisor	Tuesday	January 10	1:00 PM – 5:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	4.0
Increasing Personal Effectiveness	Thursday	January 12	8:30 AM – 12:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
Moving Through Loss and Change	Thursday	January 12	1:00 PM – 4:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.0
Avoiding Confusing Words and Writing Blunders	Tuesday	January 17	8:30 AM – 12:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
Staying Cool: The Nature of Hostile Behavior	Tuesday	January 17	1:00 PM – 4:30 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
Notary Public Training and Certification	Thursday	January 19	1:00 PM – 4:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.0
Dealing with Difficult People VS Difficult People Dealing with You	Tuesday	January 24	1:00 PM – 4:30 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
Inner-Tudes	Tuesday	January 31	8:30 AM – 12:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
Ego Boosters VS Ego Busters	Tuesday	January 31	1:00 PM – 4:30 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
Listening Skills	Thursday	February 2	8:30 AM – 12:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.5
Invest in Your Debt (Failsafe Financial Planning)	Thursday	February 2	1:00 PM – 4:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	3.0
Where Did the Time Go?	Tuesday	February 7	1:00 PM – 5:00 PM	1310 Prairie, 16 <sup>th</sup> Floor	4.0

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# Collaborative Training

## (COLLABORATIVE TRAINING WITH OTHER COUNTY DEPARTMENTS)

Course	Day	Date	Time	Location	Hours
Conflict Resolution and Anger Management	Wednesday	September 7	8:00 AM – 10:00 AM	9111 Eastex Freeway, 1 <sup>st</sup> Floor Training Rooms	2.0
Supervising the Opiate Addicted Offender	Monday	September 26	1:30 PM – 3:30 PM	9111 Eastex Freeway, 1 <sup>st</sup> Floor Training Rooms	2.0
Ready, Set, Write! – Fundamentals of Successful Grant Applications	Thursday	September 29	8:30 AM – 12:00 PM	2223 West Loop South, Room 532	3.5
Let's Hold Hands – Collaboration and Community Partnerships in Grant Applications	Tuesday	October 25	1:30 PM – 4:30 PM	2223 West Loop South, Room 532	3.0
Demystifying Governmental Grant Funding – Federal and State Grant Funding for Beginners	Tuesday	January 24	8:30 AM – 12:00 PM	2223 West Loop South, Room 532	3.5

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**Harris County offers reasonable accommodation for persons attending classes as required by the ADA. Please call HR & RM at 713-755-4396 a minimum of two weeks prior to the event date if you require accommodation.**

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## More Features from Your EAP

Contact the Harris County HR & RM Training Section at **(713) 755-7058** to schedule an EAP Orientation Program for your department. A minimum of 15 people and a minimum of 2 hours is needed to host an on-site orientation program. Departments are encouraged to open their EAP Orientation Programs to other Harris County employees in their immediate area.

**To Access the Magellan Website:**  
[www.magellanassist.com](http://www.magellanassist.com)

**\*\*Note:** If you are having trouble logging on to the website, there has been a change in the system so please create a new user name and password.

Log in to the Magellan Health Services web site. Click on the “new or unregistered user” purple hyperlink on the right side of the page. New users enter the toll free

number: **800-588-8417** when prompted, and follow the links to access information and services:

- Learn about your EAP, Dependent Care and Lifecycle Resources.
- Use on-line features such as a variety of Self-Assessments on Mental Health, Work and Life, and Personal Development.
- Call **1-800-588-8417** to learn about Financial and Legal Counseling Services

**For Additional Information, contact (713) 755-7058.**

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## New Employee Orientation

### 8:30 AM – 12:30 PM

Date	Location
<b>September 21, 2005</b>	1310 Prairie, 16 <sup>th</sup> Floor
<b>October 12, 2005</b>	1310 Prairie, 16 <sup>th</sup> floor
<b>November 9, 2005</b>	1310 Prairie, 16 <sup>th</sup> floor
<b>December 14, 2005</b>	1310 Prairie, 16 <sup>th</sup> Floor
<b>January 18, 2006</b>	1310 Prairie, 16 <sup>th</sup> Floor
<b>February 15, 2006</b>	1310 Prairie, 16 <sup>th</sup> Floor

Open to all new employees. Learn about your health care, payroll, retirement benefits, your rights and responsibilities as an employee, training programs and other Harris County services. It is not necessary to register for this class; an email or telephone call is needed to confirm your attendance.

**\*\*Coming Soon\*\*** – New Employee Orientation Videos including expanded segments on the new Harris County Personnel Regulations.

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## Upcoming Retirement Seminars

Date	Location	Address
November 10, 2005	Bear Creek Community Center	3055 Bear Creek Dr. Houston, TX 77084

**Employees may register for a Retirement Seminar upon receipt of an invitation for a specific seminar.**

Contact **(713) 755-4390** for further information.

