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PRINCE GEORGE'S COUNTY GOVERNMENT

THE OFFICE OF
HUMAN RESOURCES MANAGEMENT

TRAINING & CAREER DEVELOPMENT INSTITUTE



CATALOG OF
LEARNING OPPORTUNITIES

SEPTEMBER 2009 – MAY 2010

Message from the Director



September 2009

Dear County Employees:

Greetings and welcome to the Office of Human Resources Management's Training & Career Development Institute (TCDI). It is my pleasure to present the FY2010 Catalog of Learning Opportunities. Over the past couple of decades, the Office of Human Resources Management (OHRM) has been committed to providing training and development opportunities for County employees to help with continued exemplary performance, as well as professional and personal growth. We will continue to carry on that tradition again this year. Please take time to examine the courses and their descriptions outlined in this catalog.

One of our primary goals is to ensure that the County addresses a critical need for workforce development as we face the potential labor shortages as a result of projected retirements, technological advancements, and changing demographics. The courses are organized in categories to allow employees clearly identify those courses that will address their developmental needs. The four main areas of focus are: **Mandatory/Core Development, Compliance Training, Professional Development, and Individual Development**. Together, employees and their supervisors should create an Individual Development Plan (IDP), and use that tool as a guide to determine areas where employees can develop through a strategic training plan. A template for creating an IDP is on pages 50 through 53 of this catalog.

The Training & Career Development Institute continues to maintain a training partnership with Prince George's Community College (PGCC). This relationship provides employees the opportunity to earn Continuing Education Units (CEU's) for courses arranged and facilitated by PGCC instructors. Just by taking courses offered through TCDI, participants can receive credits toward a degree in higher education.

It is our mission to provide employees with a creative and exciting training program that is competency-based and career focused. Our intent is to provide training that will develop our employees and improve the County's service to our citizens and residents. Therefore, we look forward to guiding you through the process of accomplishing your organizational and personal development goals.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Bridgeman". The signature is fluid and cursive, written over a light blue rectangular background.

Donald E. Bridgeman, Director
Office of Human Resources Management

Training Opportunities...Get What Works For You!

Are you prepared to manage the changing workforce demands in your department? Are you lagging behind or need to develop your skills to stay abreast? Would you like to advance and achieve your career goals? If your answer to any of these questions is 'yes', then the Office of Human Resources Management's Training & Career Development Institute is obviously the place to start.

The Training & Career Development Institute continues to offer **FREE** learning opportunities to all County employees. Training in the workplace is a valuable mechanism because it offers **YOU**, the employee, a chance to hone and develop new skills, which prepares you to identify and actively pursue career advancement opportunities. The County's Strategic Employment Management Initiative (SEMI) Plan ensures that employees receive proper training, development and the resources they need to accomplish their jobs efficiently, and to manage new workforce trends, perspectives and challenges successfully.

Because SEMI plays a critical role in assisting the County in developing a skilled workforce, the Training & Career Development Institute encourages *all* employees to seek the knowledge, skills and abilities (KSA's) that will help them to achieve and sustain workforce excellence. Through our instructor-led class environment, employees will find each course carefully tailored to address the competencies or skill-sets necessary to perform their jobs.

One of the *new* addition to the Training & Career Development Institute catalog is the Individual Development Planning (IDP) course. The IDP will help **YOU** to outline your career goals and the steps you will take to achieve those goals. More information about the IDP is available on pages 50 through 53 of this catalog.



Enrollment Information

Registration and Approval Process

Employees may register for courses in this catalog by completing the Registration/Referral Training Form found on page 7. Registrants should consider the appropriateness of the class to their position, developmental goals, performance standards, and competencies. All information and the employee's signature must be on the Registration/Referral Training Form or it will not be considered for selection. It is the employee's responsibility to obtain supervisory approval before registering for courses. Supervisors may refer employees for training opportunities, but in this case the supervisor's signature is required on the form.



Enrollment Confirmation

Written confirmation of employee's enrollment in the course will be sent directly to selected employees via email. The departmental Training Coordinator(s) will be copied on the email so they can notify those employees without County email of their enrollment confirmation. The confirmation notice may also include any course materials that should be reviewed or completed prior to class. Employees should check with their Training Coordinator if they have not been notified/confirmed for a class.



Attendance

Unless otherwise indicated, training will be held at the Training & Career Development Institute, 1400 McCormick Drive, Suite 139. Participants are expected to be on time and complete the entire course. It is the employee's responsibility to note training dates on their calendar. Failure to complete a course in its entirety may result in a fee charged to the agency.



Cancellation Policy

Should confirmed participants need to cancel a course, they must contact the Office of Human Resources Management at (301) 883-6396 at least three (3) working days before the start of class. Unless cancellation is received three (3) working days **prior to** the course date, the participant's agency will be billed for the confirmed seat. The charge will be determined by the cost of the course, **but will not be less than \$50.00 per seat.**



Inclement Weather

Employees are expected to attend classes for which they have been registered and confirmed. In the event of inclement weather, employees must call the Office of Emergency Management hotline on (301) 952-4810 for a voice recording on the status of the County's work schedule. Classes will be cancelled when County government employees are eligible administrative leave or if the liberal leave policy is in effect.

Special Accommodations

The Office of Human Resources Management will make every effort to provide accessibility to training opportunities for employees with disabilities. To request accommodations, please contact the Training & Career Development Institute at (301) 883-6396 or Maryland Relay #711, at least ten (10) working days prior to the class.



Customer Satisfaction Guarantee

Our pledge is that we will do everything in our power to assist in the learning process. As part of our continuous workforce improvement process we welcome your comments and suggestions.

Eligibility Criteria

All permanent, probationary and limited term grant funded employees are eligible to participate in the training courses offered by the Office of Human Resources Management's Training & Career Development Institute.

Temporary/seasonal and contract employees are typically not eligible to participate in training opportunities because the limited nature of their employment does not justify the cost of training. Exceptions to participate may include: 1) training that is necessary for the temporary status employee to fully function as a member of the work group; and 2) training that enables the employee to skillfully perform the required functions of the position. In order to maximize the benefits to the agency, such training should be short-term, low-cost, and the skill should be developed at the beginning of the employment period.

Job Required/Mandatory Training

Designed to ensure successful performance in a current assignment and includes position-specific knowledge, skills and the core competencies necessary for acceptable performance in the position. This includes new employee orientation, training made necessary by new assignments or new technology, refresher training for the maintenance of ongoing programs, safety training, and training mandated by law or other Federal and/or State authority.

Career Development

Designed to assist in advancing an employee's career within the County or agency, and is intended to assist in achieving the County and/or agency's mission. Career development training may be unrelated to the employee's current job assignment but should focus on competencies necessary for the next logical step of the employee's identified career path. This criteria should also be identified and followed when an employee's goals are outlined in the Individual Development Plan.

Personal Development

Designed to assist in the advancement of the employee's personal growth. Personal development training builds the skills needed to bring out potentially untapped talents within the employee, and assists in building confident, self-directed employees.

PRINCE GEORGE'S COUNTY
OFFICE OF HUMAN RESOURCES MANAGEMENT
 Training & Career Development Institute

Registration/Referral Training Form - 2009/2010

Instructions: Complete this form (**print or type**) and forward to: OHRM, Training & Career Development Institute, 1400 McCormick Drive, Ste. 125, Largo, MD 20774. Forms may be faxed to (301) 883-6119. It is the employee's responsibility to obtain supervisory approval prior to registering for courses. Employees **will be confirmed** via email by OHRM and through their departmental training coordinator if selected to attend courses. Be sure to **print and sign the form before forwarding to OHRM** for consideration.

