

TRAINING & DEVELOPMENT CATALOG



LAKE COUNTY
FLORIDA
DEPARTMENT OF EMPLOYEE SERVICES

Welcome to the Lake County BCC University Catalog

The Department of Employee Services is committed to providing Lake County employees with the training opportunities necessary for their personal and professional growth and development. The Lake County Training & Development Catalog includes course offerings available to employees so that they can capitalize on their own performance potential by taking the responsibility for self-development.

Catalog course offerings are divided into three learning areas:

- Employee Development – These programs are targeted for all employees, and include both **required** and **optional** learning opportunities.
- Supervisor Development – The programs designated for Supervisor Development are geared toward providing practical employee management skills and policy/procedure updates for supervisors with direct reports. These programs are intended for current supervisors and employees being prepared for upcoming supervisory openings.
- Leadership Development – Leadership Development programs offer interactive opportunities for employees to acquire and practice new leadership skills and thought processes. The target audience for this learning area is supervisors, leaders, and employees with potential for supervisory and leadership positions.

Current and future programs are advertised through the intranet and e-mail and available for registration through the [Online Training Calendar](#).

The Department of Employee Services encourages employees to explore this catalog for training opportunities that will benefit our workplace. Please contact Jeannine Nelson (352 343 9784) with any questions or suggestions.

"Give a man a fish, and he eats for a day. Teach him how to fish, and he eats for a lifetime." - Ancient Chinese Proverb

Table of Contents

Page #

Employee Development		
New Employee Orientation		4
Business Communication		5
General Overview of Deferred Compensation		6
Florida Retirement System Information Workshops		7
Diversity, Harassment Prevention, Workplace Violence Awareness and Drug Free Workplace Refresher		8
Effective Communication & Public Speaking Workshop		9
Outlook Tips		10
Word Basics and Word Q & A		11
Excel Basics and Excel Charts & Graphs		12
Power Point Basics		13
But I used Spell Check!		14
Supervisor Development		
Corrective Action Essentials		15
Coaching & Counseling		16
Effective Evaluations		17
FMLA Workshop		18
Supervising Successfully		19
Drug Free Workplace		20
Workers' Compensation & Property and Liability		21
Legal Peril – 8 Management Pitfalls to Avoid		22
Let's Face It - Sexual Harassment Prevention Refresher for Supervisors		23
Supervisor Refresher Diversity, Harassment Prevention, Workplace Violence Awareness and Drug Free Workplace		24
Leadership Development		
Interview Skills		25
Advanced Presentation Skills		26
Team Meeting Topics		
Spice Up Your Meetings		27



Lake County BCC University

Employee Development

Class:	New Employee Orientation
<p>The New Employee Orientation program provides employees with valuable information pertaining to a wide-range of topics regarding their new employment with Lake County. Topics include the County’s vision, mission and values; valuing diversity in the workplace; harassment prevention; violence in the workplace; FOCUS (Fulfilling our Customers through Unbeatable Service); employment policies and procedures; legal discussion on ethics and public employment; Sunshine Law and records retention requirements; and property damage and workers compensation reporting.</p>	
Target Audience:	All Lake County BCC employees
Required:	Yes*
Class Length:	1 day
Facilitated By:	Department of Employee Services
Notes:	The previously separate classes, Harassment Prevention, Violence in Today’s Workplace and Workplace Diversity and FOCUS are now included in this training.
	*Required training programs: All Lake County BCC employees must take required training programs only once during the prescribed timeframe. (These are not required to be taken yearly.) Those who are not sure if they have satisfied the requirement should check the online training calendar, under “My Scheduled Classes.”
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Employee Development

Class:	Business Communication
<p>How many times has it been said, “It’s not what he/she said, it’s the way he/she said it!” In business, it is a fine art to communicate in a direct manner without getting that response. This class examines the four business communication styles, identifies the participant’s style, and offers practical suggestions on how to communicate effectively with the other three!</p>	
Target Audience:	All Lake County BCC employees
Required:	No.
Class Length:	1.5 hours.
Facilitated By:	Various
Notes:	Requires 10 minute on-line test prior to class date.
Registration:	Contact Jeannine Nelson at 343-9784.