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## Harris County Employees Training Conference 2005:

**UNITED WE ACHIEVE UNLIMITED POSSIBILITIES**

**November 1 - 3, 2005 AT RELIANT CENTER  
Houston, Texas**

Don't miss this tremendous opportunity to learn the latest compliance procedures, enhance communication and develop your professional and/or supervisory skills. Plan to attend now. The conference is open to all Harris County employees with supervisory approval.

**Class Schedule available August 8, 2005**

**Registration Opens August 22, 2005**





# JOIN WEIGHT WATCHERS® AT WORK AND GET A FREE WEEK!\*

**With Weight Watchers TurnAround™ program, taking control just got easier!**

With two exciting approaches to healthy, sustainable weight loss, you choose the plan that fits you best:

## **our flexible POINTS® plan**

Eat any food while staying within your daily **POINTS** Target.

OR

## **our No Counting plan**

Focus on wholesome foods from all the food groups with no counting or tracking.

**Both plans give you the knowledge to make wise food choices, are easy to learn and both plans work!**



JOIN  
**WEIGHT WATCHERS.**  
RIGHT HERE. RIGHT NOW.

CONTACT:

**Erika Guillory**  
**Human Resources & Risk Management**

**Phone: (713) 755-4390**

**E-mail: [erika\\_guillory@hctx.net](mailto:erika_guillory@hctx.net)**

- **At least 20 people needed to start On-Site Program**
  - **Approximately \$60 per month**
- **Call the number above for more details!**

**COME JOIN US AND LEARN TO LOSE WEIGHT  
THE HEALTHY WAY!!**

**A FREE WEEK** is yours when you  
and your coworkers start or renew a  
Weight Watchers At Work meeting series.

Valid for all new series until 8/20/05.



\*A free week will be added to your At Work series. Offer is available only in participating areas in the United States. Offer not valid for local Weight Watchers meetings, At Home or Online subscription products. May not be redeemed for cash or combined with any other Meetings promotion. Printed in U.S.A.  
©2005 Weight Watchers International, Inc., owner of the WEIGHT WATCHERS and POINTS registered trademark. All rights reserved.

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# The Training Library



Check out workbooks, computer based training programs and videos on a variety of work related subjects and study at your own pace. The library is open for use by all Harris County Departments and employees. A partial listing of resources available is included below. For more information, please call HR & RM at (713) 755-7058.



## Communication

- Customer Service Excellence (text & CD)
- Business Performance (text & CD)
- Effective Meeting Skills (text)
- Personal Counseling (text)
- Thinking on Your Feet (text)
- Win at Human Relations (text)

## Compliance Training (Managers/Supervisors ONLY)

- A Concise Guide to Successful Employment Practices (text)
- Basic Employee Law for Managers/Supervisors (text)
- HR How To: Internal Investigations (text)
- HR How To: Performance Management (text)
- HR How To: Recruiting and Hiring (text)
- HR How To: Discipline (text)

## Employee Development

- Attitude (text)
- Balancing Home & Career (text)
- Concentration (text)
- Empowerment – Building a Committed Workforce (text)
- Goals and Goal Setting (text)
- Influence – The Formula for Success (text)
- Managing Anger (text)
- Managing Stress for Mental Fitness (text)
- Overcoming Anxiety (text)
- Self Empowerment (text)
- Successful Lifelong Learning (text)
- The Continuously Improving Self

## **Essential Office Skills**

- 50-One Minute Tips on Better Communicating (text)
- Giving and Receiving Feedback (text)
- Office Management (text)
- Professionalism in the Office (text)
- The Business of Listening (text)

## **Leadership**

- Behavior Based Interviewing (text)
- Facilitation Skills for Team Leaders (text)
- Learning to Lead (text)
- Office Management (text)

## **Management Training**

- Achieving Consensus (text)
- Handling the Difficult People (text)
- Effective Performance Appraisals (text)
- Managing Anger (text)
- Managing Disagreement Constructively (text)
- Managing Performance (text & CD)
- Managing Upward (text)
- Retaining Employees (text)

## **Train the Trainer**

- Developing Effective Training Sessions (text)
- Effective Presentation Skills (text)
- Sales Training Basics (text)
- Technical Presentation Skills (text)
- Training Methods that Work (text)

## **Supervision (Managers/Supervisors ONLY)**

- Excellence in Supervision (text)
- Successful Negotiation (text)
- The New Supervisor (text)

## **Writing**

- Better Business Writing (text)
- Fat Free Writing (text)
- Powerful Proofreading Skills (text)
- Technical Writing in the Corporate World (text)
- Writing Effective Emails (text)
- Writing Fitness
- Writing that Sells (text)

To arrange to borrow the titles above, please contact (713) 755-7058.