Date: _____	Course Title (as listed on announcement): _____	Course Date(s) (as listed on announcement): _____
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Employee Name (as it should appear on your certificate): _____	Job Classification Title/Grade: _____	Department/Agency: _____
Work Phone: _____	Home Phone: _____	Check the employment type that applies: <input type="checkbox"/> County <input type="checkbox"/> Temporary/Seasonal <input type="checkbox"/> State <input type="checkbox"/> City <input type="checkbox"/> Other

Reasons for Attending Course (see page 6 of catalog):			
<input type="checkbox"/> Job Required/Mandatory	Explain:	_____	
<input type="checkbox"/> Career Development	Explain:	_____	
<input type="checkbox"/> Personal Development	Explain:	_____	
Will this course satisfy a development goal on your Individual Development Plan (IDP)?			
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> I don't have an IDP

Employee's Signature (required): _____	Supervisor's Signature (required if referred by supervisor): _____
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For Office Use Only:	Priority: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	Disposition: <input type="checkbox"/> Accepted - participated <input type="checkbox"/> Accepted - class rescheduled	<input type="checkbox"/> Accepted - cancelled <input type="checkbox"/> Denied - reason:	<input type="checkbox"/> Accepted - no show
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Structure of the Program

The Training & Career Development Program is structured around seven (7) workplace competency groups, which reflect the County's mission. The purpose of the program is to provide services valued by the public through a creative, responsive workforce committed to excellence, integrity and teamwork. The definition for "Job Competency" is listed below:

Job Competency

"A measurable pattern of knowledge, skills, abilities, behaviors, and other characteristics that an individual needs to perform work roles or occupational functions successfully."

- Definition from the U.S. Office of Personnel Management (OPM)

The competency groups are defined based on the job competencies needed to perform specific job functions as they apply to Prince George's County's Training & Career Development Institute. Below are the definitions of those groups.

Competency Group	Definition
Customer Focus	A combination of attributes which, when applied, results in <i>effective</i> and/or superior job performance in the <i>delivery of products and services</i> to co-workers, colleagues, supervisors, clients, vendors, members of the general public and prospective clients. For example, a person competent in customer focus knows and continuously re-evaluates customer needs; is responsive in meeting those needs; keeps abreast of organizational climate and mission changes, and their impact on customers.

Competency Group	Definition
Human Resources Management	A combination of attributes which, when applied, results in <i>effective</i> and/or superior job performance in the <i>management of people and the administration of human resources management laws, policies, and procedures</i> . For example, a person competent in human resources management demonstrates a customer service orientation; links human resources to the organization's mission and service outcomes; and practices state-of-the-art strategies and techniques to promote organizational development.
Leadership	A combination of attributes which, when applied, results in <i>effective</i> and/or superior job performance in <i>motivating and influencing others to act</i> . For example, a competent leader demonstrates strong analytical skills; builds trusting relationships; understands human/organizational behavior; and uses negotiation and conflict management skills.
Health and Human Services	A combination of attributes which, when applied, results in <i>effective</i> and/or superior job performance in <i>administration of health and social services programs and direct service delivery to communities, organizations and individuals</i> . For example, a person competent in the area of health and human services understands human behavior, social and economic issues, group dynamics, cultural diversity, community and individual needs; and identifies and appropriately uses resources to address those needs.
Public Safety	A combination of attributes which, when applied, results in <i>effective</i> and/or superior job performance in the <i>administration of justice, law/code enforcement and the general protection of the public through regulatory enforcement activities</i> . For example, a person who is competent in public safety is skilled at detecting and preventing crime; handling public safety emergencies; extinguishing and preventing fires and handling hazardous wastes; and managing custodial responsibilities of prisoners/inmates.

Competency Group	Definition
Information Technology	<p>A combination of attributes which, when applied, results in <i>effective</i> and/or superior job performance in <i>automated systems analysis, design, and administration</i>. For example, a person who is competent in information technology, understands diverse information systems, including hardware, software, networks and remote systems; skillfully uses a variety of software applications; uses analytical and technical skills to resolve issues with system hardware, software and communications/integration problems; and adeptly translates user needs to systems applications.</p>
Risk Management	<p>A combination of attributes which, when applied, results in <i>effective</i> and/or superior job performance in <i>minimizing organizational loss</i>. For example, a person who is competent in risk management understands the importance of safety and health programs to decrease loss exposure; understands the relationship between safety management and accident prevention; knows applicable federal, state, and local safety health standards; and applies sound risk control procedures to the business processes of the County.</p>

Career Development Groups

Appointing authorities, supervisors, and employees are encouraged to collectively identify courses that are commensurate with both organizational objectives and individual career development goals and objectives. Career Development in the Prince George's County Human Resources Management system typically occurs within the "Normal Career Growth Patterns" outlined in Personnel Procedure 244, "Classification," pursuant to Section 16-116 of the Personnel Law. When determining employees' training needs, the "Career Groups" defined in this training catalog should guide supervisors. In addition to the definitions of each "Career Group," some of the relevant job competencies important to achieving career goals are highlighted below.

GENERAL ADMINISTRATIVE AND TECHNICAL SUPPORT CAREER GROUP

(Pay Grades G01 -- G17 and Equivalent)

This category includes occupations concerned with compiling, recording, communicating, computing and otherwise systematizing data, occupations concerned with responding to customer service inquiries and needs, serving individuals in institutions, other governmental establishments and performing tasks in support of protecting the public against crime, fire, accidents, safety hazards and similar acts. Most of these occupations require high school or vocational education, or certification from a trade school or technical institute. This grouping includes occupations that provide clerical, administrative, technical, and/or service support, e.g., administrative personnel and budget aides, mail clerks, account clerks, health aides, community development assistants, drivers, heavy equipment operators and emergency dispatchers.

Job Competencies:

- Customer Focus
- Risk Management
- Information Technology
- Health and Human Services

PROFESSIONAL CAREER GROUP

(Pay Grades G18 -- G28 and Equivalent)

This category includes occupations concerned with the theoretical or practical aspects of such fields as art, science, engineering, education, medicine, law, business relations and administrative, managerial and technical work related to such areas. Most of these occupations require substantial educational preparation, usually at the university, junior college or technical institute level. Occupations provide conceptual, analytical, and technical skills related to professional services or theoretical problem-solving responsibilities; e.g., management analysts, community developers, budget analysts, personnel analysts, accountants, engineers, attorneys, nurses, emergency medical technicians, dental assistants, computer programmers and systems analysts. Some positions require supervisory responsibilities.

Job Competencies:

- Customer Focus
- Risk Management
- Human Resources Management
- Leadership
- Health and Human Services
- Information Technology

TECHNICAL CAREER GROUP

(Pay Grades A01 -- A17 and Equivalent)

This category includes occupations concerned with fabricating, erecting, installing, paving, painting, repairing, and similar working structures or structural arts, such as bridges, buildings, roads, transportation equipment, frames and structures, cables, girders, plates and frames or precision machine trades activities. Tools used are hand tools, power tools, or heavy equipment and materials such as wood, metal, concrete, glass and clay are often involved. Most of these occupations require vocational education, trade school, and/or apprenticeships. Workers are frequently required to have knowledge of the materials and tools with which they work, e.g., stresses, strains, durability, and resistance to weather. This group includes positions that provide services in specialized skill areas using practical problem solving, e.g., inspectors, trades helpers, mechanics, building engineers, painters, carpenters, engineering technicians, photographers, and printers.

Job Competencies:

- Customer Focus
- Risk Management
- Leadership
- Information Technology

PUBLIC SAFETY CAREER GROUP

(Pay Grades L01 -- L05 and Equivalent)

This category includes occupations concerned with enforcing safety regulations and protecting the public against crime, fires, and accidents. This category is concerned with the custody and discipline of prisoners/inmates, inspecting fire fighting equipment, maintaining law and order, detecting and preventing crime, directing and controlling motor traffic, investigating and apprehending suspects and related support activities. Most of these occupations require a high school education. This group includes positions such as police cadets and officers, correctional officers, emergency response technicians, criminal investigators and public safety aides.

Job Competencies:

- Customer Focus
- Risk Management
- Leadership
- Public Safety
- Health and Human Services
- Information Technology

SUPERVISORY, MANAGERIAL AND EXECUTIVE GROUPS

(Pay Grades G29 -- G35 and Equivalent)

This category includes occupations concerned with specialized administrative, technical, managerial and executive functions that are common to many types of organizations. In general, occupations included in this group demand either a generalist or a specialized knowledge of a particular function and general knowledge of the management and operations of an organization, rather than a scientific or administrative specialty. This group includes special assistants to department heads. Most of these occupations require substantial educational preparation, usually at the university post-graduate level. Occupations provide conceptual, analytical, technical and human skills related to professional services, management of specialized functions, organizational and staff development, strategic planning or theoretical problem-solving and advisory responsibilities. This group includes positions such as personnel managers, community services managers, associate directors, bureau/division chiefs, administrative specialists, accounting services managers, and deputy directors.

