



Town of Chapel Hill Human Resource Development

# 2018-2019 Employee Training

## Required Education Events & Leadership Development

 <p><b>Sustainable Leadership</b></p>	<p align="center"><b>Sustainable Leadership Fall 2018</b></p> <p>If you are interested in supervision, or are already a supervisor, then Sustainable Leadership is the class for you! Human Resources Development will be offering this foundational two-day interactive training to anyone interested in developing your supervisory qualities, technical skills, and the knowledge required to meet the performance expectations of being a Town of Chapel Hill leader.</p> <p align="center"><b>Required Training for new Supervisors, and Team Leaders</b></p> <p>October 9-10, 2018                      9:00am - 5:00pm                      Chapel Hill Public Library Room A</p>
	<p align="center"><b>Supervisor Compliance Blitz 2018</b></p> <p>Human Resources Development will be offering our annual daylong workshop for all Town of Chapel Hill Supervisors who need to meet required training for the following: <b>NEOGOV Recruitment &amp; Selection &amp; EPMDS Refresh   FMLA &amp; Parental Leave   Occupational Workplace Safety Supervisor Update   Reasonable Suspicion Training and Certification.</b></p> <p align="center"><b>Required Training for Supervisors - Only register for the session that you need.</b></p> <p>November 13, 2018                      8:30am - 5:00pm                      Chapel Hill Public Library Room B</p>
	<p align="center"><b>Roger Schwarz: Smart Leaders, Smarter Teams</b></p> <p>Smart Leaders, Smarter Teams will demonstrate ways to apply principles of <i>Mutual Learning (Transparency, Curiosity, Accountability, Informed Choice and Compassion)</i> to help our leaders address tough challenges that are faced every day. You will learn to apply Mutual Learning principles over time, so your team will get stuck far less often, achieve higher levels of performance, have better working relationships and enjoy greater well-being. This 4-day workshop is for employees who lead teams or hold decision making roles within our organization. Preference will be given to employees who have attended <i>Sustainable Leadership, held roles on Task Forces or Organization-wide teams.</i></p> <p align="center"><b>Required Training for new Supervisors, and New Senior Leadership members.</b></p> <p>January 8-11, 2019                      8:30am - 5:00pm                      Chapel Hill Public Library Room B</p>
	<p align="center"><b>Interviews Made Easy</b></p> <p>Even the smartest and most qualified job seekers need to prepare for their job interview. Why, you ask? Interview skills are learned, and there are no second chances to make a great first impression. Learn to practice good nonverbal communication, Dress for the job, listen, use appropriate language, and ask the right questions.</p> <p>September 12, 2018                      9:00 am - 12:00 pm                      Town Hall Training Room 233</p>
	<p align="center"><b>Decision Making &amp; Problem Solving</b></p> <p>Participants will practice the problem-solving process by working on actual problems in the course. The focus in the course is on group problem solving and decision-making, but participants will be able to apply the same processes and tools to individual problems and decisions.</p> <p>September 20, 2018                      9:00 am - 12:00 pm                      Town Hall Training Room 233</p>