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# Description of September 2005 – February 2006 Offerings

Classes that have an asterisk \*are open to **managers/supervisors only**

**PHES classes must register with Cora Alexander at:**  
[CAlexander@harriscountyhealth.com](mailto:CAlexander@harriscountyhealth.com) or 713-439-6085

**NOTE: All topics and presenters are confirmed at the time of printing and are subject to change or cancellation without notice.**

## Avoiding Confusing Words and Writing Blunders

*(Instructor: Tawnya Mitchell)*

Make letter-perfect choices on confusing words, and learn to protect against business writing blunders in this new business writing class. Additional material in this class includes keeping letters, memos and e-mail messages simple and concise; how to deliver unpleasant news in writing; and how to appropriately ask for a response on the first request, ask for action and follow up. **Limit: 30.**

## \* Coaching for Continuous Improvement

*(Instructor: Deedee Ostfeld)*

Managers/supervisors will use their own experiences, role plays, practice exercises and small group activities to identify four types of feedback, analyze elements of a coaching competency model, identify their own coaching strengths/weaknesses and utilize seven techniques in giving feedback. **Limit: 40 Managers/Supervisors**

## \* Communicating Upwards...Strategies to Increase Your Ability to Get Your Idea Accepted

*(Instructor: Deedee Ostfeld)*

Managers/supervisors in this session will develop confidence in their ability to express themselves effectively to all levels of management. Assess your individual communication style and that of your manager, and learn how to best prepare for and react to different management styles. Participants in this session will organize and frame their ideas/questions/suggestions with clarity and precision in terms of business benefits, and create individual game plans that connect their communication style to a Harris County issue or a business opportunity. **Limit: 40 Managers/Supervisors**

## \* Conducting Internal Investigations

*(Instructor: Katrina Grider)*

Managers/supervisors in this session will increase their knowledge and awareness of the reasons for conducting internal investigations. Participants will learn how to plan, conduct, and determine potential disadvantages of an investigation. Also, learn how to select an internal investigator, conduct and analyze the facts, and conclude the investigation determining appropriate action. **Limit: 40 Managers/Supervisors**

## Conflict Resolution and Anger Management

*(Instructor: John Garlock)*

Managing anger is a challenge for many people in today's world! This training will help participants understand conflict resolution and how to turn conflict into win/win situations. Learn the origin of anger patterns and what anger is and is not.

Attendees will identify individual anger patterns and styles and will acquire new tools to use when angry. This class is a joint collaboration between CSCD and the Harris County HRRM Training Section. **Limit: 15.**

### **Dealing with Difficult People VS Difficult People Dealing With You**

*(Instructor: Bill Crawford, Ph.D.)*

Most of us at one time or another have experienced the frustration of trying to communicate important information to someone, only to have him or her misunderstand, argue, or resist hearing what we have to say. Further, when we try to correct them, or tell them how important it is they pay attention, they seem to resist even more. This presentation is designed to address this resistance in a way that not only allows others to hear and understand, but may even have them thanking you for your opinions and suggestions! **Limit: 40.**

### **Demystifying Governmental Grant Funding – Federal and State Funding for Beginners**

**\* NEW**

*(Instructor: Cora Alexander)*

Participants will learn how to locate governmental funding opportunities and write successful grant applications. Due to popular demand, a copy of an approved federal grant application will be provided to the participants who register and attend the seminar. This class is a joint collaboration between PHES and the Harris County HRRM Training Section. Note: please register with Cora Alexander at [CAlexander@harriscountyhealth.com](mailto:CAlexander@harriscountyhealth.com) or 713-439-6085. **Limited**

### **EAP Orientation for Employees**

Participants will learn about EAP's key features available to county employees. **Minimum: 15 To schedule an EAP Orientation Program for your department, contact 713-755-7058.**

### **\* Effective Empowerment: Promoting Employee Independence and Accountability**

**\* NEW**

*(Instructor: Deedee Ostfeld)*

Today's workplace needs have changed. In traditional companies, employees were given tasks to do and ask no questions. Today's workplace needs empowered employees who can make decisions, problem solve, take initiative, and be accountable for results. Managers/supervisors in this session will examine the characteristics of empowerment, discuss the benefits of an empowered organization, and review the supervisory and employee skills necessary to empower individuals. Also, participants will discuss the pitfalls and how to overcome them and create an action plan for empowering staff. **Limit: 40 Managers/Supervisors**

### **\* Effective Job Analysis and Preparing Job Descriptions**

*(Instructor: Katrina Grider)*

Managers/supervisors in this session will increase their knowledge and awareness of the importance of conducting an effective job analysis for each position, review guidelines for analyzing a job, and classify a job as exempt or non-exempt. Participants will also review the guidelines for writing a job description that effectively ties the job analysis results to job performance. **Limit: 40 Managers/Supervisors**

