

# Opportunities

The Hamilton County Human Resources Department's  
Human Resources Development (HRD) Newsletter

1<sup>st</sup>  
Quarter  
2010

## Professional Customer Service Course Available for All Hamilton County Employees



Providing outstanding service for citizens is a high priority for Hamilton County organizations. Now employees from every organization can attend Hamilton County HRD's "Professional Customer Service" class to enhance their skills in handling even the most challenging customer service situations professionally and courteously.

In this full-day class, employees learn:

- Why providing outstanding customer service is important and beneficial for individual employees, for Hamilton County, and for our customers;
- How to provide excellent customer service during routine interactions;
- How to identify and handle challenging customer service situations;
- Actions to take to prepare themselves to provide great service at all times.

The "Professional Customer Service" class is beneficial for employees at all levels. It's appropriate for employees who work with external customers, such as the public, and/or with internal customers, such as other county employees.

Employees are welcome to register individually for the county-wide sessions. Class information is on p. 6 of this newsletter.

Organizational leaders may contact Laura Maus to look into having class sessions offered exclusively for their organization's employees. HRD can tailor the class to incorporate the organization's customer service practices and procedures.

Interested organizational leaders may e-mail [laura.maus@hamilton-co.org](mailto:laura.maus@hamilton-co.org) or call Laura at 946-4708 for more information.



## Hamilton County HRD Remembers our Friend and Colleague Ramona Stuckey



We in HRD were saddened that our friend and colleague, Ramona Stuckey, passed away in August. As a Juvenile Court Training Manager, Ramona served as a Training Coordinator and an Adjunct Instructor for Hamilton County HRD for many years.

Ramona was helpful, kind, professional, and an outstanding leader. We are grateful to have worked with Ramona. Her positive demeanor and many contributions made the HRD program stronger.

### More Learning Opportunities for All Hamilton County Employees

You can get a list of videos and courses available through HRD's Learning Center, E-Learning, and Resource Center from your Training Coordinator or at to this WebPage: <http://www.hamilton-co.org/Personnel/HRDHome.asp>

#### **Learning Center**

The Learning Center is a place where employees can learn various skills independently, at their own pace, using one of HRD's computers. Employees can schedule appointments Monday — Thursday, between 9 a.m. and 3 p.m. To schedule an appointment, please call Patti at 946-4701.

#### **E-Learning**

The E-Learning program offers courses which employees can complete at their own pace, using any PC that has internet access. These courses are primarily for learning how to use computer applications. To register for an E-Learning course, just ask your Training Coordinator.

#### **Resource Center**

The Resource Center is a lending library containing videos on a variety of topics. To borrow Resource Center materials, please contact Patti Singler at 946-4701.

## Hamilton County HRD Course Offerings

### To register for a class, please:

- Get your supervisor's approval to attend the class.
- Ask your organization's Training Coordinator to register you for the class.
- Wait to receive a confirmation letter for the class. You should receive it 3-4 weeks before the class begins.
  - **If you receive a confirmation letter**, please plan to attend the class on the dates and times indicated. If you are unable to attend, please notify your Training Coordinator as soon as possible.
  - **If you do not receive a confirmation letter**, please do not attend the class -- it is filled to capacity with other registrants. You will be placed on a wait list and confirmed for the next available class.

### Civil Treatment: The Employees' Course

One half-day session — you attend one session.

Tuesday, February 9

8:30 a.m. — 12:30 p.m.

CAB 7th Floor

Learn about your rights to fair, equal treatment in the workplace and about your responsibility for treating others fairly at work.

Available for non-supervisory employees of organizations that participate in the CT program.

### Civil Treatment: The Managers' Course

Two half-day sessions — you attend both sessions.

Wednesday, January 27 & Thursday, January 28

8:30 a.m. — 12:30 p.m.

CAB 7th Floor

In this intensive course, you'll learn the Prescriptive Rules for managing fairly and legally.

Available for supervisors and managers whose organizations participate in the CT program.

## Hamilton County HRD Course Offerings

### CPR

Two sessions — you attend both sessions.

Wednesday, January 20: 8:30 a.m. — 3:30 p.m.

Thursday, January 21: 8:30 a.m. — 12 Noon

CAB 7th Floor

Employees who complete and pass the course earn American Red Cross certification in Adult CPR, AED, First Aid, Child CPR & Infant CPR.

Available only for employees whose jobs require the American Red Cross' CPR certification.

### Defensive Driving

One half-day session — you attend one half-day.

Tuesday, March 9

8:30 a.m. — 12:30 p.m.

CAB 7th Floor

This National Safety Council sanctioned course is strongly recommended for all employees who drive while conducting County business.

Participants will learn to prevent collisions, avoid common driver errors, make split-second decisions, and drive defensively in adverse conditions.

Available for all employees.

### EAP: Supervisory Overview

One half-day session — you attend one half-day.

Tuesday, March 23

1:30 p.m. — 3:30 p.m.

CAB 7th Floor

Presented by Horizon Health (Hamilton County's Employee Assistance Program provider), this course provides information about the services the EAP program offers. Managers will learn how and when to recommend or refer employees to the EAP.

