

DHR TRAINING SCHEDULE: January 2012 - June 2012

ENROLLMENT INFORMATION

The fees for the workshops include all assessment tools, handouts, and refreshments. All workshops are located at the DHR Learning Center, 1 South Van Ness Avenue, 4th Floor. All workshops provide Continuing Education Contact Hours.

Please complete an enrollment form (available at www.sfdhr.org in the Employee Training section) and send it as a PDF to wd.dhr@sfgov.org or fax it to 415-551-8959. If you have any questions please call 415-557-4840.

I. Supervision/Management Workshops

24-PLUS for Experienced Supervisors and Managers	\$750
3/13/2012 8:15 AM TO 4:30 PM Information: Three day series: Mar. 13, 14, 15 1 South Van Ness Ave., 4th Floor Only Open to City and County Supervisors and Managers.	

Instructor: Various - 415-557-4840

Whether you are a relatively new supervisor with only 2 years of supervision experience, or a seasoned manager with 20 years experience you know leading a team has its challenges. Not only do you have to motivate and communicate across a wide range of personalities and skill levels, but you need to be an expert on city policy and procedure. The 24-PLUS program will allow you to renew your skills and learn new models for managing performance, while sharing experiences and best practices with your colleagues. In this workshop, you will examine your own personal strengths and management style, learn to build a clear accountability system for your team, and review how to coach, while managing interpersonal relations honestly and respectfully. The City's Performance Improvement Plan form and progressive discipline process are covered in detail. The modules include Managing Yourself, the Fundamental Supervisory Model, Planning Performance, Coaching Performance, Performance Improvement Plans, and Progressive Discipline. Modules are designed to be attended in sequence. – Designed for people with MORE THAN 2 YEARS EXPERIENCE as a manager or supervisor inside or outside the City's employment.

24-PLUS for Experienced Supervisors and Managers	\$750
6/5/2012 8:15 AM TO 4:30 PM Information: Three-day series: June 5, 6, 7 1 South Van Ness Ave., 4th Floor Only Open to City and County Supervisors and Managers.	

Instructor: Various - 415-557-4840

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I. Supervision/Management Workshops

24-PLUS for New Supervisors and Managers \$750

2/14/2012 8:15 AM TO 4:30 PM Information: FULL
1 South Van Ness Ave., 4th Floor Only Open to City and County Supervisors and Managers.

Instructor: Various - 415-557-4840

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24-PLUS for New Supervisors and Managers \$750

4/10/2012 8:15 AM TO 4:30 PM Information: Three-day series: April 10, 11, 12
1 South Van Ness Ave., 4th Floor Only Open to City and County Supervisors and Managers.

Instructor: Various - 415-557-4840

Whether you are a relatively new supervisor with only 2 years of supervision experience, or a seasoned manager with 20 years experience you know leading a team has its challenges. Not only do you have to motivate and communicate across a wide range of personalities and skill levels, but you need to be an expert on city policy and procedure. The 24-PLUS program will allow you to renew your skills and learn new models for managing performance, while sharing experiences and best practices with your colleagues. In this workshop, you will examine your own personal strengths and management style, learn to build a clear accountability system for your team, and review how to coach, while managing interpersonal relations honestly and respectfully. The City's Performance Improvement Plan form and progressive discipline process are covered in detail. The modules include Managing Yourself, the Fundamental Supervisory Model, Planning Performance, Coaching Performance, Performance Improvement Plans, and Progressive Discipline. Modules are designed to be attended in sequence. – Designed for people with LESS THAN 2 YEARS EXPERIENCE as a manager or supervisor inside or outside the City's employment.

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I. Supervision/Management Workshops

24-PLUS for New Supervisors and Managers \$750

5/15/2012 8:15 AM TO 4:30 PM Information: Three-day series: May 15, 16, 17
1 South Van Ness Ave., 4th Floor Only Open to City and County Supervisors and Managers.