### **Ego Boosters VS Ego Busters**

*(Instructor: Susanne Gaddis, Ph.D.)*

Positive actions lead to positive results. Participants in this session will practice how small changes in verbal and non-verbal behavior can have a big impact on increasing productivity and performance. Focus on 50 ways to say "good for you", assertive versus aggressive communication, and using techniques for gaining support and cooperation. **Limit: 40.**

### **\* How to defend a TWC Claim**

*(Instructor: Katrina Grider)*

Learn the ins and outs of working through TWC claims from both the department and TWC viewpoints. **Limit: 40 Managers/Supervisors**

### **Increasing Personal Effectiveness**

*(Instructor: Margaret Johnson)*

Encourage individuals to look at situations from another perspective for greater understanding. Participants in this session will define proactive and reactive behavior and learn how to fill emotional bank accounts, and develop win/win relationships. Participants will also learn how to balance and renew themselves for ultimate effectiveness in order to work more effectively together. **Limit: 40.**

### **Inner – Tudes**

*(Instructor: Susanne Gaddis, Ph.D.)*

Find a way to make a positive difference in your daily life and improve your relationships with co-workers, clients, and family members! With the right tools, you can easily change the way you think about yourself and your abilities, while also improving your communication and productivity. This workshop will give you the tools to set personal self-communication goals, deal with excessive worry, get “internally organized” , and start you day with a B.A.N.G. **Limit: 40.**

### **Invest In Your Debt (Failsafe Financial Planning)**

*(Instructor: Tom Watson, Ph.D.)*

Participants will learn a proven strategy to eliminate personal debt in as little as 5 - 8 years! If you want to feel less pressure to make more money to support your family; to be able to concentrate on your job without having to worry about money problems; and to understand how to handle emergencies without using credit, this session is for you! Avoid the “monthly payment trap”, and discover ways to save 10-40% on spending without sacrificing your quality of life. **Limit: 75.**

### **\* LEADOUT – Lessons for Leaders**

**\* NEW**

*(Instructor: Dianne Bobko)*

This is a leadership and group decision-making session that provides managers/supervisors with a “hands-on” practice situation focusing on a number of practical leadership lessons. **Limit: 40 Managers/Supervisors**

### **Let's Hold Hands – Collaboration and Community Partnerships in Grant Applications**

**\* NEW**

*(Instructor: Cora Alexander)*

This course is a follow-up to Fundamentals of Successful Grant Application. It includes a discussion of the importance of planning and nurturing potential collaborations and community partnerships to obtain grant funds and provide services. A related topic includes the use of volunteers and other in-kind contributions to reflect matching funds. This class is a joint collaboration between PHES and the Harris County HRRM Training Section. Note: please register with Cora Alexander at [CAlexander@harriscountyhealth.com](mailto:CAlexander@harriscountyhealth.com) or 713-439-6085. **Limited**

### **Listening Skills**

*(Instructor: Susanne Gaddis)*

Research indicates the average person only remembers about one-quarter of what he or she hears. Studies have also shown that poor listening skills are often the cause of mistakes and problems that cost organizations more than \$1 billion a day. This interactive presentation is designed to strengthen the listening skills of participants by providing them with tips and tools to help in their everyday interactions with others. **Limit: 40.**

### **\* Managing Conflict**

*(Instructor: Deedee Ostfeld)*

Managers/supervisors will recognize and understand the causes of conflict and utilize appropriate managing techniques. Participants will also be able to create an action plan for effectively managing conflict. **Limit: 40.**

### **\* Managing...The Human Element: Supervisory Orientation to the Employee Assistance Program**

Managers/Supervisors will learn how the key features of the EAP and Workplace support can help improve employee performance. **Minimum: 15 To schedule an EAP Orientation Program for your department, contact 713-755-7058.**

## Moving Through Loss and Change

*(Instructor: Lois Kemp)*

Participants in this session will identify real or potential loss/grief issues including a loss of a loved one, relationship, job, career, home, health and any major life changes. Participants will discuss at least five tools of coping which supports the grief process and understand how humor encourages emotional and physical recovery. Learn to identify two examples of play that are used as coping mechanisms to create a personal action plan that reflects a joyful and productive life and work environment. **Limit: 40.**

## \* Negotiation Skills

**\* NEW**

*(Instructor: Dianne Bobko)*

This seminar for managers/supervisors is designed to provide information and resources to build skill and confidence in negotiation planning and practice. **Limit: 40 Managers/Supervisors**

## Notary Public Training and Certification

*(Instructor: TBA, TX. Notary Public Association)*

Legal procedures for processing documentation, state record keeping requirements, state application processing for non-notaries who want to apply for Notary Public certification, new laws from the 78th legislative session, and liability protection for employees and employers will be covered in this session. Harris County HR & RM Training section pays the fee for the notary training and course manual for each person confirmed for this seminar. Notary application fees and notary supply fees are not covered by the Harris County HR & RM Training Section.

