2015 - 2016

CHARLESTON
COUNTY
SOUTH CAROLINA

Human Resources
Training Catalog

HR
Training

Training Division Directory

Human Resources

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Margie Gamble, SHRM-SCP®, SPHR®, MBTI®	
	Human Resources
Tracy Grantham, LPC, PHR®	Strategies to Assist Valued Employees (SAVE)
Roslyn Harris, SPHR®	Human Resources
LaShanda Hicks	Sheriff's Department
Johnna Murray	Community Services
Susan Steed, IPMA-CP®	Human Resources
Barrett Tolbert	Procurement
Edrian Trakas, ABL	Delinquent Tax

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Introduction:

It is our pleasure to present you with the 2016 fiscal year Training Catalog. This catalog reflects courses being offered, provided or sponsored by the Department of Human Resources/Training (HR Training).

In the following pages, you will find a variety of courses that support the County's Employee Training and Development Policy (8.00) in its "commitment to provide an environment which encourages the professional and personal growth of its employees".

We invite you to share your thoughts on how we are doing. Please forward any suggestions to HR Training to the attention of:

Margie Gamble, SPHR®, SHRM-SCP®, MBTI®, HR Training Specialist, mgamble@charlestoncounty.org,
> 958-4721;
> Roslyn Harris, SPHR®, HR Generalist, rharris@charlestoncounty.org, 958-4703; or
> Susan Steed, IPMA-CP, HR Training & Employee Relations Manager, ssteed@charlestoncounty.org, 958-4715.

HR Training Mission:

HR Training provides County-wide learning opportunities and resources that will inspire employees to increase knowledge and competencies and improve performance and effectiveness in alignment with the County's Mission and Values.

Training Registration:

Class schedules are available via the Human Resources Training Catalog or the Charleston County Intranet at http://ccintranet.charlestoncounty.org/training.php#hr.

To access the training schedule or enroll in a class,

➢ Select the word **Register** in the **Human Resources** text box.
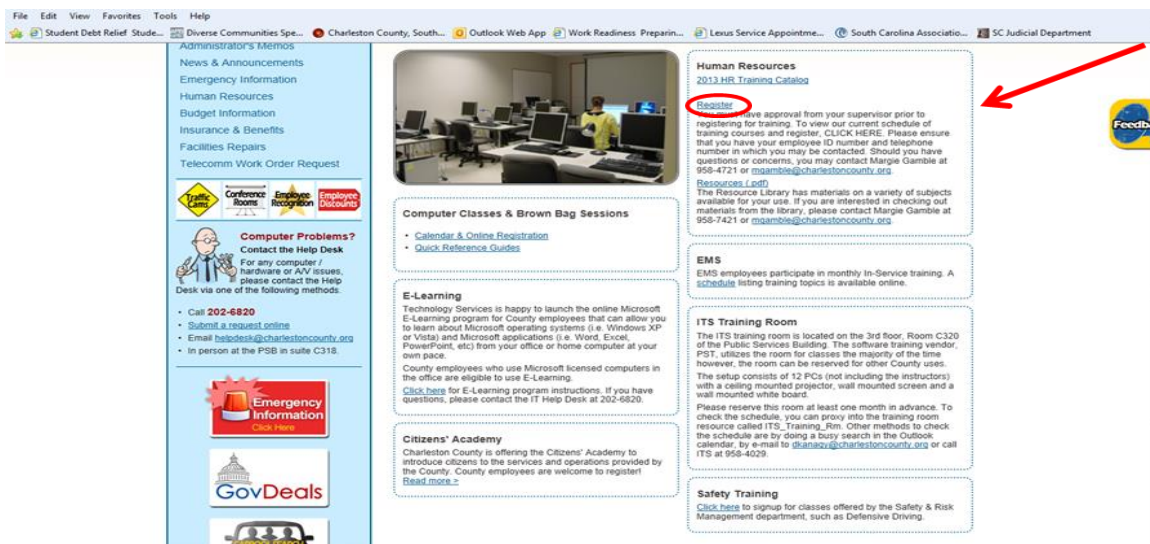
➢ In the year drop box, select the appropriate year for the class in which you are registering.

5
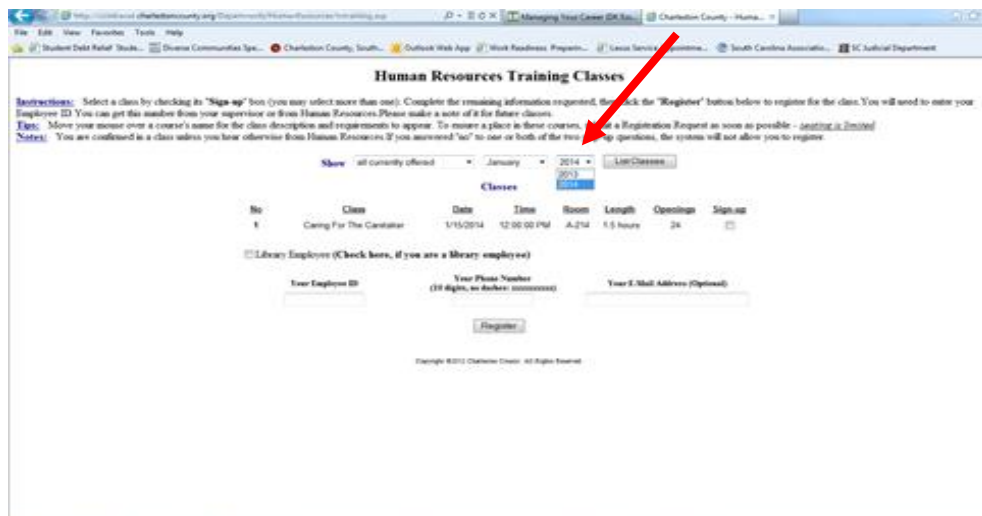
In the month drop box, select the appropriate month for the class in which you are registering.

> ➤ Click the [List Classes] button

➢ Select the Sign-up box adjacent to the class in which you are enrolling.

A dialogue box will appear with the question, "Have you received your Supervisor's/Manager's approval to attend this course?" Should you select the yes button, another dialogue box will appear asking, "If prerequisites are listed for this course, have you completed them?" Should you select the yes button, the dialogue box will disappear and you will be required to enter Your Employee ID, Your Phone Number (10 digits, no dashed) and Your E-Mail Address (Optional) in the appropriate fields.

Should you select the no button to the question, "Have you received your Supervisor's/Manager's approval to attend this course/" or "If prerequisites are listed for this course, have you completed them?" you will not be able to register for the class.

For library employees interested in attending any training sessions, you may register by contacting Susan Bednar at bednars@charleston.lib.sc.us.

If you do not have access to the County's Intranet, you may register by sending an email message with your information to Margie Gamble, SHRM-SCP®, SPHR®, MBTI®, mgamble@charlestoncounty.org.

