



Course Catalog

Bernalillo County

HR Training & Organizational Development (TOD)

July 2014—June 2015



County of Bernalillo

MISSION

This is what we stand for:

The Mission of Bernalillo County

is to be an effective steward
of county resources and a
partner in building a high
quality of life for county
residents, communities, and
businesses.



County Results Statements

We are Seeking These Results

Result 1-County government that is transparent and a good steward of taxpayer dollars

Result 2-A community where residents are safe from crime and injury

Result 3-Public infrastructure, support systems and services that meet community needs

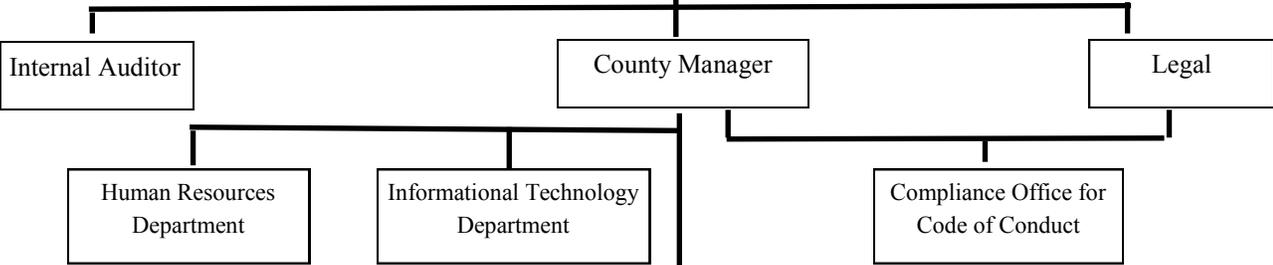
Result 4-A community that is physically healthy, active and has access to cultural amenities

Result 5-A livable community with diverse economic opportunities

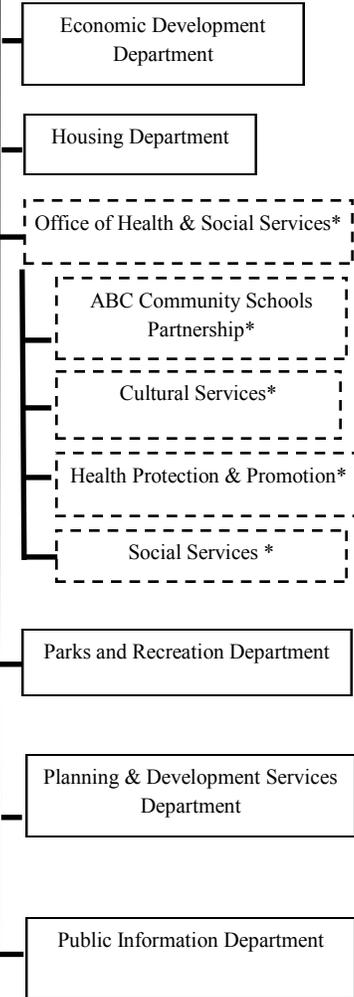
**BERNALILLO COUNTY
ORGANIZATIONAL CHART**

Elected officials
Assessor
Clerk
Probate Judge
Sheriff
Treasurer

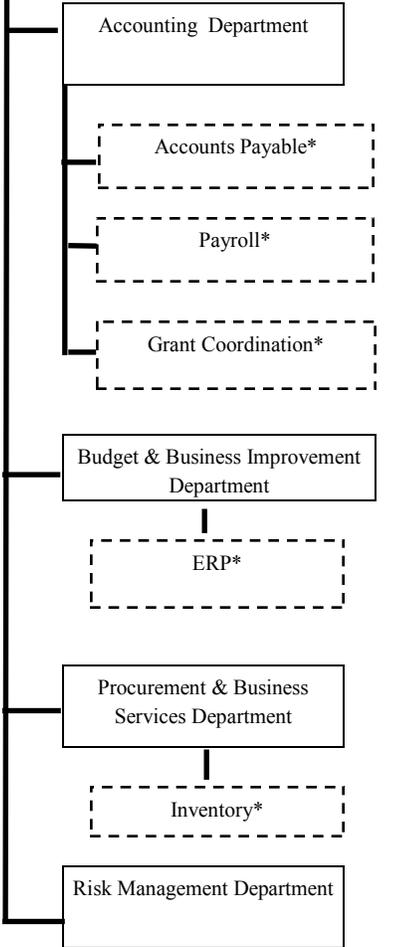
Board of County Commissioners



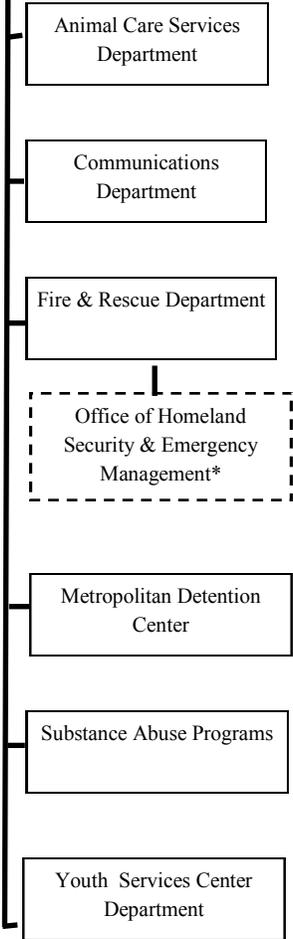
Community Service Division
Liaison to Clerk and Probate Judge



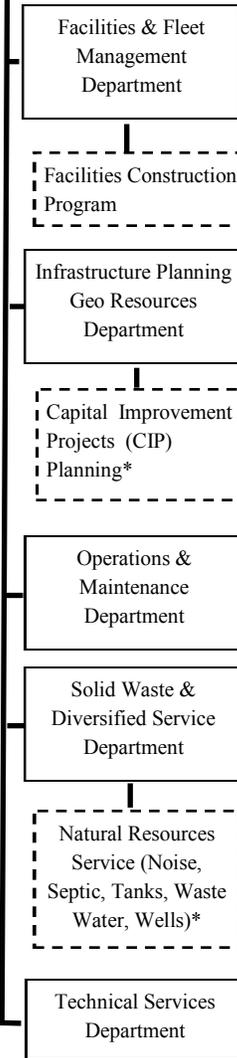
Finance Division
Liaison to Assessor and Treasurer



Public Safety
Liaison to Sheriff



Public Works



*Organizational unit of county government reporting to assigned Deputy County Manager/Director
Last updated 9/8/2014

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WELCOME

The HR Training Team invites you to explore your future!

A message from the *Human Resources Director Renetta Torres*

Welcome to Human Resources and HR Training and Organizational Development. Training and Organizational Development is just one of the many services we offer in our department. Your learning and continual development is important to us and to that end, we have created this catalog to help guide you. Our objective is to provide courses and programs to help you meet your professional career goals and personal developmental goals. To ensure that you have a variety of learning options, we are working to create more online classes and to expand our current selection of instructor-led classes as well. In addition, because we understand that your time is important, we have tried to offer courses on different days of the week and for different ranges of time to accommodate your busy schedules. Please take time to review the information we've provided and be sure to contact us with any questions you may have. We look forward to partnering with you to meet your learning needs.

We are T.O.D-Training & Organizational Development



The HR Training and Organizational Team would like to take this opportunity to invite you to look through the course catalog and find courses that will enhance your skills and broaden your growth opportunities.

