



Course Catalog

2017 – 2018



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Classroom & Online Courses

The following is an alphabetical list of training courses we offer/have offered. **Please Note:** Due to scheduling logistics, not every one of these courses may be offered in a given year.

Online trainings will be denoted as such, and the direct link will be available to access, in the course description.

Budget 101: This online training will give an overview of the County's budgeting process. In addition, it will define some of the basic terminology making it easier to understand the process.

- ❖ [Online Training](#)
- ❖ [DAP Core Course](#).

CivicEngage: Introduction to becoming a website contributor for www.pascocountyfl.net and Team Pasco websites. This classroom training is **only** for employees that are designated to be a website contributor for their dept/div. **The employee's dept/div must request website contributor permissions from IT Dept. prior to taking the class.** After the introductory class, the balance of the training is online. It is recommended that employees read all of the documents available in the Site Standards section prior to attending class (Choose the Site Standards box on the Home Page of Team Pasco.)

Computer Basics I: This training is for employees who have little or no experience using a computer. Learn how to use a mouse, navigate the employee website, read and create e-mail, etc. in a no-pressure learning environment.

Computer Basics II: This training is for employees with some computer experience that need an *introduction* to creating files, managing files, folders, Word, Outlook and more.

Conflict Resolution: Sooner or later conflict arises in everyone's life...either at home or at the workplace. This training will focus on the identification, prevention and resolution of conflict. Some of the topics covered are: The Potential Causes for Conflict, Tips for Prevention, Responding to Conflict and Response Styles.

- ❖ [DAP Elective Course](#)

Customer Service Standards: Learn the core values as they pertain to the Vision and Mission statement of Pasco County. **This required class shall be conducted periodically by your department supervisor/manager** and will also introduce you to the 5 Value Dimensions as they pertain to your department.

- ❖ [Mandatory for All Employees](#)
- ❖ [Online Training Materials Link](#) (*course should be facilitated by supervisor and/or manager*)
- ❖ [DAP Core Course](#)

CPR: Learn life-saving skills and become ASHI certified in CPR and AED.

Defensive Driving: Learn the tools, tips & techniques to improving driving decisions and behaviors.

- ❖ [Mandatory for All Employees](#)

Effective Communications: The focus of this training is improving participant's communication skills. Topics include understanding the basic components of effective communications, active listening and feedback techniques, and understanding how the **DISC** method can help improve communications in your workplace.

- ❖ [Mandatory for All Supervisors/Managers](#)
- ❖ [DAP Elective Course](#)

Encouraging & Motivating Employees: Keeping employees motivated is a vital part of any organization. Unfortunately, how to motivate people isn't always an easy answer. In this four-hour class, participants will explore the fundamentals of employee motivation, the psychology behind motivation, using goal-setting and recognition to motivate employees, and generational and situational differences that affect motivation.

- ❖ [DAP](#) Elective Course

Ethics/Empowerment: This online training will quickly and easily help you to determine how to make ethically sound decisions.

- ❖ [Mandatory for All Employees](#)
- ❖ [Online Ethics Training](#)
- ❖ [DAP](#) Core Course

Excel I - Basics: Hands-on training combined with video includes Navigating *Excel 2010*, Cell Basics, Columns/Rows & Cells, Formatting Cells, Saving Workbooks, Creating Formulas, Grouping & Freezing, and Printing. This class is general and not specific to current department *Excel* spreadsheets.

- ❖ [DAP](#) Elective Course

Excel II - Intermediate: Hands-on training combined with video includes Creating Complex Formulas, Working with Basic Functions, Sorting Data, Outlining Data, Filtering Data, and Formatting Tables. This training is for employees that already have a basic knowledge of *Excel*.

- ❖ [DAP](#) Elective Course

Excel III – Advanced Formulas: Hands-on training combined with videos includes What IF Analysis, Sumif, Averageif and VLOOK Up. This training is for employees who use Excel on a regular basis, and who are familiar with formulas. Self-guided study material is a required prerequisite.

- ❖ [DAP](#) Elective Course

Excel IV – Advanced Analysis Features: The planned agenda for this course will be Text to Columns, Conditional Formatting (Duplicates), Data Validation, Charts and Pivot Tables to a Dashboard.

- ❖ [DAP](#) Elective Course

First Aid: Learn life-saving skills and become ASHI certified in Basic First Aid.