Course Description Format:

Each course listed in the catalog includes a brief course content description with the following elements:

- ➢ **Course Code:** A three-lettered code identifying the type of course followed by a three-numbered code identifying the specific course. As an example, PRO001 is a professional development course entitled "Developing Effective Communication Skills: Can You Hear Me Now?" Three-letter codes are defined as:

  CSE: Customer Service Excellence
  DPT: Departmental Training
  EAP: Employee Assistance Program Workshops
  GEN: General Information
  LEA: Leadership Development
  MMP: Mid-Management Program
  NHO: New Hire Orientation
  PDP: Professional Development Certificate Program
  PRO: Professional Development
  SUP: Supervisor Training Program
  WEB: Webinar

- ➢ **Course description**: A brief description of the course, the intended audience and the learning outcomes of the course

- ➢ **Course Outline:** An outline of the topics covered in the course

- ➢ **Prerequisites:** Any prior experience in the course topic or pre-work expected prior to beginning the course

- ➢ **Date, Time and Location:** The dates, times and physical locations of each class

- ➢ **Competencies or Behavioral Attributes and/or Characteristics:** A set of strengths or skill-sets relevant to the course topic. As an example, a course topic of "Conflict Resolution for Supervisors" would include the competency: *Dealing with Conflict.* This competency's behavioral attributes and/or characteristics include: *Command skills, managing conflict, Confronting direct reports, and Standing up to conflict.*

Instructor: HR Professional and/or Subject Matter Expert conducting the training

Competencies:

Competencies are included in the course descriptions for professional development and leadership development courses. The following is a complete list of competencies along with their behavioral attributes and/or characteristics:

Competencies	Behavioral Attributes and/or Characteristics
Adaptability/Flexibility	Positive under pressure Open-minded Accepting change Working with change
Customer Focus	Meeting customer's needs Responding quickly Building positive customer relationships Putting customers first External and internal customer focus
Creativity/Innovation	Open-minded Thinking creatively Delivering high-quality results Taking initiative Sharing ideas
Dealing with Conflict	Command skills Managing conflict Confronting direct reports Standing up to conflict
Diversity Management	Diversity awareness and sensitivity Understanding others Acting with fairness to others Avoiding biases and stereotypes Acting on diversity issues Promoting inclusion

Competencies	Behavioral Attributes and/or Characteristics
Emotional Intelligence	Self-awareness Self-controlled Sensitive to others Concern for others Socially appropriate Functioning well under stress
Ethics/Integrity	Aligning self with organizational ethics and values Trustworthy Demonstrating and expecting "right behavior" Unbiased
Getting Work Done Through Others	Delegating Developing direct reports and others Directing others Informing Managing and measuring work
Handling Difficult or Unhappy People	Listening without interruption Maintaining composure Maintaining boundaries Seeking mutual resolution
Inspiring Others	Motivating others Negotiating Building effective teams Managing vision and purpose
Interpersonal Communication	Relating well to others Expressing self well Building rapport Approachable Resolving conflicts effectively Providing clear direction Timely communication Listening
Listening	Listening effectively Avoiding interruption Acknowledging others
Managing Work Processes	Managing processes Managing through systems

Competencies	Behavioral Attributes and/or Characteristics
Negotiation/Persuasion	Bartering effectively Negotiating to best outcome Establishing trust Presenting effective solutions Resolving objections Exerting positive influence for best outcome
Organizing/Planning	Methodical Strategic thinking Effective planning Attention to detail Prioritizing of tasks Time management Producing under pressure Managing short and long-term tasks Resourceful implementation Staying on track Ensuring completion of tasks or projects Verifying accuracy of work
Personal Effectiveness	Continual learning Internally motivated Setting and reaching goals Excited about work and learning Optimistic and positive Career ambition Teaching others Balancing work/life
Presentation Skills	Developing presentations Understanding audience Delivering presentations Customizing presentations
Problem Solving/Making Decisions	Analytical Searching for improvement Defining and acting on problems quickly Implementing solutions Considering big picture in decision making Acting with fairness and integrity
Professional Appearance	Maintaining professional look and apparel Wearing organization-required attire
Research/Information Finding	Resourceful Delivering key information Good source knowledge

Competencies	Behavioral Attributes and/or Characteristics
Results Focus	Action oriented Goal oriented Delivering results Perseverant Hard working Risk taking
Team Orientation	Working cooperatively with others Helping others Handling conflict Encouraging group participation Sharing information Embracing diversity
Timeliness	Reliably punctual Reliable attendance Dependable
Understanding the Business	Understanding and working within organizational structure Supporting organizational mission and values
Verbal Communication	Speaking clearly Speaking directly Avoiding excessive personal communication
Written Communication	Effective writing skills Use of appropriate words and grammar Verification of appropriate words and grammar

> **Logistics:** Date, Time, Location, and Registration Deadline for each course. Many classes are offered several times during the year and locations may vary. We are pleased to offer a few classes at the County Office Building (COB) for the convenience of employees who work downtown. We will continue to search for opportunities to offer increased convenience for all employees.

The catalog may be updated throughout the year to incorporate new classes as they are developed. The catalog is posted on the Intranet on the Training webpage and in the Human Resources folder on the "K" drive. Also, you may check the weekly County Courier for class updates.

Classroom Code and Location

Lonnie Hamilton Public Service Building (PSB) 4045 Bridge View Drive North Charleston, SC 29405
First Floor
A106 – Santee Room
Second Floor
A214 – Cooper Room
B225 – Council Committee Room
B249 – Council Chambers
C201 – Edisto Room
Third Floor
A309 – Kiawah Room
B335 – Emergency Operation Center (EOC) Small Conference Room
B337 – Emergency Operations Center (EOC) Citizen Information Room
B339 – Emergency Operation Center (EOC)
B349 – Folly Room

Code	Location
Judicial Center	
Second Floor	
Meldrum – Media Room	Judicial Center 100 Broad Street Charleston, SC 29401
Third Floor	
CRT 3B – Court Room 3B	Judicial Center 100 Broad Street Charleston, SC 29401
CRT 3E – Court Room 3E	Judicial Center 100 Broad Street Charleston, SC 29405
Fourth Floor	
CRT 4B – Court Room 4B	Judicial Center 100 Broad Street Charleston, SC 29405
CRT 4C – Court Room 4C	Judicial Center 100 Broad Street Charleston, SC 29401

Courses

Customer Service Excellence

CSE002: Yes…And Then Some Service!

This course is required for all employees. It focuses on basic service skills to include how to effectively meet and exceed service behaviors that all customers want and expect how to make strong first and lasting impressions, how to work the zone of interaction, the importance of communicating great service (words vs. tone vs. body language), key words and phrases that are guaranteed to wow customers.

Course Outline

- ➢ Define exceptional customer service
- ➢ Discuss service levels in America
- ➢ Examine the Fish Philosophy
- ➢ Identify customers' wants and needs
- ➢ Review the zone of customer service
- ➢ Discuss the ESEE Method of delivering exceptional customer service
- ➢ Develop a personal action plan

Required Prerequisite: None

Dates, Times & Locations:

DATE	TIME	LOCATION
August 24 , 2015	12:45 PM – 2:15 PM	EOC (B339 – PSB)
December 14, 2015	12:45 PM – 2:15 PM	EOC (B339 – PSB)
May 2, 2016	12:45 PM – 2:15 PM	EOC (B339 – PSB)
Lead Instructor	Margie Gamble, SHRM-SCP®, SPHR®, MBTI®, HR Training Specialist	

Note: Departmental training is available upon request.