We know that Bernalillo County can only be successful if we have great people who are passionate about what they do with the right skills and capabilities to do their job. Every day we are expected to do our jobs; whether we work directly with the public, supporting safety, maintaining administration or ensuring longevity for the county.

At Bernalillo County roles are widely diversified; you need the right development opportunities to master functional skills that will allow you to grow and build your leadership capabilities. The commitment you make today to enhance and grow your learning will build your confidence and enable you to take greater ownership of your career.

Vision of HR Training Team

Grow the HR Training Team into learning and development consultants that provide skill-driven employee curriculums, an efficient instructional design process, and efficient learning technologies for Bernalillo County.

Mission of HR Training Team

“We bring learning experiences to employees and leadership that support organizational success”.

5 Strategic Priorities

- Offer diverse, goal-centered training products
- Build strong team orientation
- Create common standards
- Deliver high customer satisfaction
- Use multiple distribution channels

Training Foundations

Want to learn how to think strategically? Or learn about negotiating contracts, or becoming a better coach and mentor? Is developing yourself to become a supervisor, manager, or director some day not far from your mind?

This catalog is the tool to help you with your growth opportunities. This catalog provides the latest information on course offerings, resources, and activities related to employee development.

We hope you find a variety of helpful learning and development opportunities within this catalog.

H&R Training Team



“The only impossible journey is the one you never begin.”

— Anthony Robbins

Training Policy and Learning Philosophy

You should discuss your development needs with your manager or supervisor.

Communication between you and your immediate supervisor will ensure complete support.

Eligibility

Decisions related to permission for an employee to participate in a training are made by:

- *The training instructor*
- *The manager of the department, based on business needs and workload*

Difference between Core Competency and Career Path

Core Competency is a skill that you learn and Career Path is how employees choose to development themselves at the county. We offer classes that support our employees’ development and goals.

Cancellation Policy

If you need to cancel your attendance for a class, please notify the instructor 48 hours in advance.

Turn the page to learn “how to use this catalog”

How to Use This catalog

How to use this catalog:

As you look through this catalog think about your goals and aspirations. Do you want to learn new skills? Do you want to grow into becoming a leader here at Bernalillo County? In this catalog, we offer a variety of courses based on developing and strengthening basic fundamental skills. We also offer a wide range of courses geared toward leadership, both for aspiring individuals and leaders who want to enhance their skill set.

How do I know how a course is offered?

There are icons to the right of the course title that explain the type of course offered. Please see below for an explanation and picture of each icon you will see in this catalog.



Self – Study

What is Self-Study?

If this option is available and you select it, it will include: video tutorials, hands-on activities, and knowledge checks using online quizzes after each lesson.



Live Webinar Training

What is Live Webinar training?

Live Webinar training is a learning environment where the facilitator interacts with learners through video conferencing, internet , or live chat. Log into MYBLC for upcoming events.



Classroom Training

What is Classroom training?

Classroom training is a trainer–led environment where the trainer and the learner meet for a specific amount of time in a common location, generally in a classroom. Trainer-led classroom training includes a variety of learning methods such as presentations, demonstrations, and practice.

Turn the page to learn “about registering for class, where to park, etc.”

For Your Information

How do I register for a class?

- Open the registration calendar website (<http://training.bernco.gov>)
- Search for the class session you need and click on the class title to view session details.
- Read all of the session details – this section contains a course description and any other important details.
- Click on the “Register” link.
- Enter your Employee ID Number (on your badge) and the last four digits of your SS# then click “Register.”

How do I get a certificate for classes attended?

The Training and Organizational Development team will create and send a class certificate to you when you complete the class. You should generally receive these within a week after class.

How can I view my transcript?

For a copy of your transcript, contact our department at (505)468-1595 or email training@bernco.gov

What if I need to miss part of a class?

Call or email the class facilitator to discuss your needs. If you do not attend the full session, your transcript will show that you attended, but did not complete the class.

What if I want to request training for my department?

To request a class or team-builder for your team, you will need to complete a training request form. Below are steps to locate the form:

- Go to <http://bcinsider/Pages/default.aspx>
- Locate the Training menu at the top of the insider main page
- Click on the menu and it will display a list. Choose the “Training Request Form”
- Complete the form and send to HRTD@bernco.gov

The training team will review all requests for training on a weekly basis. All requests will be assigned to a training coordinator who will communicate with the requestor within seven business days.

How do I see what classes are available?

Upcoming training classes are listed on the HR training calendar website:
<http://training.bernco.gov>

Who can I contact if I have questions?

Contact our department at (505)468-1595 or email training@bernco.gov.

What is your cancellation policy?

All cancellations should be made 48 hours in advance.

Where is the main training center located?

The address is 415 Tijeras, Albuquerque, NM 87106.

Where do I park when I come to training?

Civic Plaza (entrances on Tijeras and Marquette) has underground parking for \$1 per half hour or \$8 per day.

At Sixth Street and Marquette, there are two open lots which charge \$2.36 per day. The pay machines for these lots require credit cards rather than cash.

Turn the page to learn “How to Reserve a Training Room.”

How to Reserve a Training Room

What rooms are available?

Available HR Training rooms includes:

- **HR Training Room (capacity 50)** - HRTrainingRoom@bernco.gov
- **Executive Room (capacity 12)** - hrexecutiveconferenc@bernco.gov
- **Computer Room (capacity 30)** - hrtrcompclassroom@bernco.gov

For Reservations

1. Decide on the room (s) you'd like to reserve. All HR training rooms are publically visible on the Outlook Calendar for scheduling purposes.

2. Locate the desired room on the Outlook Calendar and add it into the **resources line** of the calendar request.

Note: Please email 'training@bernco.gov' if you need help securing several dates and times, or multiple rooms. Please specify dates, times, attendees and AV needs.

3. In any calendar event, please provide the attendees and AV needs.

Cancellations & Rescheduling:

- To cancel your calendar event, simply decline the calendar event that was approved.
- To reschedule your events, please call (505)468-1495 or email 'training@bernco.gov'

Guidelines for using a training room:

*Room requestor is responsible for any furniture configuration and media/equipment needs.

*Please plan for enough time in the calendar event to prepare for your session and to break down any equipment/ supplies and put room back in original order.

Tables:

Please wipe down all tables after your meeting/session. If tables are rearranged to accommodate your meeting, please, put the room back as you found it in classroom style rows.

Cords:

All cords should be placed underneath their tables when done.

Chairs:

Chairs should be in the upright position with arms up and should be in position with table.

AV Equipment:

Plan ahead to make sure you can operate the room's AV equipment. The HR training staff is not responsible for your AV setup, but with enough notice, assistance can be provided.

Your Materials:

If you brought paper, pens, supplies, etc. – please make sure they are removed from the training room when you finish.

White Boards:

When using boards, please make sure you use a dry eraser marker. Please wipe down boards if you used them for your meeting/session.



What is the WorkKeys®?

WorkKeys® is an assessment tool that measures “real-world” skills that employers believe are critical to job success. You can take one or more assessments to identify your skills. Individuals taking the *Reading for Information*, *Locating Information* and *Applied Mathematics* assessments can earn a *National Career Readiness Certificate (NCRC)*, which demonstrates that you have the skills most employers are seeking.

Why should I take a WorkKeys® assessment?

WorkKeys® is the primary tool many employers use to select, develop, and retain a high-performance workforce. ACT, the developer of WorkKeys® also makes the ACT college entrance exam, but WorkKeys® does not measure things like algebra levels. Instead, it measures the kind of skills everyone uses in the workplace, from entry level to professional jobs.

