



NEWS TO KNOW & GROW

Learning & Development Bimonthly Newsletter

February 2022

Hello,

In this month of February, DHR is excited to celebrate Black History Month and the Lunar New Year!

We want to recognize and thank all of our Black and African American employees in the City for your dedication, resilience, passion, and brilliance as valuable members of our City workforce. And we want to extend happy new year wishes to all employees who celebrate the Lunar New Year. As our City collectively looks forward to sunny, hopeful months ahead, DHR wants to remind you about the importance of tending to your own learning and professional development. We are pleased to offer a number of training workshops highlighted below to support your growth this Spring.

Julia Fong Ma

DHR Workforce Development Director

Important Links

- [Access to City Employment Program \(ACE\)](#)
- [Job Announcements](#)
- [Classes & Training](#)
- [City University](#)
- [Diversity, Equity & Inclusion Program](#)
- [Diversity Recruitment](#)
- [NEW- Peer Mediation Program](#)
- [Workforce Development Page](#)
- [Workplace Online Trainings](#)

Did you know...

You may be eligible to get your training registration reimbursed. [More Information](#)

Updates



Develop Your Skills in our Upcoming Trainings

You are more than halfway through the fiscal year, and don't forget to invest in your own professional development and skill building in one of DHR's upcoming trainings.

Customer Focused Communication- Feb 24, 2022- 8:30 a.m.- 12:30 p.m. - [Register Today](#)

"Very helpful. It made me realize that my approach to customer service was not all that great and the trainer showed me ways to improve my people skills and deescalate a bad situation."

Sometimes we are so worried about getting our jobs done fast, we shortchange our daily communications. We end up with a misunderstanding and/or a broken relationship that takes us more time to repair than if we had taken the time to communicate effectively in the first place. In this four hour online training you will:

- Learn how to save time by overcoming blocks to understanding.
- Practice active listening skills including acknowledging and paraphrasing.
- Learn strategies for when a customer "crosses the line."

Emotional Intelligence- Mar 17- Mar 18, 2022- 8:30 a.m.- 12:30 p.m. - [Register Today](#)

"Its important to know yourself and the affect you may have on people and vice versa. I believe those in supervisory or management roles should be required to take this course"

Now, more than ever, we need to make an effort to understand and support each other. People who develop their emotional awareness skills can more effectively communicate, handle stress, make good decisions, handle conflict productively, work in teams, and adapt well to change. In this training you will:

- Understand your reactions and broaden your awareness of the role of emotions.
- Handle stress sooner and better.
- Make better choices through real world effective EQ skills: what works, what does not work, and what to do next time.

Project Management for the Unofficial Project Manager- Feb 23-24, 2022- 8:30 a.m.- 12:30 p.m. - [Register Today](#)

"Fantastic course, I really enjoyed coming into the training with a project in mind. I found that to be very helpful."

Many of us have quietly slipped into the role of unofficial project manager. Stakeholders, scope creep, no formal training, and a lack of process all combine to raise the probability of a challenging project costing you time and employee morale. In this four hour online training you will:

- Learn to identify stakeholders, establish outcomes and create a well-defined project scope.
- Identify, assess and manage project risks.
- Hold team members accountable by conducting consistent team accountability sessions.
- Create a clear communication plan.
- Formally close out projects by recognizing the contributions of team members and documenting lessons learned.



Employee Online Training Requirements for 2022

Please visit the [Employee Online Training page](#) to view a complete list of 2022 online training requirements for all City employees. These trainings are available at no cost to employees. Approximate training times are included in the list of courses. As City training requirements evolve over the course of the year, DHR will periodically update the Employee Online Training Page. To access the trainings, employees should log into their [Employee Portal](#) and launch courses from their My Learning List. Employees who did not complete required trainings in 2021 will find those courses listed in their My Learning List, and must complete their 2021 trainings as soon as possible, in addition to the 2022 courses listed on the webpage.

Contact dhr_ids@sfgov.org for more information about these online training requirements.

Upcoming Trainings

Customer Focused Communication

2/24/22 - 8:30 a.m. - 12:30 p.m.- [Register](#)

4/26/22 - 8:30 a.m. - 12:30 p.m.- [Register](#)

Emotional Intelligence

3/17/22+ - 8:30 a.m. - 12:30 p.m. - [Register](#)

Lead to Succeed

3/3/22+ - 8:30 a.m. - 12:30 p.m.- [Register](#)

Managing Implicit Bias

3/23/22- 8 a.m.- 12:30 p.m.- [Register](#)

5/24/22- 8 a.m.- 12:30 p.m.- [Register](#)

Practice Makes Perfect: Effective Presentation Skills

5/17/22+ - 8:30 a.m.- 12:30 p.m.- [Register](#)

Project Management

2/23/22+ - 8:30 a.m.- 12:30 p.m.- [Register](#)

24 PLUS for Supervisors & Managers

[See Schedule](#)

Program Spotlight



Peer Mediation: Creating Healthier Work Environments

Conflict is a normal part of our everyday lives. With City employees spending at least 40 hours a week at work, workplace conflicts are inevitable but solvable.

Peer Mediation is a free, voluntary, non-punitive resource designed to help you and your colleague manage your differences and build a better working relationship. Sessions are mediated confidentially by a mediator from a pool of existing City employees professionally trained in conflict resolution. Our peer mediators will listen to you and ask questions to help you and your colleague understand one another in a safe and structured environment.

Design your own solutions and create a more positive working environment for yourself and those around you. Speak to a mediator today by contacting dhr-peer-mediation-program@sfgov.org.



Apply Today- San Francisco Fellows Program FY22-23

We are pleased to announce that we have opened the job announcement for the next cohort of San Francisco Fellows!

The Fellows program is a unique opportunity to learn about public administration in local government while working full time as a City employee. Competitively selected applicants will join a cohort of up to 20 Fellows for an 11.5-month full-time work experience as City employees. Fellows will earn an annualized salary of approximately \$62,000, plus health, dental, retirement and other benefits.

Fellows work on various programs and projects that have a direct impact on City operations which spans a broad range of City functions and departments, involving analysis, planning, and program development.

To learn more about the SF Fellowship, please visit the [SF Fellows Program Webpage](#).

City Career Fair- Job opportunity 26, 2022 @ Potrero Hill Rec Center

Learn about the exciting job opportunities in the City at San Francisco Recreation and Park's Career Fair to be held on Saturday, February 26, from 10 a.m. to 1 p.m. at the Potrero Hill Rec Center, 801 Arkansas St. A number of departments including SF DHR's very own Diversity Recruitment Team will be on hand to provide information and guidance on current and upcoming job opportunities.

For more information please go to the [Diversity Recruitment Team's Career Events Calendar](#).

Please forward this newsletter and share these training opportunities with your coworkers and staff.

wd.dhr@sfgov.org

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