Lake County BCC University

Employee Development

Class:	General Overview of Deferred Compensation
<p>The presentation is designed to explain the deferred compensation plan(s) available to Lake County employees.</p> <p>Lake County employees may choose to participate in a deferred compensation program through ICMA-Retirement Corporation and/or Nationwide. These programs offer employees an opportunity to save for retirement through pre-tax payroll contributions.</p>	
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	45-60 minutes
Facilitated By:	Presenters from ICMA-RC or Nationwide
Notes:	Class is on employee's lunch hour. The program is in a noontime workshop setting and employees are encouraged to bring their lunch to enjoy.
	The presenter will also be available the day of the workshop to meet individually with employees to review investment options and strategies.
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Employee Development

Class:	Florida Retirement System (FRS) Information Workshops
<p>Informative employee workshops are offered to assist employees at all life stages, whether they are close to retirement or just beginning their employment, make educated decisions about their long term financial planning. The presentation is designed to provide valuable and objective information about the FRS benefit.</p> <p>Examples of programs offered include:</p> <ul style="list-style-type: none"> ○ Education Planning: Funding the Future ○ Estate Planning: Caring for your Loved Ones ○ Using the FRS to Plan for your Retirement ○ New to FRS? Employee Retirement Plan Choice 	
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	60-90 minutes
Facilitated By:	Presenters from Florida Retirement System
Notes:	Information is also provided about additional free, independent resources provided by the FRS.
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Employee Development

Class:	Diversity, Harassment Prevention, Workplace Violence Awareness and Drug Free Workplace Refresher
	This class serves as a refresher to ensure that Lake County employees are familiar with the LCBCC policies and procedures that govern the workplace issues of Diversity, Harassment Prevention (including Sexual Misconduct), Workplace Violence Awareness and Drug-Free Workplace.
Target Audience:	All Lake County BCC employees
Required:	Yes
Class Length:	2.5 hours
Facilitated By:	Department of Employee Services
Notes:	None
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Employee Development

Class:	Effective Communication & Public Speaking Workshop
Do you need to improve your communication skills and/or your presentation skills? This workshop provides participants with public speaking tips and interactive opportunities to practice one's skills in a safe learning environment.	
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	2 hours
Facilitated By:	Department of Employee Services
Notes:	None
Registration:	Online Training Registration and Calendar



Class:	Outlook Tips
<u>Outlook Topics-Session A</u> How to... <i>Attach files</i> <i>Change text in a message</i> <i>Create a contacts list</i> <i>Create personal folders</i> <i>Create a signature</i> <i>Preview messages</i> <i>Prioritize messages</i> <i>Recall messages</i> <i>Save drafts of messages</i> <i>Set up the Out of Department Assistant</i> <i>Sort messages by topic/sender</i>	<u>Outlook Topics-Session B</u> How to... <i>Create a rule for message delivery</i> <i>Mark messages for follow up and set reminders</i> <i>Modify the delivery of a message</i> <i>Organize messages using color</i> <i>Re-organize personal folders</i> <i>Schedule a meeting using the Calendar</i> <i>Search for a particular Message</i> <i>Use Bullets and lists with text</i> <i>Use the Calendar & set up an appointment</i> <i>Use Inserts (Word Art/Clip Art)</i>
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	1 hour
Facilitated By:	Department of Employee Services
Notes:	None
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Employee Development

