

Opportunities

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

1st
Quarter
2017

Ken Blanchard Company's Situational Leadership II— "Best Class I've Ever Taken!"

Hamilton County HRD is pleased to offer the Ken Blanchard Company's "Situational Leadership II" course for managers.

In "Situational Leadership II," participants learn to use the most widely taught leadership model in the world. Managers who use the leadership model are able to assess their employee's needs on any given goal, task or skill and to provide the leadership style best suited for those needs. As a result, employees are able to achieve peak performance, to work more autonomously, and to feel good about the level of direction and support they're getting from their managers.

Hamilton County HRD has offered this course in the past, and it has received great reviews! Many County leaders tell HRD staff years after attending that it was the best course they've ever taken - and that they used the leadership model daily, even years after completing the course.



If you're interested in attending this three half-day course, please check out the course information in this newsletter and ask your Training Coordinator to register you.

Resolutions? HRD Can Help!

As 2016 draws to a close and we plan for the new year, it's a great time to think about resolutions and goals. If you're striving to achieve resolutions that you had set for this year and/or making plans for next year, see how Hamilton County HRD can help.

Whether you want to strengthen your skills with computer programs, enhance your level of customer service, improve your writing skills, or develop other skills, the HRD Program's e-learning and classroom sessions can help you achieve your goals. Visit the website today to see all that's available for you:

<http://www.hamiltoncountyohio.gov/hr/HRDHome.asp>



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.

Attendance Management

One half-day session
Wednesday, February 8
8:30 a.m.– 12:00 p.m.
CAB, 7th Floor

It's important that Hamilton County supervisors and managers handle attendance issues fairly and legally. This class can help! You'll learn how to encourage good attendance, to handle requests for leave and absences fairly and consistently, and to comply with the Family Medical Leave Act and the Fair Labor Standards Act.

Available for supervisors and managers.

Civil Treatment: The Employees' Course

One half-day session
Tuesday, February 7 or
Wednesday, February 22 or
Tuesday, March 28

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.

Mandatory and available only for non-supervisory employees of organizations that participate in the Civil Treatment program.

Civil Treatment: The Managers' Course

Two half-day sessions
You attend both sessions

Tuesday and Wednesday,
February 14 and 15
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.

Mandatory and available only for supervisors and managers whose organizations participate in the Civil Treatment program.

CPR

One full-day session

Tuesday, January 24
8 a.m. — 4:30 p.m.
CAB, 7th Floor

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

Available only for employees whose jobs require the American Heart Association's CPR certification.

Hamilton County HRD Course Offerings

EAP: Supervisory Overview

One half-day session
Wednesday, March 8
8:30 a.m. — 11:30 a.m.
CAB, 7th Floor

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.

Employee Orientation

One half-day session
Tuesday, February 14
1 p.m. — 3 p.m.
CAB, 7th Floor

Learn more about Hamilton County as an organization and about Worker's Compensation 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.

Thursdays, March 2, 9, 16, 23, 30
8:30 a.m. — 12:30 p.m.
CAB, 7th Floor

Sessions include:

- Identifying Work Priorities
- Setting Verifiable Goals
- Delegating for Shared Success
- Correcting Performance Problems
- Conducting Performance Reviews

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

Professional Customer Service - JFS Employees

One half-day session
Tuesday, January 31 or
Wednesday, March 15 or
Wednesday, March 22

8:30 a.m. — 12:30 p.m.
CAB, 7th Floor

Participants in this class will 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

Mandatory and available only for all JFS employees and supervisors.

Situational Leadership II

Three half-day sessions;
you attend ALL three sessions.

Thursdays, January 19, 26, Feb. 2
or
Thursdays, February 9, 16, 23

8:30 a.m. — 12:30 p.m.
CAB, 7th Floor

This course is designed to help you effectively use a variety of leadership styles to lead your employees towards peak performance. You'll learn to:

- Help your employees align their work goals with the organization's goals;
- Diagnose the development level of your employees and choose the appropriate leadership style for each situation;
- Increase the frequency and quality of conversations with your employees about performance and development;
- Help your employees develop the competence and commitment that they need to become self-reliant achievers.

Available for all supervisors and managers.

Start the Year Off Right:

Take eLearning Courses to Help You Achieve Your Goals and Objectives!

Hamilton County employees can use the HRD Program's eLearning program to achieve goals and objectives related to skill development. Thanks to a partnership with SkillSoft, you have access to a greater variety of e-learning classes than ever before.

- There are over 500 eLearning courses related to time management/organizational Skills.
- There are over 400 eLearning courses related to communication skills.
- There are almost 400 eLearning courses related to working as a team.
- There are 19 eLearning courses on managing others.
- There are many e-learning courses related to computer program applications, including Microsoft Access, Excel, Outlook, PowerPoint and Word.

Take advantage of the courses offered on eLearning!

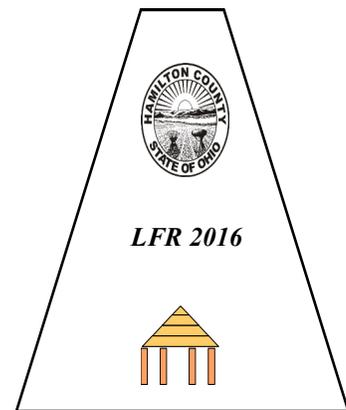
To register for e-learning, please contact Patti Singler at 946-4701 or patti.singler@hamilton-co.org.

Congratulations!

These employees completed the Leadership for Results (LFR) Curriculum between August 2016 and October 2016.

We commend their commitment to developing the skills essential for effective leadership.

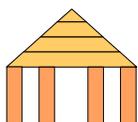
Kevin Burns - County Facilities
Kim Chelf - Public Health
David Edenfield - Planning & Development
Rachel Giles - Job & Family Services
Leslie Hervey - Board of County Commissioners
Penny House - Engineer's Office
Darlene Jewell - Job & Family Services
John Monroe - Juvenile Court
Matthew Sprague - Job & Family Services
Amber Young - Communication Center



Hamilton County Human Resources Department
Human Resources Development Division

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<http://www.hamiltoncountyohio.gov/hr/HRDHome.asp>



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