Job Competencies:

- Customer Focus
- Risk Management
- Human Resources Management
- Leadership
- Public Safety
- Health and Human Services
- Information Technology

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MANDATORY/CORE DEVELOPMENT

The courses listed in this section have been identified as mandatory *or* core development training for all County employees regardless of the class of work. It is the responsibility of individual supervisors to ensure that each employee under his/her supervision attends the various training sessions.

COURSES	HOURS
CPR & First Aid/AED Training *	6 hrs.
Defensive Driving *	3 hrs.
Ergonomics *	4 hrs.
Hazardous Communication	4 hrs.
National Incident Management Systems (NIMS) IS-300	3 hrs.
New Employee Orientation Program	14 hrs.
Occupational Safety and Health Administration (OSHA): General Industry	6 hrs.
Workplace Harassment Avoidance: Guiding Employees from A to Z	3 hrs.

* Job specific

COURSE DESCRIPTIONS

CPR & First Aid/AED Training

Knowing how to respond to an emergency is one of the most important skills for employees to possess in the workplace. This training is designed to help participants identify and eliminate potentially hazardous conditions in their environment, recognize emergencies and make appropriate decisions for first aid care. It teaches the knowledge and skills that individuals in the workplace need to know when giving immediate care to an ill or injured person until more advanced medical care arrives. Whether training your entire agency or the assigned Fire Monitors, the CPR & First Aid training will be practical on the job as well as at home. The class meets the American Red Cross and OSHA standards for workplace emergency care training.

Course Objectives:

- ◆ Learn how to assist with breathing and cardiac emergencies
- ◆ Learn how to identify and care for bleeding
- ◆ Understand the proper techniques for handling sudden illnesses and injuries
- ◆ Review the details of the Good Samaritan Laws

*Facilitator(s): Daniel Will,
Office of Finance*

Defensive Driving

Defensive driving is a form of training for motor vehicle drivers that goes beyond mastery of the rules and the basic mechanics of driving. Its aim is to reduce the risk of driving by anticipating dangerous situations, despite adverse conditions or the mistakes of others. This can be achieved through adherence to a variety of general rules, as well as the practice of specific driving techniques.

Course Objectives:

- ◆ Learn personal responsibilities in driving
- ◆ Learn how to avoid collisions caused by common driving errors
- ◆ Understand the various possible driving environments

*Facilitator(s): Daniel Will,
Office of Finance*

COURSE DESCRIPTIONS

Ergonomics

Ergonomics is a scientific discipline that has been around for many years. Traditionally concerned with factory workers and keeping their work environments safe and efficient, ergonomic professionals have expanded their work to include all types of employees from laborers to office workers, and students to seniors. Ergonomics evaluates how our environment interacts with our work. It helps identify ways to adjust our environment to decrease the risks of injury and illness, enhance productivity and improve the quality of our work life.

Course Objectives:

- ◆ Understand ways to reduce work-related injuries and illnesses in the workplace
- ◆ Learn how to contain costs of workers' compensation in the workplace
- ◆ Learn how to improve the quality of your physical work environment

*Facilitator(s): Daniel Will,
Office of Finance*

Hazardous Communication

If you come in contact with hazardous chemicals in your workplace each day, you are definitely not alone. One (1) out of every four (4) employees encounter hazardous chemicals on the job. In many cases, the chemicals employees deal with may be no more dangerous than those used at home. But in the workplace, exposure is likely to be greater, concentrations higher, and the exposure time longer. Thus, potential danger is more likely on the job.

The Occupational Safety and Health Administration (OSHA) has issued a regulation to help control chemical exposure on the job. The regulation is called the hazard communication standard, but is more commonly called "Hazcom" or the "right to know law."

Course Objectives:

- ◆ Understand how to determine the hazards of chemicals
- ◆ Understand the various labels for hazardous chemicals and how to properly label them
- ◆ Learn about the Material Safety Data Sheets (MSDS)

*Facilitator(s): Daniel Will,
Office of Finance*

COURSE DESCRIPTIONS

National Incident Management Systems (NIMS) IS-300

On February 28, 2003, President Bush issued Homeland Security Presidential Directive-5 HSPD-5, which directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable all governmental, private sector and nongovernmental organizations to work together during domestic incidents. The targeted audience for this course includes individuals who are expected to perform in a supervisory or tactical level management role at an incident or event. Participants are required to have successfully completed IS-700, ICS-100 and ICS-200.

New Employee Orientation Program (NEOP)

The New Employee Orientation Program (NEOP), per *Administrative Procedure 214—Orientation Program for New Employees*, is designed to familiarize new employees with the County, address employees' common concerns, and provide information and resource materials that answer questions about the County's employment expectations. The program will also provide valuable insight into the responsibilities of public service and awareness of the County's goals, objectives, heritage, and structure. New employees will become acquainted with the laws and policies governing County employees and the various benefits and services available to them.

Course Objectives:

- ◆ Learn how the NIMS Command Management component supports the management of expanding incidents
- ◆ Understand the incident/event management process for expanding incidents and supervisors as prescribed by the Incident Command System (ICS)
- ◆ Learn how to implement the incident management process on a simulated Type 3 incident
- ◆ Learn how to develop the Incident Action Plan for simulated incident

Facilitator(s): Office of Homeland Security

Course Objectives:

- ◆ Increase understanding of the vision, goals, objectives, structure and function of County government
- ◆ Develop commitment to the responsibilities of public service
- ◆ Provide an opportunity to learn about and select employee benefits
- ◆ Provide a structured forum for documentation and verification of all new employees

Facilitator(s): Office of Human Resources Management

COURSE DESCRIPTIONS

Occupational Safety & Health Administration—General Industry

This course is designed to provide insight and practical knowledge in the identification, evaluation and control of hazards in the workplace. This course is open to managers, supervisors, safety committee members and all county employees. After completing the training, employees will have a basic understanding of the principles of workplace safety, safety management and effective loss control techniques. A variety of risk management principles and safety techniques will be discussed.

Course Objectives:

- ◆ Learn about safety and standard regulations
- ◆ Understand accident investigation
- ◆ Learn about safety program elements
- ◆ Understand how to maintain inspection checklists

*Facilitator(s): Daniel Will,
Office of Finance*

COURSE DESCRIPTIONS

Workplace Harassment Avoidance: Guiding Employees from A to Z

Workplace harassment is prohibited, and in most cases unlawful. The County mandates training for all employees to inform them of the policy against harassment, and to offer guidance on dealing with employees' workplace behavior. Training focuses on the County's "zero tolerance" for sexual harassment and hostile work environment harassment. Participants will discuss: types of behavior that may be perceived as harassment in the workplace; how a workplace environment can become "hostile"; how to avoid harassment of co-workers; how to deal with sexual harassment and hostile environment based on other legally protected characteristics if it arises; and, what to do if involved in a harassment investigation. Additionally, supervisors and managers will become familiar with the basic fundamentals of handling sexual harassment claims.

Participants will receive an overview of Personnel Procedure 221—*Grievance Procedure for Harassment Claims*.

Course Objectives:

- ◆ Learn the County's policy regarding workplace harassment
- ◆ Learn what constitutes sexual harassment and hostile work environment
- ◆ Learn how to recognize and report unlawful harassment
- ◆ Learn employee and supervisor responsibilities for preventing and reporting sexual harassment
- ◆ Understand the County's liability for sexual harassment and hostile work environment

*Facilitator(s): Training Staff,
Office of Human Resources Management*

COMPLIANCE TRAINING

The courses listed in this section have been identified as important for the employees who want to increase or improve their knowledge of County policies and procedures.

COURSES	HOURS
Administration of Employee Leave	3 hrs.
Budget Policies, Preparation & Management	6 hrs.
Cyborg 5.2: the Solution Series	6 hrs.
Developing Position Descriptions	6 hrs.
Employee Assistance Program (EAP) & County Policies: Tools for Supervisors	6 hrs.
Employee Motivation & Recognition	3 hrs.
Family & Medical Leave Act (FMLA) and the County's Policy	3 hrs.
Methods and Procedure for Filling Positions	3 hrs.
Planning & Conducting Past Performance Appraisals	6 hrs.
Substance Abuse Policy Training for Employees with a CDL	3 hrs.
The Discipline Process: Performance & Conduct Issues	6 hrs.
Violence in the Workplace	3 hrs.

COURSE DESCRIPTIONS

Administration of Employee Leave

Employees at all levels who assist in the administration of the County leave policy will benefit from this course. Participants will become familiar with Division 17 of the Personnel Law and Administrative Procedure 284, which outlines the policies and procedures for the County's leave policies and defines employees' responsibilities for the use of leave. Participants will also learn about various leave categories, eligibility, and the request and approval process.