Available for all supervisors and managers.

## Hamilton County HRD Course Offerings

### Employee Orientation

One half-day session — you attend one session.

Tuesday, January 19

Or

Tuesday, March 16

1 p.m. — 4 p.m.

CAB 7th Floor

Learn more about Hamilton County as an organization and about the benefits available for County employees. Whether you're a new employee or you've been here for years, you're welcome to attend.

Available for all employees.

### LFR: Performance Management

Five half-day sessions — you attend all five sessions.

Wednesdays, March 3, 10, 17, 24 & 31

8:30 a.m. — 12:30 p.m.

CAB, 7th Floor

Sessions include:

- Establishing Performance Expectations
- Coaching
- Conducting a Collaborative Performance Review
- Correcting Performance Problems
- Giving Recognition

Available for supervisors who have completed the Leadership for Results "Personal Leadership" course.

### LFR: Personal Leadership

Four half-day sessions — you attend all four sessions.

Supervisors and Employees:

Wednesdays, February 3, 10, 17 & 24

8:30 a.m. — 12:30 p.m.

CAB, 7th Floor

Sessions include:

- The Basic Principles
- Proactive Listening
- Giving & Receiving Constructive Feedback
- Expressing Yourself

Available for supervisors and non-supervisory employees whose organizations participate in the Leadership for Results program.

## Hamilton County HRD Course Offerings

### LFR: Problem Solving

Three half-day sessions — you attend all three sessions.

Thursdays, March 11, 18 & 25

8:30 a.m. — 12:30 p.m.

CAB, 7th Floor

Sessions include:

- Problem Solving: The Basic Process
- Problem Solving: Tools and Techniques
- Leading Problem Solving Sessions

Available for supervisors and non-supervisory employees who have completed the Leadership for Results “Personal Leadership” course.

### LFR: Succeeding in a Dynamic Workplace

Four half-day sessions — you attend all four sessions.

Supervisors and Employees:

Thursdays, February 4, 11, 18 & 25

8:30 a.m. — 12:30 p.m.

CAB, 7th Floor

Sessions include:

- Personal Strategies for Navigating Change
- Managing Your Priorities
- Handling Emotions Under Pressure
- Moving from Conflict to Collaboration

Available for supervisors and non-supervisory employees who have completed the Leadership for Results “Personal Leadership” course.

### Professional Customer Service

One full-day session — you attend one full-day.

Wednesday, January 13

8:30 a.m. — 3 p.m.

CAB, 7th Floor

Providing professional customer service is essential for government employees. In this class, you'll learn:

- Why it's important to provide good service
- How to provide great service to all customers
- How to calm angry customers
- When to request supervisory assistance
- How to prepare yourself to provide good service.

Available for all employees whose organizations' administration has agreed that the content complies with their accepted practices.

## Hamilton County HRD Course Offerings

### The Manager's Role in Employee Morale

One half-day session — you attend one half-day.

Thursday, January 7  
8:30 a.m. — 11:30 a.m.  
CAB, 7th Floor

Employee morale is influenced by the organization's actions and by each employee's perspective. However, even with these other influences, managers' actions can have a big impact on their employees' morale. In this session, you'll learn best practices and actions to take to encourage higher morale for your employees.

Available for any supervisor or manager.

### Workplace Violence: Prevention and Response

One half-day session — you attend one half-day.

Tuesday, March 30  
8:30 a.m. — 11:30 a.m.  
CAB, 7th Floor

This class provides information about keeping our workplace safe. Before attending this course, you must attend "EAP: The Supervisory Course."

Available only for supervisors and managers whose organizations follow the Board of County Commissioners' Workplace Violence policy.

### Writing Professional Ongoing Case Notes

One half-day session — you attend one half-day.

Tuesday, February 23  
8:30 a.m. — 11:30 a.m.  
CAB, 7th Floor

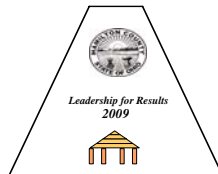
This course is designed for employees who write ongoing case notes, running records about their interactions with clients, or notes about activity with client cases. In this course, employees learn:

- Why it's important to create and maintain professional ongoing documentation
- How to write timely, clear, accurate, and professional documentation of events so anyone can read it and understand what has happened.

Available for any employees who write ongoing documentation involving client case files.

# Congratulations to all who completed The Leadership for Results Program July - September 2009

These employees have completed 24 LFR supervisory sessions or 15 employee sessions.  
We commend their commitment to learning the skills essential for effective leadership.



**Ileana Abot - Building & Development - Public Works**

**Triffon Callos - Clerk of Courts**

**Carol Langwald - Job & Family Services**

**Anna Lee - Job & Family Services**

**Kathy Tucker - Public Health**

**Jeff Von Korff - Paul Brown Stadium**

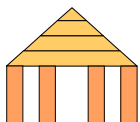


"All of the top achievers I know are life-long learners. Looking for new skills, insights, and ideas. If they're not learning, they're not growing... not moving toward excellence."

~ Denis Waitley ~



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