State application processing for those who are not notaries, but would like to apply, will take place at the seminar and required notary supplies will be available for purchase. Fees for non-covered materials are noted below:

- Application fee for non notaries and those who need to renew their commissions: \$71.00 per 4 year term
- Notary Record Book: \$15.50 (required for new applicants or those who do not have this item)
- Notary Seal: \$17.25 (required for all new applicants and those renewing their commission)

Please note: Individuals who are currently notaries must renew their commission during the last 90 days of the commission period to continue their status as a notary.

**NOTE: LIMIT: 20 PEOPLE. ONLY INDIVIDUALS DESIGNATED AS A NOTARY BY THEIR RESPECTIVE DEPARTMENTS MAY REGISTER. PARTICIPANTS CONFIRMED FOR THIS CLASS MUST BRING PAYMENT TO THE NOTARY CLASS, FOR SUPPLIES TO BE PURCHASED DURING THE SEMINAR.**

## \* Performance Feedback

**\* NEW**

*(Instructor: Robert Pennington or Stephen Haslam)*

Managers/supervisors need to involve employees in connecting the employee's professional and personal goals to the organizational expectations. Participants will use a group process to establish a positive work environment that invites giving and receiving feedback to involve all employees in setting positive expectations for tasks and work relationship behaviors. **Limit: 40 Managers/Supervisors**

## Planning for Financial Security

**\* NEW**

*(Instructor: Lisa Widner)*

Learn the basic areas of personal finances that will lead you to financial peace of mind. **Limit: 40**

## Presentation Skills for Out of the Box (and This World!) Presentations

*(Instructor: Margaret Johnson)*

Participants in this class will learn how to catch their audience's attention and keep it throughout their presentations. Attendees will focus on creative techniques to present their ideas. Learn how to organize presentations and how to fit a pre-determined time constraint, as well as how to modify time constraints to fit changing expectations. **Limit: 40**

## **Ready, Set, Write! – Fundamentals of Successful Grant Applications**

**\* NEW**

*(Instructor: Cora Alexander)*

This class covers the basic components of a grant application. Each section of a grant application will be discussed. At the conclusion of the seminar, you will be able to clearly define your qualifications and articulate a strong statement of need. This seminar will also provide useful tips and resources for writing a successful grant proposal. This class is a joint collaboration between PHES and the Harris County HRRM Training Section. Note: please register with Cora Alexander at [CAlexander@harriscountyhealth.com](mailto:CAlexander@harriscountyhealth.com) or 713-439-6085. **Limited**

### **\* Situational Leadership**

*(Instructor: Walt Natemeyer)*

Managers/supervisors will learn the systematic approach to developing the capabilities of individuals and teams. Participants will learn how to deal with regression and the problems associated with “over-leadership” and “under-leadership.” Managers/supervisors will discuss their leadership style and several case analyses to build in becoming a situational leader. **Limit: 40 Managers/Supervisors**

### **Staying Cool: The Nature of Hostile Behavior**

*(Instructor: Tawnya Mitchell)*

This customer service class will assist attendees in being aware of the context of hostile behavior in the public sector, and to understand the source of aggressive behavior. Participants in this session will learn how angry situations escalate and how to respond to hostile behavior and the consequences. Also, learn how to increase awareness of your own personal workplace safety. **Limit: 30.**

### **Stepping Up to Supervisor**

*(Instructor: Merlyn Fance-Douglas)*

This class is designed for potential supervisors or employees who are becoming supervisors, who have not had previous supervisory training. Participants will get a realistic look at the demands, duties, roles and responsibilities of a leadership role. The primary focus of this seminar is to understand the skills needed to handle the day-to-day responsibilities of a supervisor. Moving from an individual contributor or team member to supervising people with whom you have been peers is also included. **Limit: 50.**

### **Supervising the Opiate Addicted Offender**

*(Instructor: Best Recovery Staff)*

Best Recovery Staff will give information that will help in understanding the opiate (vicodin, oxycontin, hydrocodone, prescription pain meds/heroin) addicted probationer. Further insight into how methadone treatment reduces risk and increases the probability of success in the lives of addicted offenders will be shared. This class is a joint collaboration between CSCD and the Harris County HRRM Training Section. **Limit: 15.**