Class:	Word Basics Word – Q & A
<p><u>Word Topics-Level 1</u></p> <ol style="list-style-type: none"> 1. Exploring the Word 2007 environment: (Exploring the user interface, Exploring the Ribbon, Viewing a document, Obtaining help) 2. Creating a document: (Entering (typing) text, Saving documents, Previewing a document, Printing a document) 3. Editing: Using new and existing documents (Navigating in a document, Selecting text, Inserting text, Cut and Paste, Rearranging blocks of text, Undo command, Search and Replace tool) 4. Formatting and modifying text: (Changing fonts, color and size, Ways to emphasize text, Highlighting text, Tabs and indents, Paragraph justification, Page numbers, Graphics and Symbols) 5. Spelling and Reference tools 	<p><u>Word Q & A</u></p> <p>The purpose of this course is for learners to have an opportunity to bring Word questions or documents to class for the instructor and the class to problem solve.</p> <p>Pre-requisite: Word-Level 1 or equivalent</p>
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	1.5 hours – Word-Level 1 1 hour – Word Q & A
Facilitated By:	Department of Employee Services
Notes:	Requires basic computer function knowledge
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Employee Development

Class:	Excel Basics Excel Charts & Graphs
<p><u>Excel Topics – Level 1</u></p> <p>The purpose of this course is for basic working knowledge of an Excel spreadsheet. The first 45 minutes is intended to provide basic operation information and the last 30 minutes is intended to provide job specific use of Excel.</p> <p>Topics: rows & columns; mathematical calculations operators; F2& F1 buttons; multiple worksheets; clipboard functions; font functions; alignment functions (spacing); number functions; editing functions (autosum, fill, sort & filter); right click shortcuts; orientation; size; print area; breaks, print titles; split screen; freeze panes; gridlines; formula bar; headings; linking spread sheets, autosum; calculate now-F9; insert function (average, sum, count, symbols); insert (charts, tables, text)</p>	<p><u>Excel Charts & Graphs</u></p> <p>The purpose of this course is to explore the various chart /graph creation possibilities in Excel. The student is encouraged to bring current projects to class.</p> <p>Pre-requisite – Excel-Level 1 or equivalent.</p>
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	2 hours
Facilitated By:	Department of Employee Services
Notes:	Requires basic computer function knowledge
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Employee Development

Class:	Power Point Basics
Introduction to Power Point (2007) will assist the learner in viewing and creating simple Power Point presentations.	
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	2 hours
Facilitated By:	Department of Employee Services
Notes:	Requires basic computer function knowledge
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Employee Development

Class:	But I Used Spell Check! Effective English - Using the Right Word
<p>English is a tricky language! This class will help participants to sort out correct word usage on six pairs of words that are often confused, even if spell check is used. Example: He didn't know how it would <i>affect</i> (or is it <i>effect</i>?) him.</p>	
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	2 hours
Facilitated By:	Department of Employee Services
Notes:	None
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Supervisor Development

Class:	<i>Performance Management Series</i> Corrective Action Essentials
<p><i>Performance Management encompasses everything that is involved in managing an employee and enabling him/her to reach optimum performance.</i></p> <p>Session One includes an overview of Performance Management and the Corrective Action process. Upon completion of the program participants will:</p> <ul style="list-style-type: none"> • Understand how progressive corrective action/discipline can influence performance and behavior. • Identify and understand steps in determining appropriate levels of corrective action/discipline. • Identify the tools and resources available through review of the County’s Policy and Procedures on Corrective Action, with specific emphasis on the Corrective Action steps and introduction to the respective forms. 	
Target Audience:	Supervisory and future supervisory personnel
Required:	Yes
Class Length:	3 hours
Facilitated By:	Department of Employee Services
Notes:	Part of Performance Management Series Review of County Policy and Procedure
Registration:	<u>Online Training Registration and Calendar</u>



Class:	<i>Performance Management Series</i> Coaching & Counseling
<p><i>Performance Management encompasses everything that is involved in managing an employee and enabling him/her to reach optimum performance.</i></p> <p>Coaching & Counseling deals with the critical importance of coaching and counseling in motivating employees to perform at their highest level. The class outlines the coaching and counseling process and offers participants the opportunity for practical application. Some class time will also be spent on specific documentation techniques.</p> <p>Upon completion of the program participants will be able to:</p> <ul style="list-style-type: none"> • Use feedback as the tool for coaching and counseling sessions. • Reinforce high performance and improve sub-standard performance through feedback. • Utilize coaching and counseling techniques effectively. 	
Target Audience:	Supervisory and future supervisory personnel
Required:	Yes
Class Length:	3 hours
Facilitated By:	Department of Employee Services
Notes:	Part of Performance Management series
	Pre-requisite: <i>Performance Management Series – Session One: Overview of Performance Management & Corrective Action, AND Session Two: Documentation</i>
Registration:	Online Training Registration and Calendar