Customer Service Excellence

Customer Service Excellence

CSE003: Dealing With Difficult People

This course is for all employees and follows "Yes…And Then Some Service!" It focuses on how to handle people (customers/co-workers) who are angry, upset, frustrated and are taking it out on YOU. It includes sharing some of the participants' experiences in dealing with challenging customer situations, what happens when people get angry, seven steps in dealing with difficult people, how to avoid "trigger" words and phrases and use "calmers", and a critique of a real-life situation on the frontlines of service.

Course Outline:

- ➢ Discuss the reasons why people become angry
- ➢ Review the Right Brain/Left Brain theory
- ➢ Learn the seven principles of dealing with difficult customers
- ➢ Identify words and phrases that may upset customers
- ➢ Observe how a major company deals with difficult customers

Required Prerequisite: None

Date, Times & Locations:

DATE	TIME	LOCATION
August 2, 2015	2:15 PM – 3:45PM	EOC (B339 – PSB)
December 14, 2015	2:15 PM – 3:45 PM	EOC (B339 – PSB)
May 2, 2016	2:15 PM – 3:45 PM	EOC (B339 – PSB)
Lead Instructor	Margie Gamble, SHRM-SCP®, SPHR®, MBTI®, HR Training Specialist	

Note: Departmental Training is available upon request.

Customer Service Excellence

Customer Service Excellence

CSE007: Employee Engagement Retreat

This course will use Charleston County's Mission and nine Values (Trust, Commitment, Communication, Versatility, Accountability, Teamwork, Safety, Diversity and Customer Service Excellence) in a fun and entertaining way through team activities and puzzles. Two options for training are offered:

Option 1:   Outdoor Challenge Course at James Island County Park
Option 2:   Indoor Classroom Setting in Room B339 of the Public Services Building

Selection of participants will be a combination of Employee and Supervisor of the Quarter winners, nominees from department heads and open registration.

Competencies:
  ➢ Customer Focus
  ➢ Inspiring Others
  ➢ Interpersonal Communication
  ➢ Listening
  ➢ Problem Solving/Making Decisions
  ➢ Team Orientation

Required Pre-Requisite: None

Dates, Times and Locations:

Date	Time	Location
April 22, 2016 (Indoor Version)	9:00 AM – 12:00 PM	EOC (B339 – PSB)
April 29, 2016 (Outdoor Version)	9:00 AM – 12:00 PM	James Island County Park – Challenge Course

Customer Service Excellence

NEW OFFERING!

PER 003: How to Maximize Your Performance

This course will provide information about Charleston County's performance-based pay system (longevity and merit programs), tips for maximizing performance, and techniques for receiving constructive feedback. Emphasis is on maintaining a spirit of openness and mutual respect. This course is a pre-requisite for enrolling in the Professional Development Program.

Course Objectives:
  ➢ Gain understanding of the County's performance-based pay system and how it impacts you
  ➢ Learn how to get the most out of your performance by setting priorities, and focusing on achievement
  ➢ Recognize the purpose of constructive feedback and how it is defined
  ➢ Learn various techniques for receiving constructive feedback with a spirit of openness and respect

Competencies:
  ➢ Adaptability/flexibility
  ➢ Emotional intelligence
  ➢ Interpersonal communication
  ➢ Listening
  ➢ Results focused
  ➢ Team orientation

Required Pre-Requisite: None

Dates, Times and Locations:

Date	Time	Location
December 7, 2015	9:00 a.m. – 12:00 noon	A214
March 29, 2015	9:00 a.m. – 12:00 noon	A214

Certificate Programs

Charleston County Government Human Resources Training Division offers several targeted certificate programs to provide employees with the opportunity to develop in-depth understanding of a particular subject area and build skills relevant to performance in that area. The following certificate programs are available:

Program	Program Coordinator
PDP001: Professional Development Program	Margie Gamble, SPHR®, SHRM-SCP®, MBTI® mgamble@charlestoncounty.org
PDP 2.0: Professional Development Program II	Margie Gamble, SPHR®, SHRM-SCP®, MBTI® mgamble@charlestoncounty.org
SUP001: Supervisor Training Program I	Roslyn Harris, SPHR® rharris@charlestoncounty.org
SUP002: Supervisor Training Program II	Roslyn Harris, SPHR® rharris@charlestoncounty.org
PER003: Performance Management for Leaders	Roslyn Harris, SPHR® rharris@charlestoncounty.org

The details of these programs are listed throughout the catalog.   Eligible employees may enroll in the certificate program of their interest by contacting the program's coordinator.

Professional Development

Professional Development Program (PDP)

The ***PDP001: Professional Development Program*** is a certificate program for all Charleston County employees who are interested in improving their professional, as well as their personal effectiveness. Participants will participate in 30 hours of instruction designed specifically for Charleston County employees and delivered by outstanding professional instructors. They will have the opportunity to expand their network, and participate in highly interactive discussions and learning exercises. Classes may be taken at the employee's leisure during the period of April 2015 through March 2016. Employees may take each course separately (with the exception of the Capstone course) without enrolling in the program. However, in order to attend the PDP Capstone class and be awarded the PDP certificate, you must enroll in the program.

Requirements: The PDP consists of the following core courses and a minimum of 1 elective:

Component Courses	
Core Courses	**Electives**
PRO018: Business Writing Essentials	PRO019: Assertive Training
PRO021: Workplace Etiquette	PRO020: Designs for Effective Decision Making
PRO024: Managing Your Time	PRO022: Navigating Intercultural Communication
PRO026: Principles of Records Management	PRO023: Managing Anger
PRO027: Presentation Skills	PRO025: Meeting and Event Planning
PRO028: Civility, Ethics and Values	PRO029: Strategies for Successful Interviewing
PRO030: Professional Development Capstone*	///

Certificates: An overall certificate in the Professional Development Program is awarded upon completion of the seven (7) core courses and any one (1) elective course. You may obtain a copy of your course history by contacting Margie Gamble, SPHR® at mgamble@charleston.org.

*Participants must complete Seven (7) core courses and (1) elective prior to enrolling in this course.

Professional Development

PRO018: Business Writing Essentials

This course is designed as an introduction to business writing and the process involved in composing letters, memos and e-mails. Participants will review common errors in spelling and grammar and will receive tips and resources for continuous improvement. Participants will also have an opportunity to assess and practice writing skills.

Course Outline:

- ➢ Identifying and practicing general conventions of effective business writing
- ➢ Reviewing general guidelines
- ➢ Paragraph revision (getting to the point)
- ➢ Writing for clarity
- ➢ Active v. passive voice
- ➢ Identifying common errors in writing and strategies to remember writing rules
  - ✓ Punctuation
  - ✓ Tone
  - ✓ Avoiding redundancies
- ➢ Professional email etiquette

Competencies:

- ➢ Written Communication
- ➢ Research/Information Finding

Required Prerequisite: None

Dates, Times & Locations:

DATE	TIME	LOCATION
August 4, 2015	9:00 AM – 1:00 PM	A214 - The Cooper Room
November 4, 2015	9:00 AM – 1:00 PM	A214 - The Cooper Room
Instructor	Johnna Murray, Program Manager for Community Development	

Professional Development

PRO019: Assertiveness Training

Assertiveness, a powerful skill to possess, is the underpinning of professional communication. This practical application course looks at the difference between assertive, passive or aggressive types of communications.