Participants will receive an overview of Administrative Procedure 284 – *Administration of Employee Leave*.

Course Objectives:

- ◆ Learn policy and procedures for employee leave
- ◆ Understand the employee leave categories and how each is accrued and used by the eligible employees
- ◆ Understand the supervisor's and employee's roles in the leave request/approval process
- ◆ Learn the Prior Service Credit policy for leave accrual, as well as the leave disposition options when employees separate from the County

*Facilitator(s): Kathy Cook,
Office of Human Resources Management*

COURSE DESCRIPTIONS

Budget Policies, Preparation & Management

Get your pencils sharpened because 'Budget School' is in session! This condensed course examines basic budgeting principles and techniques including preparation, forecasting, and performance management. The Performance Management System, known as Charter for Change (CFC), institutionalized a comprehensive and sustainable performance management system that facilitates managerial and budgetary decision making, and ensures resources are utilized efficiently and effectively. Participants of this course should have some responsibility in developing and monitoring a program, division, or agency budget.

Course Objectives:

- ◆ Understand and explain the role of financial management and budgeting in local government
- ◆ Understand and use agency performance measures when developing a budget
- ◆ Understand and discuss the basic concepts of budgeting as it relates to County financial management
- ◆ Recognize key elements of sound budgeting
- ◆ Understand strategic budget management and the County's Performance Management System

*Facilitator(s): Carole Lowe-Nedab,
Office of Management and Budget*

COURSE DESCRIPTIONS

Cyborg 5.2: The Solution Series

This training will facilitate Human Resources Liaisons on the proper use of the current HRIS/Payroll system, Cyborg Solution Series. Participants will learn to navigate through the human resources/payroll interface system and become proficient at processing common personnel actions including setting up a new hire, rehire, processing cost of living increases, pay increases, status changes, promotions and separations.

Course Objectives:

- ◆ Learn the various screens necessary to process personnel actions
- ◆ Understand options and limitations of the system
- ◆ Learn to navigate through the Cyborg system

*Facilitator(s): Records Staff,
Office of Human Resources Management*

Developing Position Descriptions

The position description outlines the duties, tasks, responsibilities and the performance standards of a position. Position descriptions are the basis for personnel actions relating to position classification, recruitment, examination, selection, training and performance appraisal. In this class, participants will learn the steps in the development of highly functioning position descriptions as to define the standards of the position. Personnel Procedure 245—*Position Description Development and Administration* guides supervisors and managers through the procedure for writing a position description.

Course Objectives:

- ◆ Learn how to develop a position description
- ◆ Learn how to develop the major duty categories, tasks and essential functions
- ◆ Learn the six (6) types of performance standards and how to apply them
- ◆ Understand the administration of position descriptions

*Facilitator(s): Emerson Taylor,
Office of Human Resources Management*

COURSE DESCRIPTIONS

Employee Assistance Program (EAP) & County Policies: Tools for Supervisors

Supervisors and managers should be aware that they have a valuable tool to assist them with supporting, directing, motivating and counseling employees. Counselors are available through the Employee Assistance Program (EAP) to help supervisors define employee performance and conduct issues that may interfere with the workplace. This training will help supervisors recognize troubled employees and offer support and suggestions for improving and solving the issues. The proper way to utilize the mandatory referral process for serious, or persistent issues, will be explained in accordance with the EAP procedure and County policy.

The second part of the training will provide drug and alcohol (substance abuse) awareness training. Participants will learn about the supervisor's responsibilities when an employee is suspected of being under the influence of drugs or alcohol. This training will guide supervisors and managers on how to utilize the EAP in conjunction with the County's policies and procedures on substance abuse issues.

Participants will receive an overview of Administrative Procedure 223—*Employee Assistance Program* and Personnel Procedure 224 – *Substance Abuse Policy*.

Course Objectives:

- ◆ Learn how to identify distressed employees
- ◆ Learn the process for supervisory referrals for EAP
- ◆ Learn the stages of addiction in the workplace
- ◆ Understand the supervisor's responsibilities when addressing distressed employees

*Facilitator(s): APS Healthcare Systems,
Joanne Bonacci and Kathy Cook,
Office of Human Resources Management*

COURSE DESCRIPTIONS

Employee Motivation and Recognition

When individuals and teams are motivated, extraordinary things happen. Employees will perform their jobs, as well as thrust themselves into them and be eager to contribute. The fact is, recognition supports quality; strengthens trust and loyalty; and, helps shape a “magnetic” culture that attracts and keeps the very best. This class will help employees understand the importance of motivation and recognition, as well as ways to execute the concept.

Participants will receive an overview of Personnel Procedure 215—*Service Recognition Awards* and Administrative Procedure 216—*Employee Incentive Awards Program*.

Course Objectives:

- ◆ Understand what it means to motivate and recognize employees
- ◆ Understand the foundation of recognition for achieving success
- ◆ Learn about the County-wide recognition programs

*Facilitator(s): Leonaye Oliver,
Office of Human Resources Management*

Family & Medical Leave Act (FMLA) and the County’s Policy

Understanding the intricacies of FMLA can be a daunting task. This course explains the purpose of the Act and why it is important to ensure that the County is compliant with the federal guidelines. Participants will also learn about the updates to the Act, as well as the County’s expectations for handling FMLA requests.

Course Objectives:

- ◆ Provide an overview of the FMLA policy
- ◆ Learn to identify qualified reasons for the use of FMLA
- ◆ Understand the procedures for processing FMLA usage requests

*Facilitator(s): Joanne Bonacci & Linda Tetlow,
Office of Human Resources Management*

COURSE DESCRIPTIONS

Methods and Procedures for Filling Positions

This course is designed to instruct supervisors, managers and Human Resources Liaisons about the methods and procedures that are used to fill vacant positions in departments and agencies, and to review how positions are created and filled. The course also includes the methods used to identify, budget, and process the Personnel Requisition Form (PRF), which results in the ability to competitively or non-competitively fill necessary vacancies.

Participants will receive an overview of Personnel Procedure 208—*Methods and Procedures for Filling Positions*.

Planning & Conducting Past Performance Appraisals

Are you struggling with the County's Past Performance Appraisal system? This course will give supervisors and managers tools and techniques to help them evaluate staff and understand County policies for effectively managing performance. Topics include: interrelationship of job description, performance standards and the past performance appraisal (PPA); the connection between performance measures, and performance standards; and how to handle issues that arise using job descriptions and performance appraisals.

Participants will receive an overview of Personnel Procedure 217—*Performance Management System*.

Course Objectives:

- ◆ Understand the personnel procedure for filling positions
- ◆ Understand how to use the Personnel Requisition Form (PRF)
- ◆ Review the Position Review Board (PRB) policy that defines the purpose of the board
- ◆ Learn the County's competitive and non-competitive methods to fill vacant positions

*Facilitator(s): Linda Smith,
Office of Human Resources Management*

Course Objectives:

- ◆ Learn how to develop appropriate performance standards
- ◆ Understand the interrelationship of a position description, performance standards and PPA's
- ◆ Understand how to guide employees through the performance management process

*Facilitator(s): Valerie Farrar,
Office of Human Resources Management*

COURSE DESCRIPTIONS

Substance Abuse Policy Training for Employees with a Commercial Driver's License (CDL)

This course is designed for supervisors and managers who supervise employees that hold a Commercial Driver's License (CDL) to operate County vehicles. The Substance Abuse Policy supports supervisors and managers with resources to help them identify employees who may need assistance. This class will define the policy and procedures relating to substance abuse in the workplace; provide information on the signs and symptoms of substance abuse; and the required procedure for random, reasonable suspicion and post-accident drug and alcohol testing.

Participants will receive an overview of Administrative Procedures 224—*Substance Abuse Policy*, and 224A—*Alcohol & Substance Abuse Testing Requirements for Commercial Motor Vehicle Drivers*.

Course Objectives:

- ◆ Know what County policies and procedures are available on substance abuse and CDL regulations
- ◆ Learn the County's zero tolerance policy for substance abuse while working on County property
- ◆ Understand the behavior and job performance "warning signs" of drug and alcohol use
- ◆ Understand the alcohol and drug testing procedures

*Facilitator(s): Kathy Cook,
Office of Human Resources Management*

COURSE DESCRIPTIONS

The Discipline Process: Performance & Conduct Issues

Unfortunately, supervising is not always fun. Because supervisors and managers can often be measured by how well day-to-day problems are handled, it is important that they are competent in handling performance and conduct-related issues. This course is designed to address topics such as: managing long-term and short-term employees, documenting performance and conduct-related issues, counseling and motivating employees, developing expectations, and imposing disciplinary actions. The class will discuss and develop a progressive disciplinary practice.