Currently, the following Bernalillo County departments have entry-level positions requiring minimum WorkKeys scores to apply:

- MDC
- Emergency Communications

Coming soon positions in the following departments will require WorkKeys testing:

- County Fire & Rescue Cadet
- Substance Abuse Technician
- Animal Care Officer
- Corrections Technician Position
- Youth Program Officer

WORKKEYS® AND BERNALILLO COUNTY

For select positions, the county has established particular assessments and score thresholds that must be met before applying. Individuals seeking employment in one of these positions are required to attach score reports to their employment application in NeoGov. Individuals applying for county positions can contact Bernalillo County Public Safety Employment Services to schedule testing at the HR Testing Center (415 Tijeras NW). Call (505)839-8999 or email careers@bernco.gov.

Required Assessment & Minimum Scores by Job Title	<u>Workplace Observation</u>	<u>Locating Information</u>	<u>Reading for Information</u>	<u>Listening for Understanding</u>
MDC Corrections Officer	3	3	4	
Emergency Communications Operator1		3	4	3
County Fire & Rescue Cadet	3	4		1
Substance Abuse Technician	3	4		2
Animal Care Officer	2	3		1
MDC Corrections Technician Position		4	4	1
Youth Program Officer	3	4		2

For more information contact Public Safety Employment Services at (505)839-8999

Landing Fall 2014



In the fall of 2014 the HR Training & Organizational Development team will be introducing a new way for you to register for your classes and see what classes are offered. The new system will track all the classes you take whether they are core classes or career path classes.

What can I see or do in MyBLC?

- In MyBLC you can:*
- Search for training*
 - Request training*
 - Track your training*
 - View transcripts*

What is My Bernie Learning Center?

MyBLC is Bernalillo County's online learning management system.

My Bernie Learning Center
MYBLC

Everything you need at your fingertips to continue growing and learning.

A personalized home page will display YOUR upcoming training

Contact HR Training & Organizational Development for more information at
(505)468-1595 | MyBLC@bernco.gov



Have you ever visited the BernCo Insider?

Did you know you can find out information about every department within the county? Do you know you can find the latest forms you need to fill out if you have changes to any of your personal information? At the Bernalillo County Insider you can find out the latest training classes offered by the HR Training and Organizational Development team or find out what the latest trends in wellness are. Visit the Bernalillo County Insider by using the web address to your right.



Visit the Bernalillo County Insider for internal news

Go To:

<http://bcinsider/Pages/default.aspx>

Required Readings: Administrative Instructions

These are guides and general procedures to assist county employees with performing their job duties. They are organized by division and department.

Topics include but not limited to:



Training

- 🔗 HR Training Calendar
- 🔗 MS Office Training Videos
- 🔗 Risk Management Videos
- 🔗 SharePoint Help for Site Owners
- 🔗 SharePoint Training Videos
- 🔗 Training Requisition Form
- 🔗 SOP Training Request Form
- 🔗 uPerform-ERP/SharePoint
- 🔗 InProcess
- 🔗 ERP How To

Required Reading

- 🔗 Administrative Instructions
- 🔗 BCC Approved Strategic Plan
- 🔗 Policies and Official Documents
- 🔗 Rules and Regulations
- 🔗 Union Contracts



The Bernalillo County Human Resources Department provides a variety of services and support to Bernalillo County Departments and employees.

HRIS

Phone: (505)468-1500
Email: HRIS@bernc.gov

Benefits

Phone: (505)468-1500
Email: hrbenefits@bernc.gov

Labor Relations

Phone: (505)468-1500
Email: mmarquez@bernc.gov
Email: ralchavez@bernc.gov

Compensation

Phone: (505)468-1500
Email: hrcompensation@bernc.gov

Wellness

Phone: (505)468-1500
Email: Mchavez@bernc.gov

Personnel Records

Phone: (505)468-1500
Email: HRRecords@bernc.gov

Employment

Phone: (505)468-1500
Email: jobs@bernc.gov



Training

Phone: (505)468-1595
Email: training@bernc.gov

This includes but not limited to: addressing the needs of departments by coordinating county wide recruiting, hiring and training; conducting contract negotiations; provide consultation on employee and department issues; administer employee benefits, compensation, create and maintain job classifications; train, promote and maintain a diverse employee population.



Call us, email us, or drop by. We are available Monday - Friday 8am - 5pm.

Happiness is not something readymade. It comes from your own actions.

~Dalai Lama



TOD Community Partnership

We understand and use best practices for effective training and delivery, which allows us to serve your needs when you have important programs or information to roll out in your organization.

Customized Training Programs
Strategic Planning
Group Retreats/Team Building
Meeting Facilitation

As part of our ongoing effort to support the local community, the HR Training and Organizational Development (TOD) team provides low cost training solutions to local Bernalillo County nonprofit and for-profit businesses in need of development for their administrative, front line, or leadership personnel.

The Human Resources Training and Organizational Development team creates, promotes and fosters individual and organizational effectiveness by developing and offering an array of innovative and diverse programs in support of the organization's commitment to employee development, partnership, and organizational enrichment.

*For additional information please contact us at:
(505)468-1595 | email: hrtod@berncogov
Visit our website: <http://www.berncogov/HR-TOD>*

TOD Training Services



Your **HR Training and Organizational Development** team is here to assist you in a wide range of training services based on industry best practices.

The HR Training and Organizational Development team supports all departments countywide with a variety of training services. Using best practices in the industry, we are able to provide the following:

- New Employee Orientation
- Training Resource Library for All Employees
- Leadership courses for Supervisors
- Meeting Facilitation
- Customized Programs
- Group Retreats/Teambuilding
- Policy Refresher Training

Your HR Training and Organizational Development coordinator will provide consultation and training services for the following Human Resource driven initiatives:

- Employment Laws and
- American with Disabilities Act
- Bernalillo County Policies and
- Performance Management
- CPR & First Aid
- Occupational Health and

Your HR Training and Organizational Development coordinator will provide the tools and processes necessary to enhance the knowledge, skills, and abilities in the areas of:

- Communication
- Conflict Management
- Teambuilding
- Change Management



Ethics

by **Design**

Mission

- Supports the county's mission of quality public service, which helps to protect the culture and reputation of the county
- Provides resources to assist county employees and elected officials in making ethical decisions in their work

Program Elements

- Develops and distributes the Employee Code of Conduct
- Facilitates legal compliance and ethics training for all county employees, elected officials and the public
- Processes complaints for potential violations of the county Code of Conduct
- Provides additional channels for citizens and employees to voice concerns

Ethics Compliance Program Provides:

- Monthly training sessions on each section of the Code of Conduct
- Staff and assistance to the **Code of Conduct Review Board and the Labor Relations Board**. Both boards handle formal complaints submitted to the Ethics Compliance Office and conduct hearings and investigations to determine the merits of any filed complaint
- Assistance with Inspection of Public Records Act ("IPRA") requests
- An open door policy for any person with concerns regarding reporting misconduct and/or potential violations of the Code of Conduct

Join us for a 6 month series on Ethics & Bernalillo County

July

- Code of Conduct & Ethical Decision-Making

August

- Code of Conduct & Political Activity
- Code of Conduct & Management - What Is Ethics In The Workplace?