Course Outline:

- ➢ Define and recognize assertive interpersonal communication techniques
  - ✓ Discuss the definition of assertiveness
  - ✓ Examine Specific tools and characteristics of communication
- ➢ Differentiate between aggressive, assertive and passive response styles
  - ✓ Examine traits of each style of communication
  - ✓ Role play responses elicited by each style
  - ✓ Examine appropriate times to use each style and potential benefits v. harm
- ➢ Practice applying assertive skills in a practical setting
  - ✓ Construct assertive communication
  - ✓ Role play scenarios
  - ✓ Examine case studies

Competencies:

- ➢ Dealing with Conflict
- ➢ Emotional Intelligence
- ➢ Interpersonal Communication
- ➢ Verbal Communication

Required Prerequisite: None

Dates, Times & Locations:

DATE	TIME	LOCATION
September 1, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
January 19, 2016	9:00 AM – 1:00 PM	A214 – The Cooper Room
Instructor	Barrett Tolbert, Director of Procurement	

Professional Development

PRO020: Designs for Effective Decision Making

This course examines techniques and models that will assist you in analyzing a decision situation, identifying alternatives and making the most effective decision.

Course Outline:

- Defining effective decision making
- Identifying the differences between intuitive and systematic decision making
- Describing the steps involved in the decision making process
- Applying tools and techniques to enhance your decision making process

Competencies:

- Creative Innovation
- Managing Work Process
- Personal Effectiveness
- Problem Solving/Making Decisions

Required Prerequisite: None

Dates, Times & Locations:

DATE	TIME	LOCATION
September 30, 2015	9:00 AM – 12:00 PM	A214 – The Cooper Room
March 24, 2016	9:00 AM – 12:00 PM	A214 – The Cooper Room
Instructor	LaShanda Hicks, Contract Manager, Sheriff's Department	

Tips for Attending Training

- Bring pen/pencil and paper.
- Arrive on time.
- Dress comfortably (temperature of room may vary).
- Bring snack items if desired (no snack or beverages permitted in Council Chambers or Court Rooms).
- Participate; class discussions are vital to our training sessions.
- Be respectful of others perspective.

Professional Development

PRO021: Workplace Etiquette

Course Description:

In this course, we will cover workplace expectations, acceptable behaviors, appropriate business dress and grooming, verbal communication, telephone skills, and general professional demeanor.

Course Outline:

- Define appropriate and inappropriate office behavior
- Describe appropriate dress
- Demonstrate professional use of the telephone in a business
- List steps for dealing with difficult people
- Identify and rephrase blunt wording for more professional communication
- Discuss methods of handling typical interruptions (visitors, phone calls, requests)
- Develop an action plan to improve professionalism in work areas.

Competencies:

- Ethics/Integrity
- Interpersonal Communication
- Professional Appearance
- Personal Effectiveness
- Team Orientation

Required Prerequisite: None

Dates, Times & Locations:

DATE	TIME	LOCATION
November 12, 2015	9:00 AM – 12:00 PM	A214 – The Cooper Room
May 10, 2016	9:00 AM – 12:00 PM	A214- The Cooper Room
Instructor	Sarah Gainey, LPC, CEAP, Employee Assistance Program Counselor	
Instructor	Margie Gamble, SHRM-SCP®, SPHR®, MBTI®, HR Training Specialist	

Professional Development

PRO022: Navigating Intercultural Communication

Course Description

This course provides a fundamental framework that helps to recognize the factors and influences of culture on communication. Participants will gain insights to the value of effectively communicating with people from diverse cultures and learn strategies for resolving differences for better relationships and increased productivity at work.

Course Outline:

- Identify the dimensions of culture
- Examine the stages of cultural awareness
- Distinguish barriers that impact intercultural communication
- Provide a framework and strategies for communicating effectively and appropriately across cultures to improve relationships and workplace productivity

Competencies:

- Diversity Management
- Interpersonal Communication
- Listening
- Verbal Communication

Required Prerequisite: None

Dates, Times & Locations:

DATE	TIME	LOCATION
October 22, 2015	9:00 AM – 12:00 PM	A214 – The Cooper Room
June 16, 2016	9:00 am – 12:00 pm	A214 – The Cooper Room
Instructor	Edrian Trakas, ABL, Deputy Tax Collector	

Professional Development

PRO023: Managing Your Anger in the Workplace

Course Description:

In this course, participants will learn why managing anger in the workplace is essential to both professional and personal success, how to identify warning signs of anger, and learn methods to manage their anger and diffuse anger in others. This course will be taught by an Employee Assistance Program Counselor.

Course Outline:

- ➢ Increase awareness and understanding of anger
  - ✓ Define anger and its different components
  - ✓ Learn and understand the different responses to anger and how this differs between individuals
  - ✓ Review myths about anger
- ➢ Improve ability to recognize and understand anger in the workplace
  - ✓ Review signs of anger in the workplace
  - ✓ Review- common sources of anger in the workplace
- ➢ Review tools to manage anger
  - ✓ Discuss techniques used to diffuse anger
  - ✓ Learn how and when to appropriately implement anger management techniques, including when threatened

Competencies:

- ➢ Dealing with Conflict
- ➢ Creative Innovation
- ➢ Interpersonal Communication
- ➢ Negotiation Persuasion
- ➢ Problem Solving/Making Decisions

Required Prerequisite: None

Dates, Times & Locations:

DATE	TIME	LOCATION
December 2, 2015	9:00 AM – 12:00 PM	A214 – The Cooper Room
June 23, 2016	9:00 AM – 12:00 PM	A214 – The Cooper Room
Instructor	Tracy Grantham, LPC, PHR®, Employee Assistance Program Counselor	
Instructor	Margie Gamble, SHRM-SCP®, SPHR®, MBTI®, HR Training Specialist	

Professional Development

PRO024: Managing Your Time

Course Description:

In this course, participants will learns skills, tools and strategies for managing their time appropriately, setting priorities, and making time spent in meetings more beneficial.

Course Outline:

- ➢ Understand time management
  - ✓ Define time and time management
  - ✓ Discuss various factors that influence your use of time
  - ✓ Learn theories that help define your personal strategies
- ➢ Setting priorities
  - ✓ Learning about what is most important
  - ✓ Discussing tools for managing priorities
- ➢ Exploring common time management tools
- ➢ Learning strategies for managing time spent in meetings

Competencies:

- ➢ Adaptability/Flexibility
- ➢ Managing Work Process
- ➢ Organizing/Planning
- ➢ Timeliness

Required Prerequisite: None

Dates, Times & Locations:

DATE	TIME	LOCATION
October 12, 2015	9:00 AM – 12:00 PM	A214 – The Cooper Room
April 13, 2016	9:00 AM – 12:00 PM	A214 – The Cooper Room
Instructor	Sarah Gainey, Employee Assistance Program Counselor	
Instructor	Margie Gamble, SHRM-SCP®, SPHR®, MBTI®, HR Training Specialist	

Professional Development

PRO025: Meeting and Event Planning

Course Description:

The purpose of this training is to provide tools and resources that will allow participants to think through the planning process; identify tasks, timelines, and resources needed to execute successful meetings and events as well as conduct follow up activities. Participants will also learn to create a contingency plan for those unexpected incidents.