Class:	<i>Performance Management Series</i> Effective Evaluations
<p><i>Performance Management encompasses everything that is involved in managing an employee and enabling him/her to reach optimum performance.</i></p> <p>Effective Evaluations (part of the Supervisor Core Series) addresses the employee performance appraisal, which is an instrumental in maintaining a high performance organization. This class will focus on the meaningful application of the yearly review to reliably reflect accomplishments, and as a motivational tool for performance improvement and employee development. Upon completion of the program participants will be able to:</p> <ul style="list-style-type: none"> • Understand the performance appraisal process and complete the corresponding form(s). • Develop suggestions for pinpointing and describing performance. • Identify ways in which to elicit the best possible performance from employees. 	
Target Audience:	Supervisory and future supervisory personnel
Required:	Yes
Class Length:	2 hours
Facilitated By:	Department of Employee Services
Notes:	Part of Performance Management series
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Supervisor Development

Class:	FMLA Workshop
<p>The FMLA Workshop assists supervisory personnel in a basic understanding of the Family Medical Leave Act through specific scenarios in a workshop setting. The class includes a review of the LCBCC procedures, as well as supervisory responsibilities.</p>	
Target Audience:	Supervisory and future supervisory personnel
Required:	Yes
Class Length:	2.5 hours
Facilitated By:	Department of Employee Services
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Supervisor Development

Class:	Supervising Successfully
<p>This class is offered to new supervisors desiring supervisory basics or to experienced supervisors who would like a refresher. Topics covered include: dealing with generational issues, communication, decision making, ethics, approachability, delegation, dealing with change, etc.</p>	
Target Audience:	Supervisory and future supervisory personnel
Required:	Yes for new supervisors. Optional for others.
Class Length:	6 hours
Facilitated By:	Department of Employee Services
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Supervisor Development
Now offered also for Employee Development

Class:	Drug Free Workplace
<p>The Lake County Board of County Commissioners is committed to maintaining a workplace that is free from drugs and/or alcohol. This class provides supervisors with information in support of a Drug Free work environment and addresses the following questions:</p> <ol style="list-style-type: none"> 1. How does substance abuse impact the workplace? 2. How do I know if someone is abusing drugs or alcohol? 3. As a supervisor, what do I do? <p>A review of the policy/procedure and application exercises are incorporated into the class.</p>	
Target Audience:	Supervisory and future supervisory personnel
Required:	Highly suggested that all supervisors attend* <i>*This class is required for supervisors that support CDL required positions.</i>
Class Length:	2 hours
Facilitated By:	Department of Employee Services
Notes:	Reviews Lake County BCC Policy LC-28 and Procedure ES-5.02.01
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Supervisor Development
Now offered also for Employee Development

Class:	Workers' Compensation & Property and Liability
<p>This class is designed to familiarize participants with the County's procedures on Workers' Compensation & Property and Liability. The classroom focus is on requirements for adequate and timely reporting, treatment, compensation, restoration and recovery for County employees and/or property. Situational practice exercises are also included.</p>	
Target Audience:	All Lake County BCC employees and employees of other County entities covered by Lake County's Workers' Compensation and Property & Liability programs.
Required:	No, but highly suggested that supervisors attend
Class Length:	2 hours
Facilitated By:	Department of Employee Services
Notes:	Reviews Lake County BCC Policy LC-71 and Procedure ES-5.02.01
Registration:	<u>Online Training Registration and Calendar</u>