“Hire the Best” Hiring Process: Tips & techniques to help improve your chances of finding the right candidate when posting job vacancies. Topics include reviewing and modifying job descriptions, receiving applications, and conducting effective interviews.

- ❖ [Mandatory for All Supervisors/Managers](#)
- ❖ [DAP](#) Core Course

IT Security Awareness: Cyber Security is a major issue for anyone using a County computer, home computer or a Smartphone. Learn how to be situationally aware when using these devices.

- ❖ [Mandatory for All Employees](#)
- ❖ [IT Security Awareness Training](#)

Leadership/Management Spectrum: This course will explore the complexities of leadership and management. Participants will learn to identify their own natural leadership and/or management strengths and weaknesses, learn the concept of Emotional Intelligence (EI), and learn to create a balanced leadership/management work environment.

- ❖ [Mandatory for All Supervisors/Managers](#)
- ❖ [DAP Core Course](#)

Leadership: Together We Soar: This course will explore 9 different “Personality Types” and how each type interacts with the others. Participants will learn how to inspire the best possible performance from their staff and coworkers. Topics will include: empowering yourself and others, consensus-building, and encouraging creativity and innovation.

- ❖ [DAP Elective Course](#)

Lean Management Practices: Lean has a core value of maximizing customer value while minimizing waste. Simply, lean means creating more value for the customers with fewer resources. Learn how the County is implementing this policy in this 3 hour class.

- ❖ [Lean Enterprise Institute](#)
- ❖ [DAP Core Course](#)

New Employee Orientation: This is a first-day welcome and required orientation for all new hires. It takes place every other Monday (adjusted for holidays.) When a start date is confirmed, the department can refer the new hire to our website’s [public calendar](#) for specific information [regarding time, location](#), etc.

Performance Evaluation Process: This online training explains how the County’s Performance Evaluation is based on the structure of the Strategic Plan, and how to complete the County’s latest Performance Evaluation form.

- ❖ [Mandatory for All Supervisors/Managers](#)
- ❖ [Online Performance Evaluation Training](#)
- ❖ [DAP Core Course](#)

Performance Measurements: Participants will learn how establishing the correct measures can improve efficiency & effectiveness in their work procedures. Topics include: understanding the different types of measures (i.e. input vs. output, leading vs. lagging, etc.), and how to establish relevant measures that produce meaningful data.

- ❖ [DAP Elective Course](#)

Purchase Card Workshop: This training explains the County policy for purchase cards. The training is to provide guidance and appropriate use of the cards.

Purchasing 101: Learn to properly navigate the County’s purchasing procedures.

- ❖ [DAP Core Course](#)

Public Records Request: This online training explains the County’s electronic PRR Tracking System and the manuals provide detailed instructions for entering information into the system.

- ❖ [Public Records Request Video and manuals](#)

Public Speaking: Improve your public speaking skills in this 3 hour class.

- ❖ [DAP](#) Elective Course

Process Mapping: Process mapping is one of the first steps in process improvement. This course will teach participants how to successfully create a pictorial map of any work process and use that map to identify areas for improvement.

- ❖ [DAP](#) Core Course

Project Management 101: This is a great introductory training for any employee that is tasked with leading mid to large-scale projects. Some of the topics that will be discussed:

- Overview of a Project “Life-Cycle”
- Creating Project Charters to define the scope, expectations and results of a project
- The 5 steps that Process Groups must execute to successfully complete a project

- ❖ [DAP](#) Elective Course
- ❖ [Project Management Institute](#) (optional, external resource)

Retirement Seminar - Using the FRS to Plan for Your Retirement: seminar provides an overview of the FRS and retirement planning that is useful for any employee. Topics include:

- Free Planning Resources
- 6 Step Retirement Planning Process
- Explanations of the FRS Pension, DROP and Investment Plans

Retirement Seminar - Nearing Retirement in the FRS: seminar provides an overview of the FRS and retirement planning that is useful for employees that are within 5 years of retirement. Topics include:

- Setting Retirement Goals
- Understanding Sources of Income
- Taxation Issues

Saylor Academy: Cust104 - Business Communications. This course is for DAP participants. Follow instructions for the login on the DAP Page.

- ❖ [Saylor.org](#)
- ❖ [DAP](#) Core Course

SIRE Training: This self-guided training on the agenda process includes Workflow Process Overview, How to Start an Agenda Item, Editing an Agenda Item, and Policy and Procedure.