Course Outline:

- Planning meetings and events
  - ✓ Key components of a meeting or event
  - ✓ Identify strategies and resources available
  - ✓ Establish contingency plans
- Executing meetings and events
  - ✓ Discuss the role of the coordinator
  - ✓ Examine strategies for working with others\Post meeting or event activities
- Post meeting or event activities
  - ✓ Discuss follow up activities

Competencies:

- Creativity/Innovation
- Getting Work Done Through Others
- Inspiring Others
- Interpersonal Communication
- Organizing/Planning
- Problem Solving/Making Decisions
- Timeliness

Required Prerequisite: None

Dates, Times & Locations:

DATE	TIME	LOCATION
September 15, 2015	9:00 AM – 12:00 PM	A214 – The Cooper Room
January 7, 2016	9:00 AM – 12:00 PM	A214 – The Cooper Room
Instructor	Margie Gamble, SHRM-SCP®, SPHR®, MBTI®, HR Training Specialist	

Professional Development

PRO026: Principles of Records Management*

Course Description:

This course will begin with an overview of records management; its basic principles, and its benefits. A thorough discussion of the specifics of the records management program at Charleston County Government will follow.

Course Outline:

- ➢ Records Management Basics
  - ✓ What is a "Record"?
  - ✓ What do we mean by "Records Management"?
  - ✓ Lifecycle of a Record
  - ✓ Components of a Records Management Program
  - ✓ Record Retention Schedule
  - ✓ Electronic Records
- ➢ Why Records Management?
  - ✓ Laws and regulations in which we should be aware
  - ✓ Audits
- ➢ Records Management at Charleston County Government
  - ✓ Overview of Charleston County Records Management Program
  - ✓ Navigating Records Retention Schedule
  - ✓ Storage and Destruction
  - ✓ How to make use of Charleston County Records Management

Competencies:

- ➢ Managing Work Processes
- ➢ Organizing/Planning
- ➢ Research/Information Finding

Required Prerequisite: None

Professional Development

PRO026: Principles of Records Management Continued

Dates, Times & Locations:

DATE	TIME	LOCATION
October 8, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
	9:00 AM – 1:00 PM	A214 – The Cooper Room
Instructor	Haley Doty, Records Manager for Records Management	

*This course is accompanied by a required 3 hour lab. Dates and times for the lab will be determined at a later date.
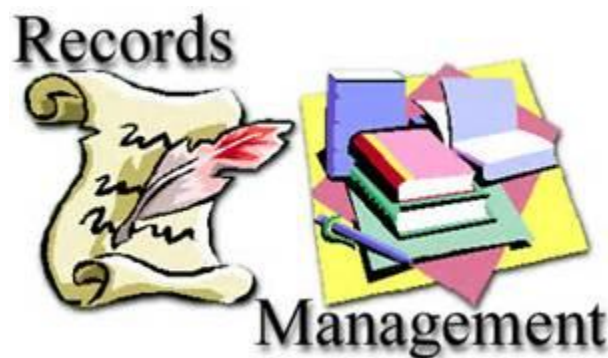
For a positive learning experience, please:

➢ Turn off or silence cell phones and electronic devices
➢ Participate in group discussions and activities
➢ Be on time for class
➢ When returning from breaks, keep sidebar conversations on hold

Professional Development

PRO027: Presentation Skills

Course Description:

This course provides techniques and practices for delivering effective oral presentations. Participants will make a presentation using various media.

Course Outline:

- ➢ Preparing and delivering more effective oral presentations
- ➢ Using visual aid effectively
- ➢ Gaining Self Confidence in making presentations
- ➢ Demonstrating different presentations; introduction, group and formal presentations
- ➢ Identifying presentation concerns and fears

Competencies:

- ➢ Creativity/Innovation
- ➢ Interpersonal Communication
- ➢ Presentation Skills
- ➢ Verbal Communication

Required Prerequisite: None

Dates, Times & Locations:

DATE	TIME	LOCATION
October 27, 2015	9:00 AM – 12:00 PM	A214 – The Cooper Room
	9:00 AM – 12:00 PM	A214 – The Cooper Room
Instructor	Johnna Murray, Program Manager for Community Services	

Professional Development

PRO028: Civility, Ethics and Values

Course Description:

This course has the intended goal of reinforcing the importance of establishing and maintaining civility in the workplace. Discussing ethics and values is also a critical part of this course as it will help employees to understand how the stated ethics and values of Charleston County Government applies to them and how implementing these standards produces a more productive workforce. Participants will be able to engage in scenarios that deal with ethical/unethical situations.

Course Outline:

- ➢ Define civility, ethics, and values
- ➢ Provide overview of official Charleston County Government ethics and values policy guidelines
- ➢ Discuss the positive impact of having civility, ethics, and values policies in the workplace/Discuss the negative impact of an organization not enforcing civility, ethics, and values policies
- ➢ Stage an activity to reinforce the significance of company ethics and values
- ➢ Have class attendees complete a quiz on workplace civility, ethics & values

Competencies:

- ➢ Ethics/Integrity
- ➢ Emotional Intelligence
- ➢ Interpersonal Communication
- ➢ Team Orientation

Required Prerequisite: None

Dates, Times & Locations:

DATE	TIME	LOCATION
November 19, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
February 11, 2016	9:00 AM – 12:00 PM	
Instructor	Susan Steed, IPMA-CP, HR Manager of Training & Employee Relations	
Instructor	Roslyn Harris, SPHR®, HR Generalist	

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Professional Development

PRO029: Winning Strategies for Successful Interviewing

Course Description:

This course is designed to help Charleston County employees effectively deal with the challenges of job interviewing. Charleston County is committed to helping motivated employees become good candidates for internal promotion and advancement. Participants will develop effective responses to interview questions and will learn how to project a professional image. Interviewing skills and practices will be shared to better prepare participants on how to speak more confidently and better market themselves. Participants will have the opportunity to engage in practice interviews.

Course Outline:

- Preparing for a job interview
- Preparing for a job interview through research
- Projecting a professional image
- Making the best first impression at the interview
- Developing effective responses to interview questions
- Answering difficult questions

Competencies:

- Creativity/Innovation
- Interpersonal Communication
- Organizing/Planning
- Personal Effectiveness
- Professional Appearance
- Research/Information Finding
- Verbal Communication
- Written Communication

Required Prerequisite: None

Dates, Times & Locations:

DATE	TIME	LOCATION
August 19, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
	9:00 AM – 1:00 PM	A214 – The Cooper Room
Instructor	Margie Gamble, SHRM-SCP®, SPHR®, MBTI®, HR Training Specialist	
Instructor	Dominic DiSandro, SHRM-CP®, PHR®, HR Manager of Compensation and Employment	

Professional Development

PRO030: Professional Development Program Capstone

Course Description:

This course is a summarization of all program required components for the Professional Development Certification Program. The Capstone provides the participant with the "big picture" of how the individual program components work together to improve job satisfaction and performance.

This workshop is limited to individuals enrolled in the Professional Development Certification Program who have completed all program requirements, including the required courses.

Course Outline:

 ➢ Review and Summary of Professional Development Concepts

Required Prerequisites:

Business Writing, Efficiency and Procrastination, Managing Your Time, and Principles of Records Management and Presentation Skills

Date, Time & Location:

DATE	TIME	LOCATION
March 10, 2016	9:00 AM – 12:00 PM	B339 – Emergency Operation Center
Instructor	Margie Gamble, SHRM-SCP®, SPHR®, MBTI®, HR Training Specialist	

Upon completion of the Professional Development Program, participants will receive a certificate of completion. This certificate will be awarded to participants at a graduation ceremony on March 31, 2016.