# Learning & Development

 <p><b>Leading Teams</b></p>	<p style="text-align: center;"><b>Leading Teams</b></p> <p>Whether you're heading up a new team or taking the reins of an existing one, leading a team for the first time can be daunting. There's no bedrock of personal experience to build on. If you're a first-time team leader then you're probably either relishing the challenge or considering running for the door—or a bit of both. During this class you will learn how to make time to lead, get to know your team, communicate, and lead by example.</p> <p style="text-align: center;"> <b>September 19, 2018</b>      <b>1:00 pm- 4:00 pm</b>      <b>Town Hall Training Room 233</b> </p>
 <p><b>Managing Multiple Priorities</b></p>	<p style="text-align: center;"><b>Managing Multiple Priorities</b></p> <p>All projects or tasks especially large, complex projects—need clear priorities. Easier said than done. You can count on technical projects, no matter how well-planned, to involve change orders, re-prioritization and the regular appearance of surprises. Learn to collect and list your tasks, identify urgent vs. important, and learn to be flexible and adaptable.</p> <p style="text-align: center;"> <b>October 01, 2018</b>      <b>1:00 pm- 4:00 pm</b>      <b>Town Hall Training Room 233</b> </p>
	<p style="text-align: center;"><b>Communications Matters</b></p> <p>Among other benefits, effective workplace communication builds rapport and trust between colleagues, maintains transparency in the workplace, enables better employee management, boosts morale, and facilitates innovation. In short, effective communication is key to your team's productivity. Learn to identify your team, develop procedures, facilitate interactions, and lead by example.</p> <p style="text-align: center;"> <b>October 23, 2018</b>      <b>1:00 pm- 4:00 pm</b>      <b>Town Hall Training Room 233</b> </p>
	<p style="text-align: center;"><b>Basic Presentation Skills</b></p> <p>Do you have a big presentation coming up and don't know how to overcome feelings of nervousness? This class will offer speakers and presenters advice for overcoming stage fright and building confidence when confronted with a wide platform and a big audience. Learn about preparation, and practice, to become the best speaker ever!</p> <p style="text-align: center;"> <b>October 25, 2018</b>      <b>9:00 am - 12:00pm</b>      <b>Town Hall Training Room 233</b> </p>
	<p style="text-align: center;"><b>Keeping a Cool Head</b></p> <p>Keeping your cool, especially during stressful situations, is one of the most important attributes of a good leader. Learn useful ways to will help you keep a clear head and an even temper, no matter how stressful your day.</p> <p style="text-align: center;"> <b>November 07, 2018</b>      <b>9:00 am - 12:00pm</b>      <b>Town Hall Training Room 233</b> </p>
	<p style="text-align: center;"><b>Team Building</b></p> <p>This course provides an overview of the benefits and challenges of working as a team. Topics discussed are team development, the roles of team members, the characteristics of a team and the Mutual Learning Team Mindset.</p> <p style="text-align: center;"> <b>November 29, 2018</b>      <b>9:00am -12:00pm</b>      <b>Town Hall Training Room 233</b> </p>
	<p style="text-align: center;"><b>Interactive Listening</b></p> <p>How can you be sure that you understand the messages your counterpart is communicating? When working with individuals in a team, use interactive skills, which include clarifying, verifying, and reflecting to be sure that you and your counterpart are on the same page.</p> <p style="text-align: center;"> <b>December 05, 2018</b>      <b>9:00 am - 12:00pm</b>      <b>Town Hall Training Room 233</b> </p>

For more information, contact Tom Clark, Human Resource Manager – Administration at (919) 969-5031. [www.townofchapelhill.org/training](http://www.townofchapelhill.org/training) or contact HRD.





# Learning & Development

	<p align="center"><b>Visions, Inc. Focus Groups</b> <b>Coming Soon</b></p> <p>Join the conversation and be a part of a Visions, Inc. focus group. Come speak up we're listening! We want to hear from you.</p>
	<p align="center"><b>Mental Health First Aid – Adult</b></p> <p>Mental Health First Aid is a public education program that introduces participants to risk factors and warning signs of mental illness, builds understanding of their impact, and overviews common supports. The Town of Chapel Hill in conjunction with Cardinal Innovations Healthcare is offering an 8-hour course for all Town employees who interact face-to-face with the general public or in a youth-serving role.</p> <p><b>December 12, 2018      9:00 am - 5:00pm      Cardinal Health Innovations</b></p>
	<p align="center"><b>Dementia Friendly Business Training</b> <b>Coming Soon</b></p> <p>Dementia Friendly Orange County is a non-profit coalition of government agencies, civic organizations and local businesses. The goal of the Dementia Friendly Business Training is to create awareness and make life better for people with dementia and those who care for them. Customer-facing Town staff can attend this awareness training that helps them know how to recognize and help people with dementia. This training is open to all employees including Program Support.</p>
	<p align="center"><b>Cornerstone Learning Management System</b></p> <p align="center"><b>Have you registered for a Cornerstone Web based course yet? Try some out today!</b></p> <p><b>Receiving feedback</b> - Using Email - Time Management - <b>Project Management Fundamentals</b> - Problem Solving -<b>Listening Essentials</b> -Leadership Essentials Introduction to Workplace Ethics – <b>Computer Information Security Interpersonal Communication</b> Developing Strong Customer Relationships - Decision Making -<b>Customer service Fundamentals</b> -Basic Presentation Skills –<b>Diversity on Job</b> - <b>Communicating across cultures</b> -Code of Conduct Awareness –Being and Effective Team member</p>

1. Key in on your web browser : <https://knowandgrow.csod.com/>
2. Username : Employee ID (You can call HRD or find it on your pay stub)
3. Password is **P4ssw0rd** for the **first time user** logon then click *logon*
4. If a user enters the wrong password five times, the user is locked out of the system for one hour. If a user attempts to log in to the system while they are locked out, a lockout message is displayed even if a correct password is entered.
5. Contact Tom Clark, Learning and Development Manager for password reset or questions.  
[tclark2@townofchapelhill.org](mailto:tclark2@townofchapelhill.org) (919) 969-5031.

For more information, contact Tom Clark, Human Resource Manager – Administration at (919) 969-5031.  
[www.townofchapelhill.org/training](http://www.townofchapelhill.org/training) or contact HRD.