Violence in the Workplace

Research shows that violence in the home follows victims into the workplace and often results in absenteeism, low productivity and turnover. This session will help participants define workplace violence; learn how to recognize it, and how to handle a potentially violent employee. Participants will also receive a brief overview on the County's *Administrative Procedure 513—Managing Workplace Disturbances*.

Course Objectives:

- ◆ Learn how to manage long-term and short-term employees
- ◆ Learn how to document performance and conduct issues
- ◆ Understand the importance of motivating and counseling employees for improved performance and behavior
- ◆ Learn the steps to impose disciplinary actions

*Facilitator(s): Leonaye Oliver,
Office of Human Resources Management*

Course Objectives:

- ◆ Learn how violence impacts the workplace
- ◆ Identify ways to anticipate and/or defuse disturbances or violence in the workplace
- ◆ Understand the County's policy against violence in the workplace

Facilitator(s): APS Healthcare Systems

PROFESSIONAL DEVELOPMENT

The courses listed in this section have been identified as important for the professional development of employees for all County agencies. Many of the courses are designed to promote career development, while other courses are intended to provide guidance on how to improve job performance.

COURSES	HOURS
Effective Business Writing	18 hrs.
Grant Proposal Writing	12 hrs.
Grants Management	6 hrs.
Leadership Training: Moving Toward Excellence	12 hrs.
Managing Multiple Generations	3 hrs.
Organizational Leadership	12 hrs.
Retention Strategies to Make Work Suitable for Everyone	3 hrs.
Selection Interviewing	3 hrs.
Strategic Thinking and Planning	18 hrs.
Transitioning to Supervisor	12 hrs.

COURSE DESCRIPTIONS

Effective Business Writing

This course will provide participants with tools for improving their business writing skills. The types of documents that will be discussed include: letters, reports, memos, e-mails etc. Participants will be guided through a five-step process on developing clear, complete, concise, and error-free writing. The instruction will focus on format, tone, and style. Writing exercises will assess participants' ability to apply specific learning modules.

Course Objectives:

- ◆ Learn methods for improving business writing skills
- ◆ Write business correspondence using the five-step process
- ◆ Demonstrate improved readability and organization of business documents

Facilitator(s): Prince George's Community College

Grant Proposal Writing

If your agency is looking to fund new programs and services for Prince George's County, this two-day course could help. Participants will learn how to develop and package a well-written and effective grant proposal. Topics include identifying a need, project development, evaluation criteria, community resources, establishing a timeline, and required documentation. Other topics will be preparing budgets; estimating personnel, travel, supplies, and equipment costs; and documentation processes.

Course Objectives:

- ◆ Understand the methods of grant proposal writing
- ◆ Learn a variety of sources for grant funding
- ◆ Learn how to research and follow up on available grants

*Facilitator(s): Corenne Labbe,
Department of Corrections*

COURSE DESCRIPTIONS

Grants Management

This one-day class is designed for participants who have completed the two-day Grant Proposal Writing course and/or are currently managing grants. Participants will learn how to effectively plan, administer and manage grant funds that are awarded to their organization. Other topics include: managing budget, tracking expenses, and reporting processes.

Course Objectives:

- ◆ Understand the County's grant review process
- ◆ Learn how to review grant awards and clarify requirements and special conditions
- ◆ Learn how to document and maintain accurate grant records
- ◆ Learn how to manage a grant

*Facilitator(s): Corenne Labbe,
Department of Corrections*

Leadership Training: Moving Toward Excellence

An intensive training program that delivers the high-impact tools and essential insights needed to become an exceptional leader. Topics will include characteristics and traits of good leadership, assessing personal management style, using the strengths of personal style to enhance management style, communicating with employees who have different personal styles, and orchestrating organizational change.

Course Objectives:

- ◆ Learn about tools available and techniques for exceptional leadership
- ◆ Understand which leadership style works best for your work environment
- ◆ Learn how to communicate effectively with subordinates

Facilitator(s): Prince George's Community College

COURSE DESCRIPTIONS

Managing Multiple Generations

Today's workforce is comprised of generations with different values and priorities. This session will identify the characteristics and key motivational factors of each generation. Participants will explore strategies to inspire and lead effective teams.

Course Objectives:

- ◆ Learn how each generation is different from the other
- ◆ Understand how each generation brings a value to your organization
- ◆ Learn effective strategies to managing employees based on their values and priorities

Facilitator(s): APS Healthcare Systems

Organizational Leadership

To become a high performance organization, leaders must chart the course. They must buy in to the organization's vision and mission, define clear, attainable goals, and develop unambiguous methods to track the work-in-process. They must align team roles to goals and motivate team members to commit to achieving high performance. This interactive and experiential course helps **senior to middle level managers** create processes and develop the skills to lead teams to higher performance.

Course Objectives:

- ◆ Learn how to identify and remove barriers to performance
- ◆ Understand the importance of providing clear statements focusing on smart goals
- ◆ Learn how to balance workloads
- ◆ Learn how to empower teams to achieve their results

Facilitator(s): Prince George's Community College

COURSE DESCRIPTIONS

Retention Strategies to Make Work Suitable for Everyone

Today's employees are dual centric: gone are the employees who put work first and everything else in their lives second. Dual centric workers are subtly creating pressure on organizations to change the "one-size-fits-all" approach to work arrangements. For managers to retain these employees and keep them effective, it is necessary to understand the new mindset and learn to negotiate and implement arrangements that work for everyone—the County and the employee.

Course Objectives:

- ◆ Learn techniques and strategies used to retain high-potential employees
- ◆ Understand methods to implement appropriate work arrangements

Facilitator(s): APS Healthcare Systems

Selection Interviewing

It is imperative to carefully screen potential employees before making the final hiring decision. Therefore, supervisors and managers must be prepared to perform the highest quality interview of eligible candidates. This course teaches participants how to implement consistent face-to-face interviewing strategies that allow agencies and departments to make the most suitable selections.

Course Objectives:

- ◆ Learn how to conduct a goal-directed interview
- ◆ Understand and comply with EEO legal rules and guidelines
- ◆ Learn how to develop interviewing strategies

*Facilitator(s): Gene Adcock,
Office of Human Resources Management*

COURSE DESCRIPTIONS

Strategic Thinking and Planning

A major cornerstone of Workforce Development and Succession Planning is the strategic and effective development and utilization of employees at all levels. The cornerstone of strategic thinking and planning is especially critical in today's challenging business environment.

Strategic thinking provides a philosophy and process for ensuring that community and organizational stakeholders' needs are met and that employees' behavior and decision-making are at their highest levels. Topics include assessing employee and organizational competencies, how to conduct Strengths, Weaknesses, Opportunities and Threats (SWOT) analyses, and strategic planning processes for workforce development.

Transitioning to Supervisor

When you are promoted to a supervisory position, you assume responsibility for your own area and the success or failure of your division. As a supervisor, you will have the responsibility for planning, directing and managing the work of employees in order to ensure that goals, objectives, plans and policies of your organization are carried out. Topics include: gaining respect, motivating staff, building trust, and communicating up and down the chain.

Course Objectives:

- ◆ Understand the importance of Workforce Development and Succession Planning
- ◆ Learn how to deal with changing priorities, shrinking budgets, and other issues that affect organizations
- ◆ Learn how to develop and tap into employees full potential.

*Facilitator(s): Beatrice Jones-Ross,
RCO Communications Corporation*

Course Objectives:

- ◆ Learn how to move from being a member of the team to leading and establishing unique supervisory style
- ◆ Learn how to mentor and coach employees for higher performance
- ◆ Understand the importance of effective communication when transitioning to a supervisor

Facilitator(s): Prince George's Community College

INDIVIDUAL DEVELOPMENT

The courses listed in this section have been identified as courses that can assist employees with their individual development. The identified courses may be beneficial for a particular employee's job function, while others may enhance personal interaction skills.

