

### Online training is waiting for you!

Log in to Cornerstone at <https://knowandgrow.csod.com>.

Your username is your employee ID (Find it on your pay stub or call HRD).

The initial password is P4ssw0rd.

Call Tom Clark (5031 or [tclark2@townofchapelhill.org](mailto:tclark2@townofchapelhill.org)) if you have questions or if you need your password reset.

### What is Cornerstone?

Our new learning management software, Cornerstone OnDemand, will ensure better employee compliance training, accelerate employee performance, foster social learning, and support our organizational goals.

We will have one centralized learning management system, state of the art instructor-led training, virtual learning, exams, certifications, and compliance content for developing all employees.

HRD Learning and Development, along with Cornerstone, is committed to making your LMS experience more engaging, more collaborative, and more effective for every employee.

### What's next?

#### Improved Training Development & Delivery

We will be able to deliver targeted and structured formal training (instructor-led courses, web-based training, etc.) at the point of need, and provide collaborative tools that engage all learners and enable peer-to-peer knowledge capture and sharing to extend learning impact.

#### Increased Employee Engagement

Cornerstone will help L&D build relevant social learning programs that are accessible anytime, anywhere and form an ongoing learning culture that encourages employees to invest in their own development.

#### Accelerated Employee Performance

Now we can develop a cohesive learning experience and connect all employees to mentors in order to close skills gaps, enable talent mobility, and grow leaders at all levels of the organization.

### Tom Clark, MBA, M.Ed.

Learning and Development  
Manager

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For more information or to  
obtain a Training Request  
Form, contact Stacy Ramos:  
[sramos@townofchapelhill.org](mailto:sramos@townofchapelhill.org)  
919-968-2700

Please request your supervisor's approval before enrolling in a class. Return completed training form by email, fax or inter-office mail.



**Responsibility**

**Equity**

**Safety**

**Professionalism**

**Ethics**

**Communication**

**Teamwork**

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## Learning & Development Course Opportunities

**Town of Chapel Hill  
Human Resource Development**

[www.townofchapelhill.org/jobs](http://www.townofchapelhill.org/jobs)

405 Martin Luther King Jr. Blvd.  
Chapel Hill, NC 27514  
919-968-2700



## HRD & Compliance Training

- Drug and Alcohol Free Workplace Training
- Equal Employment Opportunity
- Ethics Policy
- EPMDS
- Interviews Made Easy
- Disciplinary Action Policy Training
- Blood Borne Pathogens
- Workplace Violence
- Unlawful Workplace Harassment
- FMLA
- Reasonable Suspicion Certification
- Supervisor Compliance Blitz

## Professional Development

- Customer Service Certificate Program
- Values Based Cultural Conversations
- Skill Building for All
- Customer Service Training (HRD)
- Managing Meetings
- Customer Service Management
- Stress Management
- Interactive Listening
- Time Management
- Managing Conflict
- Dealing with Conflict
- Customer Service Cluster
- Business Protocol
- Managing Multiple Priorities

## Communications Development

- Developing your Communication Skills
- Effective Feedback
- Feedback and Communication
- Communicating with Confidence
- Positive Confrontation
- E-mail and Business Writing
- Leading a Multigenerational Workforce
- Advanced Presentation Skills
- Developing Resilience
- Influencing for Results
- Communicating Assertively
- How to Become a Better Communicator
- Keeping a Cool Head at Work
- Basic Presentation Skills



## Supervisory Development

- Coaching for Performance Improvement
- Leading with Emotional Intelligence
- Leadership and Management Fundamentals
- Leading Highly Effective Groups
- Continuous Employee Development
- Leading Employees through Change
- Interviewing Skills for Managers
- Decision Making and Planning Problem
- Polishing Your Leadership Potential
- Team Building
- Supervision Overview
- Leading Teams

## Technical and Skill Building

- Munis Training
- MS Word
- MS Excel
- MS Outlook
- MS Power Point
- Quality & Accountability at Work

## Learning & Development

- Dealing with Difficult Customer Behaviors
- Organize your workplace
- Surviving a Job Interview
- Advanced Project Management
- Fundamentals of Project Management
- Managing Projects and Deadlines
- Project Management for Professionals
- Time and Task Management
- Critical Discussions
- Dealing with Personality Clashes
- Effective E-mail Communication
- How to Write Effective Policies and Procedures
- Letter-perfect Grammar and Proofreading
- Mastering the Art of Technical Writing
- Poised and Powerful Public Speaking
- Professional Presentation Skills
- Report Writing
- Building Employee Trust
- Employee Safety Training
- e-Learning
- Wellness@Work
- Lynda.Com

## Continuous Leadership Training

### Sustainable Leadership

If you are interested in supervision, or are already a supervisor, then Sustainable Leadership is the class for you! Human Resource Development offers this two-day interactive training to anyone interested in developing qualities, technical skills, and the knowledge required to meet the performance expectations of being a Town of Chapel Hill leader.

### Smart Leaders, Smarter Teams

Provided by Roger Schwarz and Associates, formerly known as "Facilitative Leadership."

### Leading for Collaborative Innovation

This program builds on the principles of systems thinking and mutual learning to increase the capacity of leaders to innovate and solve problems from a collaborative perspective.

### Learning & Development Services

#### Curriculum Development

- Development of courses and workshops designed to help employees, supervisors, and managers develop, maintain, and update non-technical job-related competencies
- Customization of existing courses to meet specific work unit/team needs.

#### Consulting

- Training needs analyses, followed by recommending training solutions
- Management consultation as a resource for employee/team development.
- Consultation with supervisors to facilitate implementation of EPMDS
- Measurement of the impact and effectiveness of training and development programs

#### Skills Coaching

- Post-training coaching sessions to facilitate application of knowledge and skills taught in HRD training
- Referrals to training and educational resources for professional and personal development

#### Team Facilitation and MBTI

- Facilitation of team/work unit meetings to demonstrate facilitation skills or as part of an organizational development process
- Teambuilding to improve team cohesiveness and productivity