Class:	Legal Peril – 8 Management Pitfalls to Avoid
<p>In today’s work environment, it is essential that all Lake County BCC supervisors be aware of those job responsibilities that touch on legal issues. This class will review eight of the most common legal pitfalls faced by supervisors.</p> <ol style="list-style-type: none"> 1. Interviewing and Hiring Discrimination 2. Unfair and Inconsistent Treatment 3. Failure to Eliminate Harassment. 4. Poor Documentation 5. Privacy Confidentiality Breaches 6. Improperly Administering FMLA 7. Improperly Ending Employment Relationships <p>Application exercises are incorporated into the class.</p>	
Target Audience:	Supervisory and future supervisory personnel
Required:	Yes, for all supervisors with direct reports
Class Length:	2.5 hours
Facilitated By:	Department of Employee Services
Notes:	<u>Legal Peril – 8 Management Pitfalls to Avoid</u> DVD is copyright 2007, 2003 Coastal Training Technologies Corp.
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Supervisor Development

Class:	Let's Face It – Sexual Harassment Refresher Class for Supervisors
<p>This DVD Workshop assists supervisory personnel to refresh their understanding of prevention of sexual harassment in the workplace. After viewing the DVD, each participant must complete an on-line quiz with a minimum score of 70% to receive class credit.</p>	
Target Audience:	Supervisory and future supervisory personnel
Required:	Yes
Class Length:	<ul style="list-style-type: none"> • DVD - .5 hours • on-line quiz follow-up required
Facilitated By:	Department of Employee Services
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Supervisor Development

Class:	Supervisor Refresher Training for Diversity, Harassment Prevention, Workplace Violence Awareness and Drug-Free Workplace
<p>This class serves as a refresher to ensure that Lake County supervisors are familiar with the LCBCC policies and procedures that govern the workplace issues of Diversity, Sexual Misconduct, Workplace Violence Awareness and Drug-Free Workplace.</p>	
Target Audience:	Supervisory and future supervisory personnel
Required:	Yes
Class Length:	2.5 hours
Facilitated By:	Department of Employee Services
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Leadership Development

Class:	Interview Skills – How to Hire the Best Candidate?
<p>The selection of a new team member requires a precise approach, making sure the interview process is effective in identifying the best candidate for the position. This class reviews appropriate and inappropriate interview questions while focusing on tips and techniques for a meaningful interview.</p>	
Target Audience:	Supervisory and Leadership personnel
Required:	Suggested
Class Length:	2 hours
Facilitated By:	Department of Employee Services
Notes:	None
Registration:	Online Training Registration and Calendar



Lake County BCC University

Leadership Development

Class:	Advanced Presentation Skills
<p>Leaders can practice presentation skills in an interactive environment while acquiring tips for better public speaking. The workshop reviews basic and more advanced presentation and public speaking skills, and includes ideas for more effective team meetings/activities.</p>	
Target Audience:	Supervisory and Leadership personnel
Required:	Suggested
Class Length:	2 hours
Facilitated By:	Department of Employee Services
Notes:	None
Registration:	<u>Online Training Registration and Calendar</u>

Spice UP your Meetings!



Invite a *seasoned* guest speaker from the Department of Employee Services for an informative addition to your departmental or team meeting. Employees will have the opportunity for a quick learning session that will enhance your staff meeting. These sessions will provide employee development on a variety of topics and opportunities for discussion.

Topics Include:

Safety:

- Safety in YOUR Workplace
- Workers' Compensation and Property & Liability
- Desk Exercises Demonstration
- Drink More Water!
- Signs of Heart Attack and Stroke
- Safety Topic of your Choice

Teambuilding:

- Dealing with Change in the Workplace
- Tips for Time Management at Work
- Better English for Better Business Writing
- A Well-Oiled Machine? A team effectiveness check up.
- Six Thinking Hats
Getting the most from your meetings by improving your Brainstorming Technique
- Customer Service Savvy
An introduction to thinking like the customer.
- Feeling Stressed???
Some tips for how to deal with the stress in your life.

CRITERIA FOR GUEST SPEAKER SESSIONS

- Minimum audience size is eight (8) employees.
- The session will take place at your location, arranged by each department.
- Sessions are 10 to 30 minutes in length. (Can be adjusted.)

CONTACT US TODAY TO SCHEDULE YOUR DATE!

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