Professional Development

NEW OFFERING!

Professional Development Program II (PDP2.0 – Certificate Program)

The *PDP2.0: Professional Development Program II* is a certificate program for employees who have successfully completed PDP00: Professional Development Program. With a foundation of *Myers-Briggs Type Indicator (MBTI) Assessment*, **PDP 2.0** provides participants with insights of themselves and how they interact with others. It provides a powerful framework for building better relationships, driving positive change, harnessing innovation, and achieving excellence.

Classes will be scheduled over a 6 months period. Unlike the *PDP001: Professional Development Program*, courses will only be offered once per cycle. There will be no makeup work. The following are the courses offered in the PDP 2.0 Program:

- Introduction to Myers-Briggs Type Indicator Workshop   8 Hours
- Dealing With The Impact of Organizational Change   3Hours
- Stress Management: Get A Grip   3 Hours
- Assertiveness Training II   3 Hours
- Onboarding Process   3 Hours
- Safety & Risk Process   3 Hours
- Leave Process   3 Hours
- Business Writing II   3 Hours

Prerequisite: PDP001: Professional Development Program, MBTI Counseling and PER001: Performance Management For Leaders or PER003: Maximizing Your Performance for Employees

Dates and Locations: Will be determined at a later time.

At the conclusion of each course, participants will receive an assignment that will determine a pass or fail grade.

Myers-Briggs Type Table

Supervisor Training Program

SUP001: Supervisor Training Program I (Certificate Program)

Course Description:

This course provides the principles and content information necessary to be a successful supervisor in Charleston County. It incorporates leadership styles with the skills and competencies needed to be an effective leader, coach, facilitator and resource provider. This class meets for four hours every week for six weeks (2 classes are held during the last week of the program).

Participants of this program will understand role as a supervisor and leader, practice positive motivational techniques and avoid negative techniques, recognize individual differences and the importance of diversity in resolving conflicts, and know County policies and procedures or be able to use the Human Resources Department as a resource for policy guidance.

A certificate of completion of the program will be provided and a short graduation ceremony with lunch included will occur on the last day of class. Graduates will be eligible to participate in future management (MGT) classes.

This course is designed for employees who are formally in a people management role with less than two years of experience, experienced supervisors with a desire to refresh their knowledge and skills, and employees aspiring to become supervisors.

Course Outline:

- ➢ Week 1: The Role of an Effective Supervisor
- ➢ Week 2: Situational Leadership
- ➢ Week 3: Building Your Team
- ➢ Week 4: Effective Conversations
- ➢ Week 5: Review and Practice Skills
- ➢ Week 6: Department Overviews and Processes

Leadership Competencies –Customer Focus, Inspiring Others, Organizing/Planning, Presentation Skills, Managing Diversity, Problem Solving/Making Decisions. Small groups will be assigned one of these topics to research and teach back to the class.

Supervisor Training Program

SUP001:001 Supervisor Training Program I Continued

Competencies:

This program addresses most of the competencies listed on pages 9 - 12 of the catalog.

Required Prerequisite: None

Dates, Times and Locations:

DATE	TIME	LOCATION
October 1, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
October 8, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
October 15, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
October 22, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
October 29, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
November 5, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
November 6, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
Instructor	Roslyn Harris, SPHR®, HR Generalist	
Instructor	Susan Steed, IPMA-CP®, Manager of Employee Relations and Training	

Note: If registration is full, contact Roslyn Harris, rharris@charlestoncounty.org, to be placed on the waiting list.

Leadership Courses

SUP002: Supervisor Training Program II – Employment Laws for Leaders (Certificate Program)

Course Description:

This certificate program is the next level of supervisor training. In this program, supervisors will gain an understanding of the various employment laws, legal complexities/frequent changes in the laws and how employment laws impact their success as supervisors.

This program is offered to supervisors and managers and employees who have completed the first supervisor training program. Each topic will be offered once in 2014 and 2015 and participants will have two years to achieve their certificate.

Program Topics:

- ➢ Behavioral Interviewing
- ➢ EEO, Harassment, Diversity and Inclusion for Leaders
- ➢ ADA for Leaders
- ➢ FMLA, Medical Leave of Absence, Limited Duty (Return to Work) for Leaders

Attendance at any of these topics within the last three years will be credited to the participants as part of the certificate program. Please refer to pages 37 – 41 for each course description and schedule.

To enroll in this program, contact Roslyn Harris at rharris@charlestoncounty.org or (843) 958-4703.

Leadership Courses

NEW OFFERING!

PER 002: The Performance Management Cycle for Leaders

With the introduction of CAPES (Committee for Auditing Performance and Evaluation Standards) and its recommendations, the Human Resources Department presents a four-module certificate training program which describes the history and purpose of CAPES, and the importance of an effective and operational performance management process to support its recommendations.

For successful outcomes, managers, supervisors, and employees must be invested in and systemmatically follow the process. The program is built around four major activites, which, if followed, increases the probablility of success of the merit system, improved performance, and employee engagement.

The four modules of the certificate program are:

Session 1:

- CAPES, Longevity & Merit Programs- Individual performance Planning

Session 2:

Feedback, Adjustment and Documentation

Session 3:

Preparing & Delivering Performance Appraisals

Session 4:

Other Elements – Corrective Action and Discipline
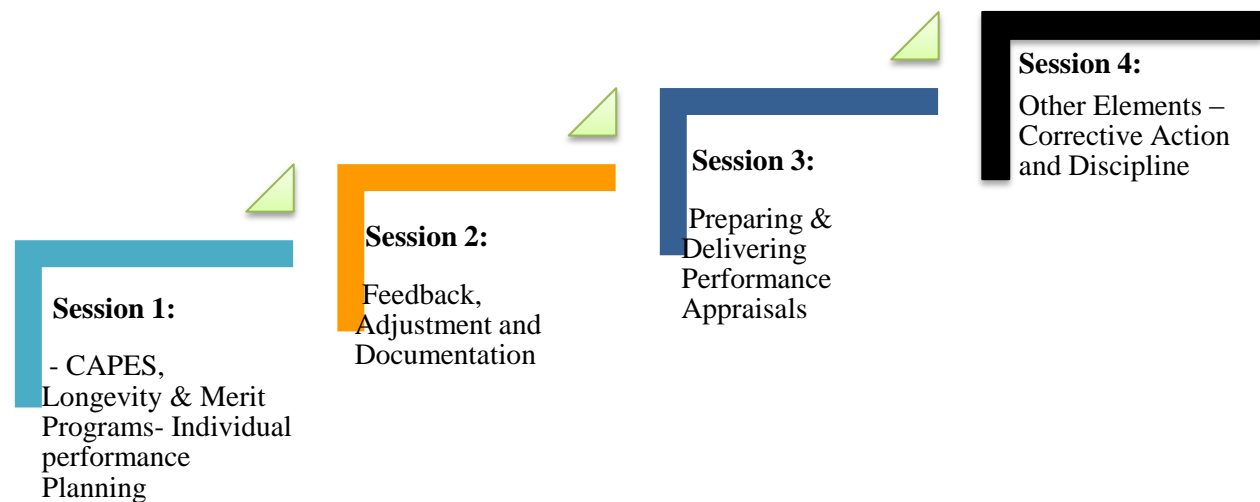
Session 1
 ➢ CAPES history and purpose
 ➢ Changes to the longevity plan; introduction of merit program
 ➢ The Performance Management Cycle and its importance
 ➢ Individual performance planning
   -Class Specifications
   -Planning Stages
   -Measures (determining performance standards/goals)
   -Employee Development Plans