September

- Code of Conduct & Improper Influence/Prohibited Contracting

October

- Code of Conduct & Violations Reporting & Process
- Inspection of Public Records Act ("IPRA")

November

- Code of Conduct & General Ethical Obligations of All Public Servants
- Code of conduct & Creating an Ethical Culture in the Office

December

- Code of Conduct & Conflict of Interest

Contact us
for
additional
information

Legal Department, Compliance Office
Robert Kidd, Compliance Officer
Bernalillo County Annex Building

415 Tijeras NW, First Floor, Albuquerque, NM 87102

Phone (505).468.1382 | Email Compliance@bernco.gov

Web | http://www.bernco.gov/Compliance_Office/

Check the training calendar for times and dates



Bernalillo County is committed to the health and wellness of its employees and is dedicated to creating a culture of health for you and your family.

Lunch and Learn Wellness Series

Every Month starting in July!

Bernalillo County Culture of Health

Healthy Eating

Physical Activity

Preventative Screenings

Tobacco Cessation



July:
Stress Management

August:
Weight Management

September:
Stay Fit While You Sit

October:
Healthy Living

November:
Sleepless In Albuquerque

December:
Heart Health

Check the training calendar for more information on the courses as well as dates and times. Courses available to all Bernalillo County Employees!

Additional health and wellness initiatives will be held throughout the year. Please feel free to contact Margarita Chavez, Health and Wellness Coordinator at (505)468-7541 or marchavez@bernco.gov for information.

Do you know your core competency skillsets?



What is the definition of a core competency skillset?

A competency describes a required skill or behavior for a specific job that is used to define and measure an employee's ability to meet the job role and/or function. This skillset is an employee's fundamental knowledge, ability, or expertise in a specific subject area. These are the skills an individual employee possesses that set them apart from their peers. To learn about the classes that the HR Training and Organizational Development team facilitates based on core competencies, turn the page.

Stepping UP to Supervisor

Have you ever wondered what it takes to be a supervisor?

In this class you will learn:

- What the role of a supervisor entails
- Identify the steps to get started as a new supervisor
- Build the skills needed to effectively deal with the challenges that a new supervisor faces



Aspire to your dreams.
Take these classes!



To find out dates and times for all our classes, check out the training calendar on the Bernco Insider.

For a full description of all our classes, turn to page 59 in this catalog.

Core Competencies



Planning & Organization

Establishes a course of action for self and others to ensure that work is completed efficiently; prioritizing, scheduling, and leveraging resources as needed.

Teamwork

Developing and using collaborative relationships to facilitate the accomplishment of work goals. Proactively builds an effective working relationships with other people.

Customer Service

Making customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships both internally and externally.

Strategic Thinking

Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action based on logical assumptions, facts, available resources, and constraints.

Quality of Work/Quality of Orientation

Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being detailed-oriented.

Initiative

Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive. Takes immediate action when confronted with an issue; and implements new ideas or potential solutions without prompting.

Technology/Job Tools

Achieve a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping up with current developments and trends in areas of expertise, and seeks opportunities to apply technology to improve job performance.

Communication

Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience clearly and concisely, and helps them understand and retain the message.

Decision-Making

Identify and understand issues, problems, and opportunities; compare data from different sources to draw conclusions; take action that is consistent with available facts, constraints, and probable consequences.

Problem-Solving & Decision-Making

Ever wonder if you have this skill?

Decision-making - Makes clear, consistent, transparent decisions; acts with integrity in all decision-making.

Problem-solving - Identifies problems, involves others in seeking solutions, conducts appropriate analyses, searches for best solutions; responds quickly to new challenges.



To sign up for a class on Decision-making and Problem-Solving check out the training calendar located on the Insider

Suggested books to read

- Barton J. Goldsmith, "Essential Learning: Innovative Problem Solving", Los Angeles Business Journal, August, 2001.
- Hoeing, Christopher Hoeing, "Means to an End", CIO Magazine, November, 2000.
- Loren Gary, "Problem Solving for Decision Makers", Harvard Management Update,

Quick 5 step process for Problem-Solving & Decision-Making

- 1. Identify the Problem**—Anticipate or recognize the existence that there is a problem; identify the true nature or root cause of the problem.
- 2. Locate, Collect, and Organize Important Information**— Effectively use both internal and external resources to locate and gather information.
- 3. Generate Alternatives**— Understand and Identify key information to generate a variety of high-quality alternative approaches to the problem. Weigh the costs and benefits, and the short and long-term consequences of various approaches.
- 4. Choose a Solution**— Choose the best solution after contemplating the different approaches to the problem.
- 5. Implement a Solution**— Commit to a solution in a timely manner and develop a realistic approach to implement the chosen solution. Observe and evaluate the outcome of the solution that was implemented and look for an alternative approach if needed.

TURN THE PAGE



To find out more about the core competencies we focus on to improve the employee skill set

Skill-Based Courses

Courses based on skill are recommended for all employees to enhance specific skills

Target Audience: *Leaders creating learning plans for their staff are encouraged to review this section.*

The skill-based course section applies to all employees within Bernalillo County that would like to enhance their skills.

Within this section courses are separated by skill, and within each skill are classes that can be taken to develop a specific skill set.

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Job Knowledge	27
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Safety	28
Strategic Thinking	28
Teamwork	29
Technology	29
Quality of Work/Quality of Orientation	30

“It is important that you recognize your progress and take pride in your accomplishments. Share your achievements with others. Brag a little. The recognition and support of those around you is nurturing.”

Rosemarie Rossetti

TURN THE PAGE



To find out more about the courses we offer employees to improve their skill set

Skill-Based Courses

SKILL	COURSE	PAGE
Communication <i>Clearly conveying information and ideas through various channels of communication to individuals or groups in a manner that engages participation and helps them to understand the goal of the message.</i>	Advanced Writing Skills	62
	A.C.T with integrity	60
	Anger Management (Understanding Anger)	60
	Building Trust	60
	Building your Self-Esteem & Assertiveness	60
	Business Etiquette: Introduction to Business Etiquette	61
	Business Writing that Works (Intermediate)	61
	Business Writing-Writing Effective Email	62
	Celebrating Diversity in the workplace	72
	Challenging Negative Attitudes in the Workplace	62
	Communicating With Your Boss	64
	Communication Skills at Work	64
	Communication Strategies	72
	Controlling Anger Before it Controls You	64
	Coping with Conflict	64
	Creating a Healthy Work Environment	64
	Customer Service: Telephone Etiquette	65
	Dealing with Difficult People	65
	Everybody Wins- How to Turn Conflict into Collaboration	77
	Increasing Emotional Intelligence	67
	Introduction to Business Writing	62
	M.E.E.T for Respect in the Workplace	77
	Managing Self During times of Transition	67
	Negotiating for Results Series	75
	Positive Psychology and Personal Choice	67
	Public Speaking: Speaking Under Pressure	68
	Public Speaking: Introduction to Public Speaking	68
	Public Speaking: Speakeasy-Conquer the fear of Public Speaking	68
	Stress Management- Learn How to Deal with Your Stress	68
	The Art of Influencing Others	69
	Understanding and Avoiding Job Burnout	70
Wellness Series-Stress Management	87	
What's My Team Member Style?	70	
What's your Communication Style	70	