COURSES	DAYS / HOURS
10 Steps to Creating a Great Place to Work	3 hrs.
Building Positive Relationships at Work	2 hrs.
Coaching, Mentoring and Team Building	6 hrs.
Diversity in the Workplace	3 hrs.
Identifying Change	3 hrs.
Individual Development Planning	6 hrs.
Steps to Effective Decision Making	3 hrs.
Work-Life Trends and the Impact on Individuals and Organizations	2 hrs.

COURSE DESCRIPTIONS

10 Steps to Creating a Great Place to Work

Studies show that employees *join* companies and *leave* managers. In the current work climate it is more important than ever to retain qualified and talented employees. Learn the role of the manager in connecting with employees and creating a work experience that allows employees to be engaged and focused in their work.

Course Objectives:

- ◆ Understand the impact effective management skills have on the work environment
- ◆ Learn how to connect with employees for a positive result

Facilitator(s): APS Healthcare Systems

Building Positive Relationships at Work

Many people do not realize how important it is to work on their professional relationships. Unfortunately, we spend more hours of the day with our co-workers than with our families. Instead of complaining when someone does something annoying, this course will help participants develop basic strategies for effectively handling workplace conflict. The goal is to attempt to feel good about interactions with co-workers and supervisors and build positive relationships with the people you work with daily.

Course Objectives:

- ◆ Learn the importance of building positive relationships
- ◆ Understand how to effectively handle conflict

Facilitator(s): APS Healthcare Systems

COURSE DESCRIPTIONS

Coaching, Mentoring & Team Building

Would you like to be a successful manager, supervisor or team leader? Of course, you would! It's a lot like coaching a winning sports team. This course will provide participants with techniques for inspiring employees to give their all in today's highly competitive workplace. Participants will become more aware of their individual strengths and abilities to guide others to phenomenal success. Topics include coaching, mentoring and teambuilding skills; tools for enhancing cooperation, communication and teamwork; how to communicate expectations; creatively solve problems and give meaningful feedback; and the benefits of inspiring employees to realize their performance potential to succeed.

Course Objectives:

- ◆ Learn how to create a high-energy work environment
- ◆ Learn how to encourage teamwork among employees
- ◆ Understand coaching, mentoring and teambuilding techniques and a framework for improvement
- ◆ Learn how to offer feedback and support to reach desired goals

*Facilitator(s): Bernice Lowe,
Office of Human Resources Management*

COURSE DESCRIPTIONS

Diversity in the Workplace

Every member of the workforce brings unique skills, background and experience vital to the successful completion of County's productivity and service goals. The County has a work environment that reflects the richness and diversity of its citizens and residents. This course will discuss the value each person contributes to the whole, as well as the strengths of diversity.

Course Objectives:

- ◆ Learn the value of clear communication
- ◆ Understand the importance of overcoming stereotypes
- ◆ Learn how to appreciate what unique people bring to the workplace

Facilitator(s): APS Healthcare Systems

Identifying Change

It is a natural human reaction to resist change. Often times, people will perceive change that is not actually happening. This course will help participants identify actual change from perceived change. Participants will also learn how to deal with the emotions that come from change, as well as the strategies and tactics proven to help avoid the negative behaviors that may stem from change.

Course Objectives:

- ◆ Understand the difference between true change and perceived change
- ◆ Learn how to cope with the emotions that come with change
- ◆ Understand how you can use change to your benefit

*Facilitator(s): Iris Young,
Department of Corrections*

COURSE DESCRIPTIONS

Individual Development Planning

This course will help the participants to understand the purpose of an Individual Development Plan (IDP) and how to develop one that will be useful for their future career goals. Participants will have an opportunity to explore, in depth, their current role within the County and how it fits into their individual career goals. Topics include: identifying specific career goals and objectives; assessing current skills, interest, education and training level; and developing competency statements.

Note: Participants must bring to class the most recent copy of their job description, a mission statement from their department/agency, a copy of their most recent performance appraisal and a list of possible positions within or outside of their department/agency they would like to advance to.

Course Objectives:

- ◆ Understand the purpose and benefits of Individual Development Planning
- ◆ Understand supervisors' and employees' roles and responsibilities in developing an IDP
- ◆ Understand the individual planning process

Facilitator(s): Prince George's Community College

COURSE DESCRIPTIONS

Steps to Effective Decision Making

Do you ever have trouble making decisions? If so, this course guides participants in evaluating personal values and interpersonal conflict that can impact the decision making process. Participants will also learn how to think through a full range of potential consequences before a decision is made.

Course Objectives:

- ◆ Learn about the 5 principle steps to decision making
- ◆ Understand how to identify personal values evaluated when making decisions
- ◆ Understand the consequences to not making effective decisions

*Facilitator(s): Iris Young,
Department of Corrections*

Work-Life Trends and the Impact On Individuals and Organizations

This course will provide an overview of current work-life trends and “best practices”. Participants will have the opportunity to discuss the impact on employee satisfaction and retention, as well as identify ways to implement practices that may help organizations plan for improved work-life balance for employees.

Course Objectives:

- ◆ Understand the importance of work-life balance
- ◆ Learn about current trends and “best practices” used to encourage work-life balance

Facilitator(s): APS Healthcare Systems

EXECUTIVE DEVELOPMENT AND PROFESSIONAL LEADERSHIP SEMINARS

The County Executive sets goals, objectives and priorities for the County based on his vision and mission. County administrators then develop and plan strategies, long and short-term goals and objectives to achieve this vision. These plans comprise the elements of the County's overall business plan. In this light, it is essential for the County Executive's Executive Staff, Appointing Authorities, and Deputy Directors to have the competencies and tools needed to effectively manage their respective agency and workforce, while enhancing the County's integrity as a responsive government.

The Office of Human Resources Management's **Executive Development Seminars** assists executive level managers with the challenges of providing services and meeting the needs of Prince George's County's customers. Its aim is to provide leadership with the ability to enhance management skills, increase exposure to innovation in local government, and develop an understanding of County issues and approaches.

The objectives of the Executive Development Seminars are:

- ◆ To provide opportunities for 'new and experienced' public sector executives to gain critical skills and knowledge related to County government operations;
- ◆ To provide a comprehensive review and understanding of the County Executive's leadership platform;
- ◆ To develop and learn to apply an integrated approach to governance that reflects cutting-edge theory and practice;
- ◆ To master protocols and processes in order to implement government operations for the efficient delivery of public services;
- ◆ To gain an understanding of inter and intra-governmental relations and how to maximize relationships with stakeholders; and
- ◆ To ensure all senior level executives possess a baseline set of core competencies.

The Office of Human Resources Management also administers the **Professional Leadership Seminars (PLS)** for Mid to Senior-level Managers and Supervisors. These training sessions focus on core public sector practices. Participants have the opportunity to gain first-hand knowledge from subject matter experts who have years of experience in their field.

The objectives of the Professional Leadership Seminars are:

- ◆ To increase understanding of County-wide policies, procedures and issues and to understand the interdependencies between agencies; and
- ◆ To provide an opportunity to share organizational challenges, develop joint solutions, and establish networks among leaders in County government.

PROFESSIONAL AND CAREER DEVELOPMENT FOR EMPLOYEES AND MUNICIPAL PARTNERS

Professional and career development is recognized as a necessary Human Resources Management function to ensure the delivery of quality services to the citizens and residents of Prince George's County. The Training & Career Development Institute is based on a unique and highly collaborative learning platform that includes basic education, college and university programs and traditional classroom instruction to provide comprehensive training and development activities.

It offers a broad curriculum of cost/time effective instructional programs and technical assistance. There are several individual learning and supervisory tools offered within this catalog that provide a structured format for individual learning and on-the-job training. The curriculum has been developed to increase employees' efficiency and effectiveness, foster and facilitate career mobility, and improve the County workforce's productivity and performance.

Municipal partners are invited and encouraged to participate in our Training & Career Development Institute. The Institute offers instruction on a variety of courses that provide employees with guidance on career development through the support and authority they need to succeed.

The Training & Career Development Institute strives to facilitate employee development and improved performance for all County employees.

ON-LINE TRAINING



The Office of Information Technology & Communications (OITC) provides classroom and online/e-learning training solutions on a wide range of computer technology topics. Courses are designed to maximize the training experience while minimizing the time spent in the classroom. Instructor-led courses encourage and motivate students through the use of hands-on exercises and real world case studies in a classroom setting using state-of-the art equipment. Online courses provide the flexibility of learning from anywhere at any time. OITC offers courses for all education levels that range from basic computer skills to in depth coverage of materials that helps to prepare students for IT certification examinations and career advancement. Some of the courses offered include: Introduction to InfoPath, Intermediate Access, Grammar Essentials, and Creating a Strong Leadership Team.