### **\* Team Management Using the Compass Personality System**

*(Instructor: Bill Crawford)*

Managers/supervisors will realize that knowing as much as possible about themselves and their team is essential information for success. Managers/supervisors will learn how to understand how the “personality” of their team affects productivity to promote or prevent success. Participants will understand how and why individuals may be in conflict, and how to address these problems without someone being “wrong”, and ensure team members they are doing what they do best! **Limit: 40 Managers/Supervisors**

### **\* Understanding Human Behavior**

**\* NEW**

*(Instructor: Walt Natemeyer)*

Managers/supervisors will increase their understanding of why people behave as they do and how to assess their needs and satisfaction levels. Participants will explore how frustrated employees react and how to successfully integrate the individual and the organization. **Limit: 40 Managers/Supervisors**



### \* We Can Always Do Better

\* NEW

*(Instructor: Jennifer Jacob)*

Managers/Supervisors will learn how to develop a measuring system to continually improve their organization's performance and to prepare employees to improve work processes over which they have control. Managers/Supervisors will also be trained in the skills of process improvement and will develop measures to track progress. **Limit: 40 Managers/Supervisors**

### Where Did the Time Go?

\* NEW

*(Instructor: Jennifer Jacobs)*

Participants in this session will be able to use the techniques demonstrated to organize their workload and to better manage time in their personal and professional lives. **Limit: 40.**

### Writing Lab

*(Instructor: Tawnya Mitchell)*

Note: Bring two actual writing challenges from your everyday written communications, including email. Participants will review, discuss, and rewrite the selections to meet the 'letter perfect' standards. Target audience: Front-line personnel to senior-level management. **Limit: 30.**

# Harris County Information Technology Center IFAS/Microsoft Training Schedule

**September – December 2005**

## Microsoft Access 2003

**ID#292ACCES05**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT ACCESS	0908FUNDA1	09/08/05 – 09/09/05	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	0920FUNDA1	09/20/05 – 09/21/05	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT ACCESS	0927INTMA1	09/27/05 – 09/28/05	9:00 am – 12:30 pm
ADVANCED MICROSOFT ACCESS	1005FUNDP1	10/05/05 – 10/06/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT ACCESS	1018FUNDA1	10/18/05 – 10/19/05	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	1026INTMP1	10/26/05 – 10/27/05	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT ACCESS	1109FUNDP1	11/09/05 – 11/10/05	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	1117INTMA1	11/17/05 – 11/18/05	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT ACCESS	1128ADVP1	11/28/05 – 11/29/05	1:00 pm – 4:30 pm
ADVANCED MICROSOFT ACCESS	1208FUNDA1	12/08/05 – 12/09/05	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	1219FUNDP1	12/19/05 – 12/20/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT ACCESS	1221INTMP1	12/21/05 – 12/22/05	1:00 pm – 4:30 pm

## Computer Basics

**ID# 292BASCS05**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
BASIC KEYBOARDING	0912KEYBP1	09/12/05 – 09/12/05	1:00 pm 4:30 pm
BASIC KEYBOARDING	0916MICRA1	09/16/05 – 09/16/05	9:00 am – 12:30 pm
BASIC MICROCOMPUTERS	1004MICRA1	10/04/05 – 10/04/05	9:00 am – 12:30 pm
BASICK KEYBOARDING	1007KEYBA1	10/07/05 – 10/07/05	9:00 am – 12:30 pm
BASIC MICROCOMPUTERS	1104KEYBA1	11/04/05 – 11/04/05	9:00 am – 12:30 pm

BASIC KEYBOARDING	1108MICRA1	11/08/05 – 11/09/05	9:00 am – 12:30 pm
BASIC MICROCOMPUTERS	1122KEYBA1	11/22/05 – 11/22/05	9:00 am – 12:30 pm
BASIC MICROCOMPUTERS	1214KEYBP1	12/14/5 – 12/14/05	1:00 pm – 4:30 pm
BASIC KEYBOARDING	1215MICRA1	12/15/05 – 12/15/05	9:00 am – 12:30 pm

## Microsoft Excel

**ID# 292EXCEL05**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT EXCEL	0906FUNDP1	09/06/05 – 09/07/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT EXCEL	0922FUNDA1	09/22/05 – 09/23/05	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT EXCEL	0929INTMA1	09/29/05 – 09/30/05	9:00 am – 12:30 pm
ADVANCED MICROSOFT EXCEL	1003FUNDP1	10/03/05 – 10/04/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT EXCEL	1020FUNDA1	10/20/05 – 10/21/05	9:00 am – 12:30 pm
FUNDAMENTA MICROSOFT EXCEL	1027INTMA1	10/27/05 – 10/28/05	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT EXCEL	1107FUNDP2	11/07/05 – 11/08/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT EXCEL	1114INTMP1	11/14/05 – 11/15/05	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT EXCEL	1129ADVA1	11/29/05 – 11/30/05	9:00 am – 12:30 pm
ADVANCED MICROSOFT EXCEL	1206FUNDA1	12/06/05 – 12/07/05	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT EXCEL	1219FUNDP2	12/19/05 – 12/20/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT EXCEL	1227INTMP1	12/27/05 – 12/28/05	1:00 pm – 4:30 pm