Session 2
 ➢ Types of feedback
 ➢ Value of feedback
 ➢ Fearless feedback
 ➢ Steps for effective feedback
 ➢ When and how to document

Session 3
 ➢ Valuable steps for performance appraisal preparation
 ➢ Using the performance appraisal form(s)
 ➢ How to conduct an effective performance appraisal discussion

Session 4

 ➢ **Handling variations in performance throughout the year**
   -when and how to use corrective action plans/performance improvement plans
   -When and how to use disciplinary processes
   -When and how to use the termination process

These Sessions are designed to complement each other and are most effective when attended one following the other

Competencies:
 ➢ Strategic skills – Understanding the Business as a Supervisor/Manager
 ➢ Making Decisions-Problem Solving
 ➢ Planning and Organizing – Time Management, Planning Work
 ➢ Getting Work Done Through Others – Delegation, Developing Direct Reports, Directing Others, Informing, and Managing and Measuring Work
 ➢ Dealing with Conflict – Conflict Management, Confronting Direct Reports

➢ Communicating and Relating Effectively – Providing Constructive Feedback, Giving Recognition, Approachability, Caring about Direct Reports
➢ Managing Diverse Relationships – Managing Diversity, Fairness to Direct Reports, Understanding Others
➢ Inspiring Others – Motivating and Engaging Others, Negotiating, Building Effective Teams

Dates, Times and Locations:

Course	DATE	TIME	LOCATION
Module 1	December 9, 2015	9:00 AM – 12:30 PM	A214
Module 2	January 13, 2016	9:00 AM – 12:30 PM	A214
Module 3	February 10, 2016	9:00 AM – 12:30 PM	A214
Module 4	March 9, 2016	9:00 AM – 12:30 PM	A214
	Instructor	Susan Steed, IPMA-CP, HR Manager of Training & Employee Relations	
	Instructor	Roslyn Harris, SPHR, HR Generalist	

Leadership Courses

LEA002: Behavioral Based Interviewing

Course Description:

This interactive course provides participants with the necessary tools to use in hiring the right people. This course is designed for all employees involved in the Charleston County Interviewing/Selection Process.

Course Outline:

- ➢ Define Interviewing
- ➢ Discuss Interviewer Biases
- ➢ Examine Employment Laws
- ➢ Discuss Permitted and Prohibited Interview Questions
- ➢ Review Charleston County Hiring/Selection Policy and Procedures
- ➢ Examine Behavioral Based Interviewing Techniques
- ➢ Develop Behavioral Based Interviewing Questions

Competencies:

- ➢ Personal Effectiveness
- ➢ Diversity Management
- ➢ Understanding the Business
- ➢ Problem Solving/Making Decisions
- ➢ Results Focus

Required Prerequisite: None

Date, Time and Location:

DATE	TIME	LOCATION
September 3, 2015	9:00 AM – 12:30 PM	A214 – The Cooper Room
December 3, 2015	9:00 AM – 12:30 PM	A214 – The Cooper Room
March 23, 2016	9:00 AM – 12:30 PM	A214 – The Cooper Room
June 21, 2016	9:00 AM – 12:30 PM	A214 – The Cooper Room
Instructor	Margie Gamble, SHRM-SCP®, SPHR®, MBTI®, HR Training Specialist	

Leadership Courses

LEA003: ADA for Leaders

Course Description:

This course provides an overview of the Americans with Disabilities Act (ADA) and the ADA Amendments Act to promote an understanding of working effectively with employees and customers.

This course is designed for employees who are formally in a people management role or who have completed the Supervisor Training Program and employees who are involved in the County's disability management process.

Course Outline:

- ➢ Understanding ADA and its Requirements
- ➢ Understanding Charleston County's procedures and legal obligations
- ➢ Reasonable Accommodations in the Workplace
- ➢ Needs of Employees and Customers with Mental, Physical and Sensory Disabilities
- ➢ Utilizing Effective Communication

Competencies:

- ➢ Diversity Management
- ➢ Customer Focus
- ➢ Interpersonal Communication
- ➢ Emotional Intelligence
- ➢ Personal Effectiveness

Required Prerequisite: Must be a supervisor, a department HR Rep. or have completed Supervisor Training I.

Date, Time & Location:

DATE	TIME	LOCATION
November 17, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
Instructor	Susan Steed, IPMA-CP, HR Manager of Training and Employee Relations	

Leadership Courses

LEA005: EEO, Harassment, Diversity & Inclusion for Leaders

Course Description:

This "hands on" workshop addresses what it takes to build an inclusive workplace in the County and covers the core elements of Equal Employment Opportunity, Affirmative Action, Diversity and Inclusion.

This course is designed for employees who are formally in a people management role or employees who have completed the Supervisor Training Program and • Department Human Resources Representatives involved in Employee Relations situations.

Course Outline:

➢ Equal Employment Opportunity & Affirmative Action:
   ✓ Application of EEO laws and policies to the workplace
   ✓ Latest legal updates and trends
   ✓ A leader's role in handling discrimination and harassment complaints
   ✓ Initiatives by the County, departments and others to increase the diversity of our workforce
   ✓ Highlights of the County's Affirmative Action Plan

➢ Diversity and Inclusion:
   ✓ The meaning of diversity and inclusion as a County and the impact on employees and citizens
   ✓ Key concepts impacting diversity and inclusion such as generational differences, micro-inequities, micro-affirmations and multiculturalism

Competencies:

➢ Diversity Management
➢ Ethics/Integrity
➢ Team Orientation

Understanding the Business

Leadership Courses

LEA005: EEO, Harassment, Diversity & Inclusion for Leaders Continued

Required Prerequisite: Must be a supervisor, department HR Rep. or have completed Supervisor Training I.

Date, Time and Location:

DATE	TIME	LOCATION
November 12, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
March 10, 2016	9:00 AM – 1:00 PM	A214 – The Cooper Room
Instructor	Susan Steed, IPMA-CP, HR Manager of Training and Employee Relations	

Let our differences make a difference in the world

Leadership Courses

LEA009: Family and Medical Leave Act for Leaders

Course Description:

This "hands on" workshop addresses the role of a supervisor in facilitating Family and Medical Leave (FMLA) for employees. It covers the legal aspects of FMLA, policies and procedures for administering FMLA.

This course is designed for employees, who are formally in a people management role, employees who have completed the Supervisor Training Program I, or department Human Resources representatives involved in Employee Relations situations.