For registration of courses offered through OITC, contact your agency's IT Training Coordinator or the IT Training Manager, Sandra Longs at 301-883-5992 or via email at SELongs@co.pg.md.us.

SEMINARS AND CONSULTING SERVICES

HUMAN RESOURCES ADVISORY COUNCIL (HRAC) SEMINARS

OHRM staff meets with departmental HR Liaisons, known as the Human Resources Advisory Council (HRAC) to discuss a variety of issues including: what's new in HR policies, procedures and practices; pension and benefits updates; human resources management database issues; and, employee training and career development. Each seminar highlights a topic such as: Workers' Compensation, Family Medical Leave Act (FMLA), Leave Without Pay (LWOP), Unemployment, Wellness, Past Performance Appraisals, Disciplinary Actions and more!

FINANCIAL PLANNING

Managing your money wisely is just as important as earning it. With proper planning, you can achieve your goals, whether buying a home, paying bills, putting your children through college, having a comfortable retirement, or all of these and more. This workshop will introduce you to the fundamentals of financial planning. You will learn how to set goals, establish a budget, determine your need for insurance, learn basic investment strategies, college funding tips and planning for retirement. Please be sure to contact the Pensions & Investments Administration Division at (301) 883-6390 for information regarding the courses offered about financial planning.

DEFERRED COMPENSATION SEMINARS

Deferred compensation is a way for you to save for your retirement while saving money on income taxes every day. Seminars are designed for employees to learn about the numerous investment options available under the County's Deferred Compensation Program. Please be sure to contact the Pensions & Investments Administration Division at (301) 883-6390 for information regarding seminars offered on Deferred Compensation.

PRE-RETIREMENT SEMINARS

These seminars are designed to assist employees with planning for a successful retirement. If your planned retirement is within five (5) years or you have reached age 55, you may want to learn about your retirement options. You will learn: County medical benefits costs, how different medical coverage will operate, how to apply and what to expect from Social Security, how to plan for a successful distribution of your estate, and how to arrange your finances to meet your needs after retirement. You will also learn the different ways to structure your deferred compensation and pension plan payouts. Please be sure to contact the Pensions & Investments Administration Division at (301) 883-6390 for information regarding the seminars offered on pre-retirement.

MID-CAREER PLANNING

Increased longevity and changing employment patterns have resulted in the creation of a retirement life cycle. Preparing for this period of life becomes a long-term financial necessity. Do you have an overall game plan to meet this challenge? This seminar will focus on outlining, explaining and describing a comprehensive course of action for building a secure financial future. Please call the Pensions & Investment Administration Division on (301) 883-6390 if you have questions concerning these programs.

HEALTH WELLNESS PROGRAM

"Helping Employees Achieve Lifestyles That are Healthy"

The Health Wellness Program offers health activities and educational forums to assist employees with adopting a healthier lifestyle. The activities include seminars, health screenings, fairs, and a variety of educational materials about health/wellness topics. The program's goal is to teach employees how to lead healthier and productive lives at work, at home and in their communities.

Information concerning the various activities and upcoming events are announced on the Intranet. Please call the Benefits Administration Division on (301) 883-6380 and select option four (4), then number one (1) if you have questions concerning the program.

SPECIALIZED TRAINING FOR DEPARTMENTS



The Office of Human Resources Management (OHRM) offers alternative training to departments and agencies that have special requests. The Training & Career Development Institute understands that there may be individual departments with special needs, or agencies that may require training not offered in this training catalog. It is our goal to assist employees and departments in any way possible. An Appointing Authority who has a special need for training, may request OHRM to recommend a customized training course(s) to enhance employees' performance or soften a sensitive issue within the agency. The Appointing Authority, or designee, should complete and return the Specialized Training Request form found on the following page.

The OHRM Senior Training Coordinator will respond to the request within five (5) working days upon receipt. OHRM, in consultation with the requesting department/agency, will determine the feasibility of delivering the requested training. If practical and cost-effective, OHRM staff will develop a course or identify an external consultant to provide the requested training. Timeframe and cost to the agency for course delivery will be determined by scheduling factors on a case-by-case basis.

SPECIALIZED TRAINING REQUEST FOR DEPARTMENT FORM

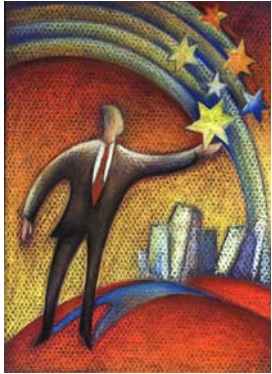
Instructions: Please print or type the information requested in this form. It is crucial that each area is completed with as much detail as possible. A representative from the Training & Career Development Institute will contact you to discuss available options for this request.

Department / Agency:	Address:
Agency Contact:	Phone:
Description of the requested training:	
Desired competencies or skills to be acquired through training (e.g. leadership, customer service, policy compliance, mandatory training, etc.):	
Is there a specific issue or incident that created a need for training? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please briefly explain:	
Additional Comments:	
Anticipated Number of Participants:	Anticipated Date of Course:
Identify the participants position level (e.g. general staff, supervisors, managers, etc.):	
Signature (Appointing Authority or Designee):	Date:

RETURN TO:

OFFICE OF HUMAN RESOURCES MANAGEMENT, TRAINING & CAREER DEVELOPMENT INSTITUTE
 1400 McCormick Drive, Suite 125, Largo, MD 20774

INDIVIDUAL DEVELOPMENT PLAN



Why should I be concerned about having an Individual Development Plan (IDP)?

If you want to advance in your career, then it is your responsibility to identify your career goal(s) and monitor your career development. The IDP will help you to identify steps for achieving your short and long-term career goals, as well as monitor and assess your progress towards accomplishing your goal(s).

Your manager is one of the most important links in your career development process, and can play the role of coach, mentor or objective observer. He/she can help you explore options or directions you might not otherwise consider in pursuit of your career development.

Since one of the County's primary goals is to address its workforce development, it is our mission to provide employees with various learning experiences and activities as sources of training and development. Keeping your competitive edge is key in today's workforce. Remember, your career success now and in the future depends heavily on **YOU!**

Instructions:

This IDP form is designed for all permanent County employees to complete. The form must be updated annually, preferably during or shortly after the employee's annual performance appraisal. The employee and supervisor must each retain a copy for their records.

Complete the Individual Development Plan (IDP) following these steps:**1. Employee Development for Improvement:**

The employee and supervisor must work together to discuss the areas where employees need improvement and areas for development as determined by his or her performance evaluation.

2. Discuss the Individual Development Plan with the Employee:

The supervisor must discuss the IDP with the employee and make any necessary modifications. The supervisor and employee should sign and date the IDP.

3. Review and Modifications:

The employee's IDP should be reviewed annually and modified as the employee's work situations or needs change.

4. Developmental Objectives:

The supervisor should assist the employee with identifying what the employee needs to do to work towards his/her goals. The objectives on this form describe what the employee needs to learn or achieve in order to reach his/her goal.

5. Determine Training/Development Methods and a Timeframe:

Select training or developmental activities the employee needs to undertake in order to accomplish his or her development goals. This can be cross training, shadowing, training classes, coaching and mentoring, continuing education or a combination of these and other methods. Identify the proposed dates for the training or activity. Once the training is completed, record the date(s) for each activity.

6. Methods of Development:

Cross Training or Shadowing - These can include coaching by an employee who has a wealth of institutional knowledge that will give the employee the skills and knowledge needed.

Temporary Assignments - The employee can be transferred temporarily to another division and/ or position to gain specific knowledge and/or experience.

Training Classes - Courses are available through the County's Training & Career Development Institute, local colleges and Universities.

Web Based/E-Learning - The Office of Information Technology & Communication offers on-line training. A variety of e-learning courses are available on the County's website at www.elementK.com.