## IFAS Training

**ID# 292IFAS05**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
IFAS 101	09I101A2	09/01/05 – 09/02/05	8:30 am – 4:30 pm
DAILY TIME ENTRY	0906DTEA2	09/06/05 – 09/06/05	8:30 am – 4:30 pm
PROCUREMENT	0908PROCA2	09/08/05 – 09/09/05	8:30 am – 4:30 pm
IFAS 101	0919I01A2	09/19/05 – 09/19/05	8:30 am – 4:30 pm
GRANTS MANAGEMENT	0920GMGTA2	09/20/05 – 09/20/05	8:30 am – 12:30 pm
EMPLOYEE MAINTENANCE	0922EMPMA2	09/22/05 – 09/23/05	8:30 am – 4:30 pm (day1) 8:30 - 12:30 pm (day2)
IFAS 101	1005I101A2	10/05/05 – 10/05/05	8:30 am – 4:30 pm

DAILY TIME ENTRY	1007DTEA2	10/07/05 – 10/07/05	8:30 am – 4:30 pm
PROCUREMENT	1013PROCA2	10/13/05 – 10/14/05	8:30 am – 4:30 pm
BUDGET TRANSFER	1019BTRFA2	10/19/05 – 10/19/05	8:30 am – 12:30 pm
EMPLOYEE MAINTENANCE	1020EMPMA2	10/20/05 – 10/21/05	8:30 am – 4:30 pm (day 1) 8:30 am – 12:30 pm (day 2)
IFAS 101	1025I101A2	10/25/05 – 10/25/05	8:30 am – 4:30 pm
IFAS 101	1109I101A2	11/09/05 – 11/09/05	8:30 am – 4:30 pm
DAILY TIME ENTRY	1111DTEA2	11/11/05 – 11/11/05	8:30 AM – 4:30 PM
ADVANCED TIME ALLOCATIONS	1115ATAA2	11/15/05 – 11/15/05	8:30 am – 4:30 pm
IFAS 101	1128I101A2	11/28/05 – 11/28/05	8:30 am – 4:30 pm
DAILY TIME ENTRY	1202DTEA2	12/02/05 – 12/05/05	8:30 am – 4:30 pm
PROCUREMENT	1208PROCA2	12/08/05 – 12/09/05	8:30 am – 4:30 pm
IFAS 101	1213I101A2	12/13/05 – 12/13/05	8:30 am – 4:30 pm
EMPLOYEE MAINTENANCE	1215EMPMA2	12/15/05 – 12/16/05	8:30 am – 4:30 pm (day 1) 8:30 am – 12:30 pm (day 2)
IFAS 101	1229I101A2	12/29/05 – 12/29/05	8:30 am – 4:30 pm

### Microsoft Internet

**ID# 292INTNT05**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT INTERNET	1012INTP2	10/12/05 – 10/12/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT INTERNET	1123INTA1	11/23/05 – 11/23/05	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT INTERNET	1216INTA1	12/16/05 – 12/17/05	9:00 am – 12:30 pm

### Microsoft Office 2003 New Features

**ID# 292NEWF05**

Event/Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
OFFICE 2003 NEW FEATURES	0913NEWFP1	09/13/05 – 09/13/05	1:00 pm – 4:30 pm
OFFICE 2003 NEW FEATURES	1214NEWFA1	12/14/05 – 12/14/05	9:00 am – 12:30 pm

**Microsoft Outlook****ID#292OUTLK05**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT OUTLOOK	0914FUNDA1	09/14/05 – 09/15/05	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT OUTLOOK	1024FUNDP1	10/24/05 – 10/25/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT OUTLOOK	1115FUNDA1	11/15/05 – 11/16/05	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT OUTLOOK	1212FUNDP1	12/12/05 – 12/13/05	1:00 pm – 4:30 pm

**Microsoft Publisher 2003****ID#292PUBL05**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT PUBLISHER	1010FUNDP1	10/10/05 – 10/11/05	1:00 pm – 4:30 pm

**Microsoft PowerPoint 2003****ID#PWRPT05**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT POWERPOINT	1011FUNDA1	10/11/02 – 10/12/05	9:00 am - 12:30 pm
FUNDAMENTAL MICROSOFT POWERPOINT	1207FUNDP1	12/07/05 – 12/08/05	1:00 pm - 4:30 pm