Instructor: Various - 415-557-4840

Whether you are a relatively new supervisor with only 2 years of supervision experience, or a seasoned manager with 20 years experience you know leading a team has its challenges. Not only do you have to motivate and communicate across a wide range of personalities and skill levels, but you need to be an expert on city policy and procedure. The 24-PLUS program will allow you to renew your skills and learn new models for managing performance, while sharing experiences and best practices with your colleagues. In this workshop, you will examine your own personal strengths and management style, learn to build a clear accountability system for your team, and review how to coach, while managing interpersonal relations honestly and respectfully. The City's Performance Improvement Plan form and progressive discipline process are covered in detail. The modules include Managing Yourself, the Fundamental Supervisory Model, Planning Performance, Coaching Performance, Performance Improvement Plans, and Progressive Discipline. Modules are designed to be attended in sequence. – Designed for people with LESS THAN 2 YEARS EXPERIENCE as a manager or supervisor inside or outside the City's employment.

7 Habits for Managers \$550

4/24/2012 8:15 AM TO 4:30 PM Information: Two-day series: April 24, 25
1 South Van Ness Ave., 4th Floor Only Open to City and County Supervisors and Managers.

Instructor: Amy Lilley - 415-557-4930

If you are looking for clear cut no-nonsense way to make an impact on your team and organization, this workshop is a worthwhile investment in your leadership development. An excellent follow-up to the 24-PLUS program, 7 Habits for Managers integrates the habits of human effectiveness popularized by Dr. Stephen R. Covey's best-selling book 7 Habits of Highly Effective People with examples taken directly from current business and public sector leaders. Through videos, case studies, discussion, and practice exercises, participants explore concrete easy-to-use models that can be used to improve self and team management. Participants receive a resource CD of ready-to-use electronic tools. Participants also receive a workbook, Management Essentials book, and an audio CD.

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I. Supervision/Management Workshops

PPA Part 2: The Performance Plan

\$150

5/3/2012 8:15 AM TO 12:00 PM

1 South Van Ness Ave., 4th Floor

Only Open to City and County Supervisors and Managers.

Instructor: Bernita Burge - 415-557-4913

If you're like many supervisors and managers, the one job that challenges you most is appraising employee performance. Do you struggle with being fair and accurate and delivering the results with a balance of constructive feedback and encouragement? In this class participants learn to use the performance appraisal process (Performance Planning and Appraisal Report (PPAR)) as a constructive management tool.

Unleashing Talent

\$220

3/1/2012 8:15 AM TO 12:00 PM

Information: Rescheduled from 2/1/12

1 South Van Ness Ave., 4th Floor

Only Open to City and County Supervisors and Managers.

Instructor: Amy Lilley - 415-557-4930

Have you ever had an employee who you know was not meeting their fullest potential, or an employee who was floundering to find their place on the team? These scenarios are common on many teams, but managers often push them aside in lieu of other urgent matters. However, when we look at the big picture, having one or two people who are not working at their full potential can seriously impact the motivation and results of the entire team. This workshop helps leaders to increase the overall effectiveness of their team, by learning about three simple leadership conversations that can have the most impact: Affirming worth and potential, creating expectations and accountability, and being a source of help. This program is part of the FranklinCovey Leadership Modular Series, and includes a workbook, set of conversation cards, and a resource CD.

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IV. Professional Development**7 Habits of Highly Effective People**

\$800

3/22/2012 8:15 AM TO 4:30 PM Information: Three day series: 3/22, 3/29, 4/5
1 South Van Ness Ave., 4th Floor Open to All City and County Employees.

Instructor: Amy Lilley - 415-557-4930

In these tough economic times, when we are all being asked to do more with less, it is easy to fall into the trap of saying, "I just don't have time for another training program." But it is now, perhaps more than ever, that the 7 Habits of Highly Effective People workshop, based on the best-selling book by the same name, is most relevant. This unique program integrates your professional and personal life, allowing you to examine and learn new approaches to both managing your own life and in interacting with others. This FranklinCovey program will allow you to renew and restore yourself and you will leave the workshop armed with dynamic skills and tools that you can incorporate into your life immediately. The workshop includes a comprehensive workbook, CD, DVD, sample 30-day planner, and the 7 Habits of Highly Effective People paperback book.