Office of Human Resources Management
Employee - Individual Development Plan Form
Performance Year _____



Employee's Name:	Position Title/Grade/Agency/Division:	Employee's Current Performance Rating:
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Knowledge, Skills and Abilities (KSA) Development: <i>(What areas need improvement and/or development?)</i>	Career objectives/Relationships of goals to the Agency and Department's Mission: <i>(My goals have personal relevance because...)</i>
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Short-Term Career Goals: (2-3 years) <i>(What are my short-term goals?)</i>	Long-Term Career Goals: (3+ years) <i>(What are my long-term goals?)</i>	Proposed Timeline/Deadline: <i>(Targeted dates for goal completion.)</i>
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Office of Human Resources Management

Employee Individual Development Plan Form



Performance Year _____

Developmental Objectives: <i>What do I need to do this year to work toward my goals?</i>	Developmental Opportunities: <i>I will pursue (i.e. training, special assignments, projects, cross-training, shadowing, mentoring, etc.)</i>	Resources: <i>I will need/or are available to me.</i>	Other Activities: <i>I will pursue formal/continuing education, etc.</i>
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.
4.	4.	4.	4.

Notes:	Employee's Signature/ Date
	Supervisor's Signature/Title/ Date

SELF DIRECTED LEARNING OPPORTUNITIES

County employees can attend any of the colleges/universities listed below to participate in self-directed learning programs. All expenses incurred will be the responsibility of the employee. However, employees may request Administrative Leave for educational courses directly related to the employee's work. Consult with your departmental Human Resources Liaison for details.

BOWIE STATE UNIVERSITY

14000 Jericho Park Road
Bowie, MD 20715-9465
(877) 77-BOWIE
www.bowiestate.edu

CAPITOL COLLEGE

11301 Springfield Road
Laurel, MD 20708
(800) 950-1992
www.capitol-college.edu

PRINCE GEORGE'S COMMUNITY COLLEGE

301 Largo Road
Upper Marlboro, MD 20774-2199
(301) 336-6000 or (301) 322-0866—Information Center
www.pgcc.edu

UNITED STATES DEPARTMENT OF AGRICULTURE GRADUATE SCHOOL

600 Maryland Avenue, SW, Room 120
Washington, DC 20024-2520
(202) 314-3300 or (888) 744-4723
www.grad.usda.gov

UNIVERSITY OF MARYLAND COLLEGE PARK

1101 Main Administration Building
College Park, MD 20742-2025
(301) 405-1000
www.umd.edu

UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE

3501 University Boulevard East
Adelphi, MD 20783
(301) 985-7000 or (800) 888-UMUC
www.umuc.edu

LITERACY COUNCIL OF PRINCE GEORGE'S COUNTY

6532 Adelphi Road, Suite 101
Hyattsville, MD 20782
(301) 699-9770
www.literacycouncil.org

PRINCE GEORGE'S COUNTY PUBLIC SCHOOLS

14201 School Lane
Upper Marlboro, MD 20772
(301) 952-6000
www.pgcps.org

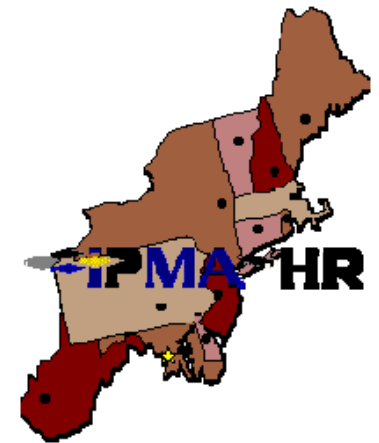
LOCAL GOVERNMENT ORGANIZATIONS



International Public Management Association for Human Resources (IPMA-HR) has a local chapter in the Eastern Region, the Patuxent River Basin Chapter, which the Office of Human Resources Management was instrumental in adopting. IPMA-HR is an organization that represents the interest of human resources professionals at the Federal, State, and Local levels of government.

Through the efforts of the Executive Committee, the Eastern Region IPMA-HR supports an Annual Training and Development Conference to promote sound practices of Public Sector HR Management. Through its outstanding Awards Program, the Eastern Region acknowledges excellence in the field of Human Resource Management at the individual and organizational level. Through the awarding of scholarships, the Eastern Region encourages students and professionals to continue their professional development via education, certification and conference participation.

For more information on IPMA-HR, visit www.ipma-er.org or www.ipma-hr.org. If you are interested in becoming a member of the Patuxent River Basin Chapter, you may contact the President, Sylvia Franklin at (301) 883-5193.



The Local Government Personnel Association (LGPA) of Virginia, Maryland and Washington, DC is another organization that Prince George's County Government has a membership. Members regularly attend LGPA-sponsored functions and meetings to discuss trends, concepts and activities of public personnel administration and to maintain professional and social contact with their peers.



The LGPA has annual awards ceremonies where individuals from all Virginia, Maryland and Washington, DC jurisdictions are awarded for their outstanding service as Human Resources staff. Prince George's County Government employees and programs have been recognized as the 'Best and Brightest' in their field.

For more information of how you can participate, visit their website at www.lgpa.org, or email your questions to info@lgpa.org.

DEPARTMENTAL TRAINING COORDINATORS

D E P A R T M E N T	N A M E	P H O N E / F A X
Audits & Investigations	Frank Porter	952-3695 / 780-2097
Board of Elections	Jackie Hunter	430-8020 / 430-8080
Board of License Commissioners	Diane Bryant	699-2770 / 985-3548
Central Services	Heidi Coffey Lisa Torrence	883-6453 / 883-6464 883-6454
Circuit Court	James Lal	952-4578 / 952-3204
Citizen Complaint Oversight Panel	L. Denise Hall	883-5042 / 883-2655
Community Relations	Sylvia Taylor	952-4729 / 952-4244
Corrections	Denise Benhoff Susan Grimes	952-7022 / 952-7126 952-0026
County Council	Frank Porter	952-3695 / 952-4862
County Executive	Jackie Smith	952-4638 / 952-3784
Environmental Resources	Jenise Anthony Barbara LaCombe	883-5012 / 883-5444 883-5984
Family Services	Natalie Wallace	265-8434 / 248-0716
Finance	Diane Ward	952-3741 / 952-3148
Fire and EMS	Acting Major George Michaelides	856-2940 / 856-0948
Health	Cassandra Campbell Maureen Proctor Adrienne Bennett	883-7801 / 883-7890 883-7901 883-6121

DEPARTMENTAL TRAINING COORDINATORS

D E P A R T M E N T	N A M E	P H O N E / F A X
Homeland Security	Kelly Marshall	499-8102 / 499-8034
Housing & Community Development	Deborah Jones Cynthia Simms	883-5533 / 883-9832 883-3460
Human Relations Commission	Sumena Leslie	883-6170 / 883-2649
Human Resources Management	Kathy Cook	883-6369 / 883-6119
Information Technology & Communication	Maria Johnson	883-7347 / 883-5229
Law	Christina Noone	952-4125 / 952-3071
Management & Budget	Janice Marcellas	952-3218 / 952-4783
Orphan's Court	Denise Eason	952-3790 / 952-4489
Personnel Board	Carol Rubino	883-6320 / 883-6328
Police	Lt. Robert Clark	794-1053 / 794-1095
Public Works & Transportation	Duane Turner Leslie Messer	883-5610 / 883-5709 883-5620
Sheriff	Sgt. Joyce Bowers Cheryl Gover	883-6948 / 883-7991 883-7966
Social Services	Victor Johnson	909-7116 / 909-7117
Soil Conservation	Debra Sandlin	574-5162 / 574-5156
State's Attorney's	Christy Johnson	952-5564 / 952-5061



ACKNOWLEDGEMENTS

The Training & Career Development Institute cannot meet all the training needs of our County government without the help of all the wonderful County employees who volunteer to teach courses. Please hear us when we say “THANK YOU” to each and every one of you. We are excited about the training opportunities we provide for our fellow employees and your willingness to share your knowledge ultimately enhances the services we provide to the residents and citizens of Prince George's County.

Additionally, thank you to the Departmental/Agency Training Coordinators for your cooperation in ensuring that your agency’s employees are provided information on the training opportunities available. We appreciate all of your assistance.

You are all appreciated. THANKS!

THE PERFORMANCE MANAGEMENT DIVISION

Joanne Bonacci, Manager

Valerie Farrar, Assistant Manager

Kathy Cook, Senior Training Coordinator

Leonaye Oliver, Training Coordinator

Bernice Lowe, SEMI Coordinator

JoAnne Moyber, Administrative Aide

Linda Tetlow, Records Supervisor

Lisa Apperson, Senior Analyst

Janine Cheakalos, Personnel Analyst

Lorraine Shephard, Personnel Analyst

Yvonne Samuels, General Clerk