**Microsoft Windows****ID# 292WIND05**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT WINDOWS	0901WINA1	09/01/05 – 09/02/05	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	0928WINP1	09/28/05 – 09/29/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	1013WINA1	10/13/05 – 10/14/05	9:0 am – 12:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	1107WINP1	11/07/05 – 11/08/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	1130WINA2	11/30/05 – 12/01/05	9:00 am – 12:30 pm

**Microsoft Word****ID# 292WORD05**

<b>Subevent Name</b>	<b>Subevent ID</b>	<b>Begin/ End Date</b>	<b>Begin/End Time</b>
FUNDAMENTAL MICROSOFT WORD	0906FUNDA1	09/06/05 – 09/07/05	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WORD	0921FUNDP1	09/21/05 – 09/22/05	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT WORD	0926INTMP1	09/26/05 – 09/27/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	1005FUNDA1	10/05/05 – 10/06/05	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WORD	1017FUNDP1	10/17/05 – 10/18/05	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT WORD	1025INTMA1	10/25/05 – 10/26/05	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WORD	1109FUNDA1	11/09/05 – 11/10/05	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT WORD	1116INTMP1	11/16/05 – 11/17/05	1:00 pm – 4:30 pm
ADVANCED MICROSOFT WORD	1121ADVP1	11/21/05 – 11/22/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	1205FUNDP1	12/05/05 – 12/06/05	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	1221FUNDA1	12/21/05 – 12/22/05	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT WORD	1228INTMA1	12/28/05 – 12/29/05	9:00 am – 12:30 pm



# JIMS

## Justice Information Management System

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### Training Schedule

The JIMS training section offers the following classes for personnel in authorized user agencies. Personnel must be scheduled IN ADVANCE to attend these classes. For scheduling information call JIMS trainer Mike Neff at (713) 755-6933 or access the TRN 50 screen in Model 204. TCLEOSE credit is given for all classes over one hour in length except Civil. Additional classes are added when six or more people need training. Holidays during a month may alter this schedule. Manuals are available online, visit <http://www.jims.hctx.net/jimshome/training.htm>

#### **Civil System Orientation**

For accessing Harris County civil records

1<sup>st</sup> Wednesday morning of every month

8:30 a.m. - Noon (3.5 hours)

#### **Criminal System Orientation**

For accessing Harris County criminal records

Every Thursday morning

8:30 a.m. - 12:30 p.m. (4 hours)

#### **3807 - TCIC/NCIC Training**

For accessing DPS, DMV, TCIC and NCIC records through JIMS

2<sup>nd</sup> Wednesday of every month

8:30 a.m. - 5 p.m. (8 hours with lunch break)

#### **D.A. Intake Management (DIM) and Juvenile Offender Tracking (JOT) Orientation**

For filing criminal charges in Harris County

3<sup>rd</sup> Wednesday morning as needed

8:30 a.m. - 12:30 p.m. (4 hours)

#### **Vehicle License/Name (VLN), Address Cross-Reference (ADX), and Message (MSG) Orientation**

For inquiries on vehicle registrations, names, addresses and phone numbers and for sending/receiving messages

A 2.5 hour class scheduled as needed

Call JIMS to request VLN/ADX/MSG training

#### **Online Offense Reporting (OLO) Orientation**

For entering Harris County initial arrest information

3<sup>rd</sup> Friday of every month

8:30 a.m. - 12:30 p.m. (4 hours)

#### **Texas Department of Criminal Justice (TDCJ) Orientation**

For accessing TDCJ records through JIMS

2<sup>nd</sup> Tuesday afternoon as needed. Two TDCJ forms must be completed **in advance**.

1:30 p.m. - 4:30 p.m. (3 hours)

The following listings are for SETCIC member agencies only. For

information about joining SETCIC,

contact JIMS Supervisor

Lupe Canamar at (713) 755-8211.

#### **SETCIC System Orientation**

For accessing the Southeast Texas Crime Information Center open-warrant system through JIMS

3<sup>rd</sup> Tuesday afternoon of every month

SETCIC Entry 12 noon - 1 p.m. (1 hour)

SETCIC Inquiry 1 p.m. - 3 p.m. (2 hours)

#### **Pawnshop System Orientation**

For accessing the SETCIC Pawnshop system

3<sup>rd</sup> Tuesday afternoon of every month

Pawnshop Inquiry 3:00 p.m. - 4:30 p.m. (1.5 hours)

Pawnshop Entry 4:30 p.m. - 5 p.m. (0.5 hour)

#### **Gang-Related Information Tracking System (GRITS) Orientation**

For accessing the SETCIC GRITS database

3<sup>rd</sup> Wednesday afternoon as needed

GRITS Inquiry 1:30 p.m. - 3:30 p.m. (2 hours)

GRITS Entry 3:30 p.m. - 5 p.m. (1.5 hours)