GO TO  **"Course Offerings" on page 59 for a full description of each course**

Skill-Based Courses

SKILL	COURSE	PAGE
Customer Service <i>Making customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships both internally and externally.</i>	A.C.T with Integrity	60
	Anger Management (Understanding Anger)	60
	Business Etiquette: Introduction to Business Etiquette	61
	Business Etiquette-Gaining that Extra Edge	61
	Challenging Negative Attitudes in the Workplace	62
	Change and How to Deal with It	62
	Code of Conduct & Creating an Ethical Culture in the Office	81
	Code of Conduct & Management - What Is Ethics In The Workplace?	81
	Communication Skills at Work	64
	Coping with Conflict	64
	Critical Elements of Customer Service	65
	Critical Thinking: Learn the Art of Critical Thinking	64
	Customer Service & Telephone Etiquette	65
	Dealing with Difficult People	65
	Introduction to Customer Service	65
	Office Safety	86
	Positive Psychology and Personal Choice	67
	Stress Management- Learn How to Deal with Your Stress	68
	Wellness Series-Stress Management	87
	What's Your Communication Style	70
Decision-making <i>Identify and understand issues, problems, and opportunities; compare data from different sources to draw conclusions; take action that is consistent with available facts, constraints, and probable consequences.</i>	A.C.T with Integrity	60
	Business Etiquette: Introduction to Business Etiquette	61
	Business Etiquette-Gaining that Extra Edge	61
	Code of Conduct & Conflict of Interest	78
	Code of Conduct & Ethical Decision-Making	81
	Code of Conduct & General Ethical Obligations of All Public Servants	81
	Code of Conduct & Management :What Is Ethics In The Workplace?	81
	Coping with Conflict	64
	Critical Thinking: Learn the Art of Critical Thinking	64
	Dealing with Difficult People	65
	Everybody Wins: Turn Conflict into Collaboration	77
	Increasing Emotional Intelligence	67
	Managing Self During times of Transition	67
	Negotiating for Results Series	75
	Problem-Solving & Decision-Making	78
	Public Speaking: Speaking Under Pressure	68
	Stress Management: Learn How to Deal with Your Stress	68
	Understanding and Avoiding Job Burnout	70

GO TO  **Course Offerings on page 59 for a full description of each course**

Strategic Thinking

Ever wonder if you have this skill?

Strategic Thinking requires thinking outside the box and looking at multiple perspectives to understand the big picture to resolve issues.

Thinking strategically is essentially a way of being. It is a way of looking at things and linking them together.



To find out if you have this core competency you can take the strategic Aptitude Self-Assessment located at: www.decisionstrat.com/surveys/index.php

Strategic leaders who are flexible and adaptive do several things well:

Anticipate - Strategic leaders anticipate that the environment is going to change; they work to understand the change and how it will affect the environment they work in.

Think Critically - Critical thinkers question everything. To master this skill you must force yourself to challenge current beliefs and mindsets, even your own.

Interpret - A good strategic leader stays the course, listening to all the information before making a decision, seeking patterns, questioning resources, and encouraging others to do the same.

Decide - A good leader develops processes and enforces them so that a good conclusion is reached. To do this well, you should balance speed, rigor, quality, and agility, and leave perfection to higher powers.

Align - A strategic leader must foster open dialogue, build trust, and engage team members. Bring tough issues to the surface even when it is uncomfortable.

Learn - A good leader learns from their mistakes and encourages honesty and trust, shifting course as quickly as needed. Celebrate both successes and failures that provide insight.

To learn more about strengthening your skills in strategic thinking, check out the courses we offer by visiting the training calendar located on the Insider or contact the Training team (505)468-595|training@berncogov

Skill-Based Courses

SKILL	COURSE	PAGE
Dependability <i>Individual takes personal responsibility for the quality and timeliness of work, behaves consistently, is reliable, responsible, and diligently follows through on commitments and consistently meets deadlines. Complies with organizational rules, policies, and procedures; demonstrates detail to punctuality; rarely late; follows written and verbal directions with little oversight.</i>	A.C.T with Integrity	60
	Building Trust	60
	Business Leadership: Becoming Management Material	61
	Change: Mastering the Change Curve	62
	Communication Skills at Work	64
	Creating a Healthy Work Environment	64
	Ethics in the Workplace	81
	Improving Personal Productivity	67
	Motivation for the Workplace	67
	Positive Psychology and Personal Choice	67
	Stress Management: Learn How to Deal with Your Stress	67
	Time Management for Life	69
	What's My Team Member Style?	70
Initiative <i>Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive. Takes immediate action when confronted with an issue and implements new ideas or potential solutions without prompting.</i>	A.C.T with integrity	60
	Building Trust	60
	Building Your Self-Esteem & Assertiveness	60
	Business Etiquette: Introduction to Business Etiquette	61
	Business Leadership: Becoming Management Material	61
	Challenging Negative Attitudes in the Workplace	62
	Change: Mastering the Change Curve	62
	Communicating With Your Boss	64
	Communication Skills at Work	64
	Creating a Healthy Work Environment	64
	Everybody Wins: Turn Conflict into Collaboration	77
	Improving Personal Productivity	67
	Managing Self During Times of Transition	67
	Meeting Management: The Art of Making Meetings Work	73
	Motivation for the Workplace	67
	Negotiating for Results Series	75
	People Smart™ Series	75
	Positive Psychology and Personal Choice	67
	Public Speaking: Introduction to Public Speaking	68
	The Art of Influencing Others	69
What are Productive Work Habits	70	
What's My Team Member Style?	70	
What's Your Communication Style	70	

GO TO  **Course Offerings on page 59 for a full description of each course**

Skill-Based Courses

SKILL	COURSE	PAGE
Job Knowledge <i>Demonstrates technical skills and organizational knowledge to successfully execute job role; applies knowledge to identify issues and problems and works to develop additional technical knowledge and skills; shows knowledge and understanding of higher education and of the specific job role.</i>	American Standard First Aid with CPR	83
	Beginning Excel - 2010	89
	Beginning Outlook - 2010	89
	Beginning Word - 2010	90
	Business Etiquette: Introduction to Business Etiquette	61
	Business Leadership: Becoming Management Material	61
	Business Writing: How to Write Reports and Proposals	59
	Business Writing-Writing Effective Email	62
	Change: Mastering the Change Curve	62
	Coaching Skills: The Art of Successful Coaching	72
	Code of Conduct & Conflict of Interest	78
	Code of Conduct & General Ethical Obligations of All Public Servants	81
	Communication Skills at Work	64
	Critical Thinking-- Learn the Art of Critical Thinking	64
	Customer Service: Telephone Etiquette	65
	Defensive Driving Course Refresher- National Safety Council DDC-4	82
	Defensive Driving for New Employees - National Safety Council DDC-4	82
	Emotional Intelligence at Work	65
	Everybody Wins: How to Turn Conflict into Collaboration	77
	Improving Personal Productivity	67
	Introduction to Publisher - 2010	90
	Ladder Safety	84
	Loss Control Policy	82
	OSHA 10 Hour for Construction	86
	OSHA 10 Hour for General Industry	86
	People Smart Series	75
	Problem-solving & Decision-making	78
	Project Management Foundations	75
	Project Management Techniques & Tools	75
	Project Management Understanding Project Life-Cycle	75
	Public Speaking: Introduction to Public Speaking	68
	Stepping up to Supervisor	78
	Train-the-Trainer: Designing Effective Training	69
	Train-the-Trainer: Engaging the Adult Learner Series	70
	Understanding and Avoiding Job Burnout	70
Using DMS: Driver Management System	83	
Using RSI/GPS in Vehicles Software	83	
What's My Team Member Style?	70	