- ❖ [Sire Training Tools](#)

Specification Writing: This is a 2 hour class that explains the importance of well-prepared specifications when purchasing products or services for Pasco County. The class will explore the different types of specifications, basic writing principles, and proper format to outline specifications and the pitfalls of poor specifications. This is an interactive class that will benefit staff who purchases items for the County including but not limited to vehicles, computers, professional services, construction repairs, and more.

- ❖ [DAP](#) Elective Course

Sterling 101: The ***Sterling 101*** class is an overview of the Sterling Management System and the 7 criteria that help make a high-performing organization. The class has been designed to help employees:

- Unravel the “mystery” of the Sterling Management framework
- Discover how using the model will help Pasco realize its vision of becoming a *Premier County*.
- Learn the role we all play in the “Sterling journey”

- ❖ [Mandatory for All Supervisors/Managers](#)
- ❖ [DAP Core Course](#)
- ❖ [Florida Sterling Council](#) (optional, external resource)

Sterling 201 “Think Like an Examiner”: This is an intermediate-level course geared towards teaching participants how to improve various functions of their work unit by viewing & evaluating their work processes much like a Sterling Examiner would. Participants must complete the ***Sterling 101*** class before registering for the ***201*** class.

- ❖ [DAP Elective Course](#)
- ❖ [Florida Sterling Council](#) (optional, external resource)

Stress Management: Learn how to effectively deal with stress using various techniques.

- ❖ [DAP Elective Course](#)

Stormwater Required NPDES Permit Training: This is mandatory training for all Stormwater employees. These videos educate employees on the County’s National Pollutant Discharge Elimination System (**NPDES**) Permit.

- ❖ [NPDES Video Links](#)

Time Management: Learn ways to improve organization and prioritization skills and learn effective techniques to gain control over time, thus leading to improved efficiency and effectiveness. This course includes a wide variety of theories, methods, and tools that participants can choose from for implementation in their workplace.

- ❖ [DAP Elective Course](#)

Training & Developing Employees: Learn how to effectively train your employees.

- ❖ [DAP Elective Course](#)

Web EOC/EOC 101: This is a 4 hours training that will provide a fundamental understanding of the inner workings of the Emergency Operations Center and applies the knowledge to the WebEOC computer program which is used as a management tool during incidents and planned events. This is an excellent introduction to how the County functions during an emergency activation and all **managers, supervisors, and any other personnel that are designated to serve in the EOC during activation, should attend this training at least once.**

Word: Learn the important skills you need to create professional looking documents in Word 2010 including how to create breaks, check spelling, make columns, format text, create headers and footers, set indents and tabs, set line spacing, create lists, change page layout, create tables, and text basics.

Workplace Diversity/Harassment Prevention: Learn practical skills that can be applied to enhance diversity and to prevent discrimination or harassment in the workplace.

- ❖ [Mandatory for All Employees](#)
- ❖ [Online Workplace Diversity/Harassment Prevention Training](#)
- ❖ [DAP Core Course](#)

Working Effectively in Teams: Participants will learn to improve team interaction and effectiveness in their business work groups. Topics include evaluating team member's skills and interests, brainstorming, encouraging participation, building consensus, distributing workloads, and focusing on goals.

Online Training Resources

The following are various, online reference materials that employees may access at their convenience.

EAM Training and Manuals: Review the PDF documents and videos for the EAM system for Utilities located on the Utilities Enterprise Operations Status System (*training created and provided by the Utilities Department.*)

- ❖ [EAM Video Tutorials](#)
- ❖ [Manuals](#)

Health & Safety Meeting Topics: This series of meeting topics can assist in training your employees on various topics to keep your employees safe on the job.

- ❖ [Safety Meeting Topics](#)

HIPAA/Workers Comp/FMLA/ADA: This concise PowerPoint presentation will give supervisors and managers a good overview of these four regulations and how to correctly navigate them in the workplace.

- ❖ [PowerPoint](#)

How to Write Press Releases: Learn how to present a uniform press release and calendar announcement.

- ❖ [How to Write Press Releases](#)

Writing an Effective Business Case: The purpose of the Business Case template is to provide a step-by-step guide to building a business case for a project, action plan, or initiative. The template offers an organized methodology for assessing and presenting a business case. The business case is an instrument that proposes the use of resources to pursue a business initiative or action plan. It is used to obtain approval for a proposed project. As such, it is the most important document in the project review and approval process.

- ❖ [Business Case Template](#)