Civil Service Oral Examinations: Mock Panel Practice

\$150

2/16/2012 8:15 AM TO 12:00 PM Information: CANCELLED
1 South Van Ness Ave., 4th Floor Open to All City and County Employees.

Instructor: Paul Williams - 415-557-4829

This workshop is a follow-up to the Ace that Next Civil Service Oral Exam workshop. This half day session focuses on preparing answers to some of the most common subjects raised during oral examinations from customer service to teamwork to supervision. We even cover how to prepare for that most dreaded question, the one you don't know the answer to. During this workshop participants will have the opportunity to deeply practice interviewing skills in mock panels. This is a terrific way to practice and improve your interviewing skills!

Crucial Conversations: Tools for Talking When the Stakes are High

\$600

1/26/2012 8:15 AM TO 4:30 PM Information: Two-day series: Jan. 26 & 27
1 South Van Ness Ave., 4th Floor Open to All City and County Employees.

Instructor: Bernita Burge - 415-557-4913

When the stakes are high, opinions differ, and emotions run strong, the ability to talk honestly to the right people about the right issues is what sets successful people apart from the rest of the pack. It's time to step up to a crucial conversation! Based on the New York Times best selling book of the same title, this powerful two day program from Vital Smarts includes a comprehensive workbook.

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IV. Professional Development

Managing Conflicts Constructively

\$225

4/5/2012 8:15 AM TO 4:30 PM Information: Rescheduled from Feb. 2nd
1 South Van Ness Ave., 4th Floor Open to All City and County Employees.

Instructor: Bernita Burge - 415-557-4913

Conflicts are not all bad, but unresolved conflicts can cause stress, low morale, and decrease productivity in any workplace environment. Unresolved conflicts can be unsettling, and in most cases a shift in thinking is needed prior to approaching resolutions. This workshop provides strategies for identifying conflicts before they arise and methods to prevent them from escalating. Come learn constructive tools for settling unresolved workplace issues.

Presentation Skills Bootcamp

\$225

2/22/2012 8:15 AM TO 4:30 PM Information: CANCELLED
1 South Van Ness Ave., 4th Floor Open to All City and County Employees.

Instructor: Paul Williams - 415-557-4829

What's your number one fear at work? It would not be odd if you said public speaking. Surveys indicate that the majority of us list public speaking as scarier than death. It may sound ridiculous, but it's true. Great public speaking no doubt is a big challenge for all of us. You need to have a solid and articulate approach to speaking; you need to be organized and focused; and you need to know your audience and their expectations. You need to be persuasive and you need a lot of practice. But just as important as all of the rest of this, you need to discover the one simple secret to great public speaking. Once you have this down, the rest is easy.

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IV. Professional Development

Project Management: A Practical Approach \$350

2/23/2012 8:15 AM TO 4:30 PM Information: Includes \$125 materials fee
1 South Van Ness Ave., 4th Floor Open to All City and County Employees.

Instructor: Amy Lilley - 415-557-4930

Many organizations face budget challenges due to projects that are past deadline, over budget, and require more resources than originally projected. To make matters worse, some projects aren't even fully aligned with the organization's top goals and priorities. Imagine how effective your Department would be if critical projects were created according to your top goals and executed in the most effective way possible. This workshop teaches a four step approach to skillfully managing small and large projects: Visualize, Plan, Implement and Close. Attendees are encouraged to focus on their own current projects for a hands-on experience. This is a FranklinCovey program. FranklinCovey Project Management Workshops are reviewed and approved by the Project Management Institute, the industry body that awards the PMP (Project Management Professional) Certification.