GO TO  **Course Offerings on page 59 for a full description of each course**

Skill-Based Courses

SKILL	COURSE	PAGE
Planning & Organization <i>Establishes a course of action for self and others to ensure that work is completed efficiently; prioritizes, schedules, and leverages resources as needed.</i>	Budgets & Managing Money	60
	Challenging Negative Attitudes in the Workplace	62
	Change and How to Deal with It	62
	Change: Mastering the Change Curve	62
	Communication Strategies	72
	Critical Thinking: Learn the Art of Critical Thinking	62
	Emotional Intelligence at Work	65
	Negotiating for Results Series	75
	Positive Psychology and Personal Choice	67
	Problem-solving & Decision-making	78
	Project Management Foundations	75
	Project Management: Understanding the Project Life-Cycle	75
	Project Management: Mastering the Tools & Techniques of Project	75
	Time Management for Life	69
	Time Management: Get Organized	69
Safety <i>Identify safety issues and problems by detecting hazardous working conditions and safety problems. Reports and corrects unsafe working conditions; makes recommendations and helps to improve safety and security procedures.</i>	Amended ADA	78
	American Standard First Aid with CPR	83
	Blood-borne Pathogens	83
	Emergency Evacuation	83
	Ergonomics for the Workplace	84
	Hearing Conservation	84
	Ladder Safety	84
	Lock-out/Tag-out	86
	Office Safety	86
	OSHA 10 Hour for Construction	86
	OSHA 10 Hour For General Industry	86
	Respiratory Protection	86
	The Use of Fire Extinguishers in the Workplace	84
Strategic Thinking <i>Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action based on logical assumptions, facts, available resources, and constraints.</i>	Building Trust	60
	Business Etiquette: Introduction to Business Etiquette	61
	Change: Mastering the Change Curve	62
	Communication Strategies	72
	Critical Thinking: Learn the Art of Critical Thinking	64
	Emotional Intelligence at Work	64
	Negotiating for Results Series	75
	Project Management Foundations	75
	What's Your Communication Style	70

GO TO  **Course Offerings on page 59 for a full description of each course**

Communication

Ever wonder if you have this skill?

Communication: Clearly conveys information and ideas through a variety of channels to individuals or groups in a manner that engages an audience.



Activities to perform on the job:

- ⇒ Ask clear questions using oral and other methods of communication
- ⇒ Provide clear instructions or information to peers and team members orally or through other methods of communication
- ⇒ Convey complex ideas in a logical order so that others can understand easily
- ⇒ Explain complex ideas at a level appropriate to the audience



Communication

Thinking—You may not recognize “thinking” as being a communication skill, but having a clear idea of what you want to convey to another person or group of people is the beginning of effective communication. If you don’t have the idea straight in your own mind, don’t be surprised if others get a different idea from your communication than what you intended to say.

Listening—Effective listening allows you to enter the reality of the other person and understand what their internal idea of reality is. Only when you do this are you able to communicate effectively by understanding what they are sharing with you, even if it is very different from your personal perspective.

Speaking—Effective communication is your selection of words and the tone of that you use. Research has revealed that non-verbal communication has more impact than the actual words that you use. In fact, the nonverbal portion of the communication can actually change the meaning of the words that you say.

Non-Verbal— Nonverbal communication is the communication skill that usually receives little thought because it happens automatically. We actually learn to communicate nonverbally at a very young age and are able to communicate quite effectively using only nonverbal communication.

To learn more about enhancing your communication skills check out the courses we offer by visiting the training calendar located on the insider or contact the training team (505)468-595|training@bernco.gov

Skill-Based Courses

SKILL	COURSE	PAGE
Teamwork <i>Developing and using collaborative relationships to facilitate the accomplishment of work goals. Proactively builds effective working relationships with other people.</i>	Building Trust	60
	Building Work Relationships	60
	Business Etiquette: Introduction to Business Etiquette	61
	Communicating With Your Boss	64
	Coping with Conflict	64
	Dealing with Difficult People	65
	Diversity and Bias in the Workplace	65
	Exploring Team Dynamics: Fostering Effective Teams	77
	M.E.E.T For Respect in the Workplace	77
	Motivation for the Workplace	67
	Positive Psychology and Personal Choice	67
	The Art of Influencing Others	69
	The Great Workplace: Building Trust and Inspiring Performance Workshop	76
	What's My Team Member Style?	70
	What's Your Communication Style	70
Technology/Job Tools <i>Achieve a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping up with current developments and trends in areas of expertise, and seeks opportunities to apply technology to improve job performance.</i>	Advance Excel - 2010	89
	Advanced Outlook - 2010	89
	Advanced Word - 2010	89
	Beginning Excel - 2010	89
	Beginning Outlook - 2010	89
	Beginning PowerPoint - 2010	89
	Beginning Word - 2010	90
	Intermediate Excel - 2010	90
	Intermediate Word - 2010	90
	Introduction to Publisher - 2010	90
	Introduction to SharePoint 2010	90
	Introduction to Visio - 2010	90
	Quality of Work/ Quality of Orientation <i>Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being detailed-oriented. Maintains high standards; does work right the first time, corrects own errors and regularly produces accurate, thorough professional work.</i>	A.C.T with Integrity
Business Etiquette: Introduction to Business Etiquette		61
Business Writing: Writing Effective Email		62
Communication Skills at Work		64
Critical Thinking: Learn the Art of Critical Thinking		64
Managing Self During times of Transition		67
Negotiating for Results Series		75
People Smart Series		75
Project Management Foundations		75
What are Productive Work Habits		70
What's My Team Member Style?		70
What's Your Communication Style	70	

GO TO  **Course Offerings on page 59 for a full description of each course**

FEATURED WORKSHOPS



The HR Training and Organizational Development team (TOD) offers a variety of workshops to help individuals grow their career at Bernalillo County.

**For more information contact TOD at:
(505)468-1595 | email: training@bernco.gov**

Supervisor 40-Hour

For new supervisors or newly promoted supervisors in the county, HR Training and Organizational Development (TOD) offers a week long class which allows participants to gain knowledge and skills in three key areas: Self, Supervisory, and Organizational Knowledge.

To meet this goal, the class includes topics such as:

- The county's strategic plan
- Using emotional intelligence at work
- Supervising and supporting Bernalillo County policies and procedures
- Developing interpersonal skills to manage your team
- Setting team expectations and goals
- Applying performance management skills

Based on training best practices, the course includes pre-work to jump start the learning process, continual application of content, time for self-reflection, networking opportunities with classmates and organizational leaders, and daily action planning.

Contact the HR Training and Organizational Development Team (TOD) for more information or check the training calendar for workshop dates and times.

Leadership Development Program

HR Training and Organizational Development (TOD) offers a wide variety of courses which focus on leadership development. The majority of these courses are backed by research and each class promotes one or more of the skill sets we desire in our leaders.

Some of these courses include:

- The Leadership Challenge
- Leading through Transitions
- Courageous Leadership
- Managing for Employee Engagement

Supervisor Program

HR Training and Organizational Development (TOD) offers several programs that help to develop our supervisors. One of our key programs is the week-long **Supervisor 40-Hour** class which helps participants to gain entry-level supervisory skills. Another program offered is **Stepping Up to Supervisor** which allows new supervisors, or those interested in supervising, to learn about the challenges they will face and steps to be successful. One final class in this category is **Communication for Supervisors** in which participants learn how to listen and respond to different members of their team.

Brand Yourself Workshop

Learn how to self-package yourself and dress for the job you want, not the job you have. In today's world, competition is fierce; your appearance, knowledge, and skills play a major role in how you affect others. In this workshop we will discover how to market yourself for today and tomorrow; to get the job you want, enhance your appearance in the job you have today, and help you with your self-confidence.