Course Outline:

- ➢ Family and Medical Leave Act
  - ✓ Overview – What Every Supervisor Should Know
  - ✓ Defines employee eligibility and rights and employer responsibilities
  - ✓ Practice using DVD – based on real life scenarios
  - ✓ Charleston County's Best Practices
  - ✓ Available Resources

Competencies:

- ➢ Diversity Management
- ➢ Managing Work Processes
- ➢ Understanding the Business

Required Prerequisite: Must be a supervisor, department HR Rep. or have completed Supervisor Training I

Dates, Times & Locations:

DATE	TIME	LOCATION
September 29, 2015	9:00 AM – 1:00 PM	A214 – The Cooper Room
February 16, 2016	9:00 AM – 1:00 PM	A214 – The Cooper Room
Instructor	Susan Steed, IPMA-CP, HR Manager of Training & Employee Relations	
Instructor	Cassandra Robinson, HR Specialist	

Leadership Courses

LEA010: Five Levels of Leadership

Course Description:

We are excited to present John Maxwell's 5 Levels of Leadership. "True leadership isn't a matter of having a certain job or title. Being chosen for a position is only the first of the five levels every effective leader achieves." – John Maxwell.

John Maxell leads the series with a DVD training curriculum, teaching participants the five stages of leadership and explaining how to maximize each one to become more influential, respected and successful.

Course Outline:

➢ Position – People follow because they have to.
➢ Permission – People follow because they want to.
➢ Production – People follow because of what you have done for the organization.
➢ People Development – People follow because of what you have done for them personally.
➢ Pinnacle – People follow because of who you are and what you represent.

Competencies:

➢ Emotional Intelligence
➢ Inspiring Others
➢ Getting Work Done Through Others
➢ Interpersonal Communication
➢ Organizing/Planning

Required Prerequisite: None

Available upon request

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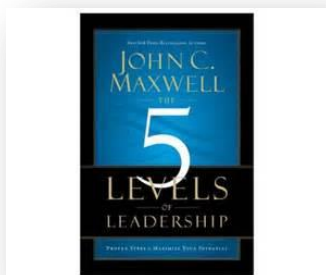
New Hire Orientation Program

NHO001: New Hire Orientation

Program Description

This program includes a welcome to new employees by the County Administrator or designee. Employees will receive information on the County's organizational structure. Other topics include the EEO, Workplace Harassment and Diversity, the Safety and Risk program, Health Care benefits, Retirement and other benefits. Time is provided for completion of required new hire forms.

Program Agenda

DAY 1		DAY 2	
TOPICS	TIMES	TOPICS	TIMES
New Hire Paperwork	8:00 – 8:30	Welcome Back	8:30 – 8:50
Welcome & Introductions	8:30 – 9:00	County Mission, Values and Ethics	8:50 – 9:35
EEO Workplace Harassment & Diversity	9:00 – 9:30	Break	9:35 – 9:50
Diversity Committee Presentation	9:35 – 9:45	Employee Perks	9:50 – 10:00
Break	9:45 – 10:00	Employee Assistance Program	10:00 – 10:15
Safety & Risk Policies	10:00 – 11:00	IT Environment & Usage Guidelines	10:15 – 10:45
County Overview	11:00 – 12:00	Leave	10:45 – 11:05
Lunch	12:00 – 1:00	Break	11:05 – 11:15
Safety Program Overview	1:00 – 2:30	Performance Management	11:15 – 11:45
Break	2:30 – 2:45	Lunch	11:45 – 12:45
Deferred Compensation	2:45 – 3:05	Customer Service Excellence	12:45 – 3:45
Short Term Disability	3:05 – 3:30	Complete Paperwork	3:45 – 5:00
Retirement & Insurance	3:30 – 5:00	////////////////////////// //////////////////////////	////////////////////////// //////////////////////////

New Hire Orientation Program

NHO001: New Hire Orientation Continued

Dates and Locations:

DAY 1		DAY 2	
DATE	**LOCATION***	**DATE**	**LOCATION***
July 24, 2015	B339 - EOC	July 27, 2015	B339 – EOC
August 21, 2015	B339 – EOC	August 24, 2015	B339 – EOC
September 18, 2015	B339 – EOC	September 21, 2015	B339 – EOC
October 30, 2015	B339 – EOC	November 2, 2015	B339 – EOC
December 11, 2015	B339 – EOC	December 14, 2015	B339 – EOC
January 23, 2016	B339 – EOC	January 25, 2016	B339 – EOC
February 19, 2016	B339 – EOC	February 22, 2016	B339 – EOC
March 18, 2016	B339 – EOC	March 21, 2016	B339 – EOC
April 19, 2016	B339 – EOC	May 2, 2016	B339 – EOC
May 27, 2016	B339 – EOC	May 30, 2016	B339 – EOC
June 24, 2016	B339 – EOC	June 27, 2016	B339 - EOC

*Location may be subject to change.

Introducing…
Off –The– Shelf Training Kits for Departments

We now have training kits available on a variety of topics for you to utilize during staff meetings or as department workshops. Each topic comes with:

➢ PowerPoint presentation with speaker notes
➢ Trainer/Facilitator Guide
➢ Employee Handouts
➢ Quiz Sign in Sheet (to track attendance)

Contact Human Resources Training to receive a training kit on the topic of your choice. Once you or your group has completed the course, send us the names of your attendees so that we may credit them with course completion.

Topics for Employee Development:

DPT010:   Business Ethics – What Employees Need to Know
DPT011:   Conflict Resolution and Consensus Building
DPT012:   Conflict Resolution for Employees
DPT013:   Customer Service
DPT014:   Organizing and Planning for Success
DPT015:   Problem Solving for Employees
DPT016:   Teambuilding for All Employees
DPT017:   Time Management Skills for Employees

Topics for Supervisor Development:

DPT018:   Attendance Management – What Supervisors Need to Know
DPT019:   Dealing with Change – How Supervisors Can Help
DPT020:   Effective Communication for Supervisors
DPT021:   Effective Meetings
DPT022:   Negotiation Skills for Supervisors
DPT023:   Leadership Skills
DPT024:   Problem Solving for Supervisors
DPT025:   Reducing Turnover and Increasing Retention – Tips and Tactics for Supervisors
DPT026:   Teambuilding for Supervisors
DPT027:   Time Management for Supervisors
DPT028:   Coaching for Superior Employee Performance
DPT029:   Encouraging Employee Input
DPT030:   Managing Challenging Employees

DPT031:   Motivating Employees – Tips and Tactics for Supervisors
DPT032:   Professional Behavior – What Supervisors Need to Know
DPT033:   Workplace Ethics for Supervisors

Departmental Training/ Needs Assessment

The County's Training and Development program, sponsored by Human Resources (HR Training), is structured in accordance with the County's Mission and Values. Within this structure each department has a unique set of challenges and opportunities occurring regularly within a changing environment.

Upon request and with available resources and staffing, HR Training will work with departments to create and/or customize training and learning opportunities to meet the department's unique programmatic needs, both from a classroom perspective and self-study.

Request a Training Needs Assessment for your department by contacting Susan Steed, 958-4715, ssteed@charlestoncounty.org, Roslyn Harris, 958-4703, rharris@charlestoncounty.org, or Margie Gamble, 958-4721, mgamble@charlestoncounty.org.

Customized Training

We will customize training to fit your needs.

 Contact HR Training:

Susan Steed, 958-4715, ssteed@charlestoncounty.org
Roslyn Harris, 958-4703, rharris@charlestoncounty.org
Margie Gamble, 958-4721, mgamble@charlestoncounty.org