Leadership Competencies



What is the definition of leadership competencies?

Leadership skills and behaviors that add to a leader's superior performance. Knowing and understanding the leadership competencies will identify and develop the next generation of leaders. By effectively building our skills as an organization we can ensure the continuity of generations to come.

Thoughts to keep in mind:

Working toward building your competencies enhances your overall knowledge, skill, and abilities. The more you develop key competencies, the more you will learn new tools and techniques to enhance your overall job performance.



Are you up for the challenge?

Join us for the Leadership Challenge

Leadership and learning are indispensable to each other.

-John F. Kennedy

This is a 4 part series of workshops; participants are required to take each session in order

This course will increase your knowledge and ability to:

- **Identify** your own leadership strengths and areas for improvement
- **Understand** and support our organization's culture, its strategic direction, and your contribution to the county's success
- **Inspire** others to share a common vision to build collaboration, teamwork and trust
- **Strengthen** your team's ability to excel and learn to recognize the accomplishments of others

TEAMWORK
MOTIVATION
INSPIRATION
LEADERSHIP
VISION
+ INNOVATION

SUCCESS



Leadership Competencies



Leading the Organization

Leading the organization is the ability to understand the workings, structure, and culture of the organization, as well as the political, social, and economic issues affecting an organization. Competencies in this area include:

- Managing Change
- Problem Solving & Decision Making
- Influencing others/Negotiating
- Taking Risks/Innovation
- Setting Vision & Strategy
- Managing Work
- Enhancing Business Skills & Knowledge
- Political Savvy
- Written Communication

Leading Self

Managing oneself is essential to good leadership; good leaders know their own values, strengths, and their limitations; they are also able to control their emotions and behaviors. Striving for personal development requires the willingness to continuously learn and seek information, and admit when they have made a mistake. Competencies in this area include:

- Demonstrate Ethics & Integrity
- Results Driven
- Continual Learning
- Managing Yourself
- Developing Adaptability
- Interpersonal skills
- Technical Credibility

Leading Others

This competency involves the ability to lead people toward meeting the organization's vision, mission, and goals. It is also the ability to provide an inclusive workplace where diversity is valued, relationships with peers is maintained, and teamwork and collaboration are recognized. Competencies in this area include:

- Teamwork/Teambuilding
- Communicating Effectively
- Developing others
- Succession Planning
- Leveraging Diversity
- Flexibility
- Building and Maintaining relationships

SUPERVISOR 40

Every workshop is different, so come learn something new with the HR Training Team

Offered 4 times a year!

WORKSHOP

NEW OR EXISTING SUPERVISORS WELCOME

This workshop is an intensive five day sessions with required pre-work where supervisors learn baseline competencies, exchange ideas, network, and learn from our senior leaders. In addition, this course features a leadership panel of county directors who will answer your supervisory questions from their experience.

Legal information about positive discipline and documenting performance

Human Resource basics: Interviewing, employment functions, performance measures, compensation, and FMLA benefits administration

WHAT YOU WILL LEARN

"Great Content!!"

"Loved meeting new people in the county and hearing about their jobs."

Your supervisory strengths and how to use them with staff

Basic supervision competencies from the ground up

"I liked the group activities! I learned a lot from them."

"This was great! I loved the amount of information given and my questions were answered!"

Contact HR Training and Organizational Development

at (505)468-1595 | training@bernco.gov | Check the training calendar on the Bernco Insider for dates and times

Leadership-Based Courses

These courses apply to employees leading projects, processes, and managing people

Target Audience: *Anyone in a current leadership role is encouraged to review this section.*

Leadership skills and behaviors contribute to superior performance. By effectively building a unique set of skills, leaders will sustain a competitive advantage.

- These courses equip leaders with day-to-day interpersonal and task skills needed to lead individuals or groups.
- Leadership-based courses deal with teaching a leader to deal with complex issues, create a sustainable team, and maintain a high-performance workplace environment.

A leader is one who knows the way, goes the way, and shows the way.

John C. Maxwell

Leadership-Based Courses

Page

Leading the Organization..... 37

- Managing Change
- Problem-solving & Decision-making
- Influencing others/Negotiating
- Taking Risks/Innovation
- Setting Vision & Strategy
- Managing Work
- Enhancing Business Skills & Knowledge
- Political Savvy
- Written Communication

Leading Self..... 37

- Demonstrates Ethics & Integrity
- Results Driven
- Continual Learning
- Managing Yourself
- Interpersonal Skills
- Technical Credibility

Leading Others..... 39

- Teamwork/Teambuilding
- Communicating Effectively
- Developing Others
- Succession Planning
- Leverage Diversity
- Flexibility
- Building and Maintaining Relationships

TURN THE PAGE 

To find out more about the courses we offer leadership to improve their skill set

Leadership-Based Courses

SKILL	COURSE	PAGE
Leading the Organization		
Managing Change- <i>Manages change by seeking to understand its effects upon the organization and employees, by guiding others through the change, and addressing any resistance to that change.</i>	Building Trust	60
	Business Etiquette: Gaining that Extra Edge	61
	Business Writing: Introduction to Business Writing	61
	Business Writing: Writing Effective Email	62
Problem-solving & Decision-making- <i>Identifies and collects information that is important to the problem; uses brainstorming techniques to create a variety of choices; selects the best course of action.</i>	Change: Mastering the Change Curve	62
	Coaching Skills: The Art of Successful Coaching	72
	Communication Strategies	72
	Conflict Resolution: Getting Along in the Workplace	77
Influencing others/Negotiating- <i>Skillfully settles differences by using a win-win approach to build and maintain relationships.</i>	Coping with Conflict	64
	Creating a Healthy Work Environment	64
Taking Risks/Innovation- <i>Analyzes risk before taking it. Takes calculated risks and teaches others to do the same. Is creative and encourages others in their creative and innovative ideas.</i>	Critical Thinking: Learn the Art of Critical Thinking	64
	Everybody Wins: How to Turn Conflict into Collaboration	77
	Fearless Facilitation (Managing Meetings)	72
Setting Vision & Strategy- <i>Establishes vision, mission, values, and goals that align with the organizations vision, mission, value, and goals.</i>	Leading Across Generations	73
	Leading through Change	73
	Leading Through Transitions	73
Managing Work- <i>Effectively manages own time and resources to ensure that work is completed timely and efficiently.</i>	Mapping the Road for the Future	73
	Negotiating for Results Series	75
Enhancing Business Skills & Knowledge- <i>Reacts positively to key developments in area of expertise and leads process improvement programs in all major areas falling under their control.</i>	People Smart Series	75
	Performance management :Managing Employee Performance	75
	Problem-solving & Decision-making	78
	Project Management Foundations	75
Political Savvy- <i>Builds appropriate relationships; networks with peers and other employees to build a support base; builds constructive and supportive relationships.</i>	Project Management Techniques & Tools	75
	Project Management: Understanding Project Life-Cycle	75
	Stepping up to Supervisor	78
Written Communication- <i>Expresses oneself effectively in written and oral form; communicates plans and activities in a manner that supports strategies for the organization and the employees; actively listens to others.</i>	Succession Planning: Developing & Maintaining a Succession Plan	76
	The Art of Influencing Others	69
	The Leadership Challenge Workshop Series	76
	What are Productive Work Habits	70
	What's Your Communication Style	70

GO TO  **Course Offerings on page 59 for a full description of each course**

Leadership-Based Courses

SKILL	COURSE	PAGE	
	Leading Self		
Demonstrates Ethics & Integrity – <i>Demonstrates respect of people and organizational principles; maintains a respectful, diverse, and inclusive Workplace. This type of leader holds themselves, their employees, and their organization accountable to their actions.</i>	A.C.T with integrity	60	
	Advance Excel - 2010	89	
	Advanced Word - 2010	89	
	Building Work Relationships	77	
	Business Etiquette: Gaining that Extra Edge	61	
	Code of Conduct & Conflict of Interest	78	
	Code of conduct & Creating an Ethical Culture in the Office	81	
	Code of Conduct & General Ethical Decision-making	81	
	Code of Conduct & General Ethical Obligations of All Public Servants	81	
	Code of Conduct & Improper Influence/Prohibited Contracting	81	
Results Driven - <i>Focuses on the results and how they are achieved. Does not confuse effort with results.</i>	Code of Conduct & Management :What Is Ethics In The Workplace?	81	
	Code of Conduct & Political Activity	81	
	Code of Conduct & Violations Reporting & Process	83	
	Communication Skills at Work	64	
	Creating a Healthy Work Environment	64	
Continual Learning - <i>Takes responsibility for behavior, mistakes, results and learns from successes and failures.</i>	Diversity and Bias in the Workplace	65	
	Diversity Training: Celebrating Diversity in the Workplace	72	
	Emotional Intelligence at Work	65	
	Extraordinary Leader- Going from Good to Great	72	
	Facilitation Skills for Leadership	77	
	Improving Personal Productivity	66	
	Introduction to Publisher - 2010	90	
Managing Yourself - <i>Establishes goals, deliverables, timelines, and budgets with little or no motivation from superiors.</i>	Introduction to SharePoint 2010	90	
	Introduction to Visio - 2010	90	
	M.E.E.T For Respect in the Workplace	77	
	Managing Self During Times of Transition	67	
	People Smart Series	75	
	Positive Psychology and Personal Choice	67	
	Problem-solving & Decision-making	78	
	Project Management Foundations	75	
	Project Management Techniques & Tools	75	
	Project Management: Understanding Project Life-Cycle	75	
Interpersonal Skills – <i>Treats others with respect, trust, and dignity; works well with others by being considerate of the needs and feelings of each person they encounter.</i>	Stepping up to Supervisor	78	
	The Great Workplace: Building Trust and Inspiring Performance workshop	77	
	What's My Team Member Style?	70	
	What's Your Communication Style	70	
	Technical Credibility – <i>Stays abreast of current developments and trends that are relevant to the position. Makes effective use of technology to achieve results.</i>		

GO TO  **Course Offerings on page 59 for a full description of each course**

Leadership-Based Courses

SKILL	COURSE	PAGE
	Leading Others	
Teamwork/Teambuilding- <i>Uses appropriate interpersonal skills to steer the team toward the goal; allocates resources to accomplish tasks with maximum efficiency.</i>	Building Trust	60
	Business Etiquette: Gaining that Extra Edge	61
	Change: Mastering the Change Curve	62
	Coaching: A Leadership Skill	76
	Communicating With Your Boss	64
	Communication Skills at Work	64
	Communication Strategies	72
	Conflict resolution: Dealing with Difficult People	78
	Conflict Resolution: Getting Along in the Workplace	78
	Coping with Conflict	64
Communicating Effectively- <i>Timely convey decisions to all employees as needed and takes follow-up action to support decisions made.</i>	Creating a Healthy Work Environment	64
	Critical Thinking: Learn the Art of Critical Thinking	64
	Dealing with Difficult People	65
	Diversity Training: Celebrating Diversity in the Workplace	72
	Exploring Team Dynamics: Fostering Effective Teams	77
	Extraordinary Leader: Going from Good to Great	72
	Fearless Facilitation (Managing Meetings)	72
	Generation Gap: Closing the Generation Gap in the Workplace	72
	Leading Across Generations	73
	M.E.E.T For Respect in the Workplace	77
Developing Others- <i>Creates developmental opportunities for employees to be more effective in their roles and places individuals in roles and assignments that contribute to their personal and career development.</i>	Meeting Management: The Art of Making Meetings Work	73
	Motivation for the Workplace	67
	Motivation Training: Motivating your Workforce	77
	Negotiating for Results Series	75
	People Smart Series	75
	Performance management: Managing Employee Performance	75
	Problem-solving & Decision-making	78
	Public Speaking: Speaking Under Pressure	68
	Stepping up to Supervisor	78
	Succession Planning: Developing & Maintaining a Succession Plan	76
Leverage Diversity- <i>Creates and sustains a workplace culture in which employees from diverse backgrounds and perspectives can succeed.</i>	Supervisor 40 Hour Workshop	78
	The Art of Influencing Others	69
	The Leader Challenge Workshop Series	76
	What's Your Communication Style	70

GO TO  **Course Offerings on page 59 for a full description of each course**

Plan Your Career Path at Bernalillo County

Welcome to the county!!!!



Can I move up in the county?

Career pathing is the process that allows an employee to chart their own course at Bernalillo County. Career pathing involves taking the time to understand what knowledge, skills, personal characteristics, and experience an individual employee may have to progress their career laterally or through a promotion.

The county is comprised of many departments with a variety of job positions. The possibilities to learn a new trade or try a new field are endless.

Job Opportunities:
Supervisor
Assistant Supervisor
Project Manager
Fire fighter
Sherriff
Accountant
Business Analysts
Director
Manager

The County of Bernalillo offers great opportunities for its employees to look within to meet their professional needs and aspirations.



How do I qualify?

Your path starts with you!



How do I find out what jobs are open at the county?

Visit the county online job website to view open jobs at: <http://agency.governmentjobs.com/bernco/default.cfm>



Educational Assistance Program

What type of training is available at the county to improve my skills?



What skills do I have?

What do I enjoy doing?

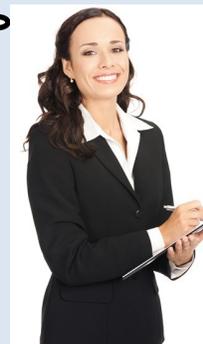
What am I good at?

What am I interested in?

The county offers a variety of classes to meet your goals & needs



Skill-based training
Technical Training
Leadership & Skill-based Workshops



Visit the training and organizational development website at: www.bernco.gov/humanresources/training for classes and dates

Fun Facts



Laughing lowers levels of stress hormones and strengthens the immune system.

On average, women say 7,000 words per day. Men speak just over 2,000.

There are 19 different types of smiles that can be put into two categories: Polite "social" smiles, which engage fewer muscles; sincere "felt" smiles that use more muscles on both sides of the face.

Your body uses 300 muscles to balance itself while standing still.

The width of your arm span stretched out is equal to the length of your whole body.

Smiling triggers the body to release endorphins and will elevate your mood instantly.

Women have a better sense of smell than men.

Lack of water is the #1 trigger of daytime fatigue.

Stress can result in more headaches as the body reroutes blood flow to other parts of the body.

The brain only takes up about 2 percent of our total body weight, but uses twenty percent of our body's energy.

It takes approximately 12 hours for food to entirely digest.

It takes twice as long to lose new muscle if you stop working out than it did to gain it.



the FAQ'S about my EAP

(Employee Assistance Program)

We understand the complex challenges facing all types of organizations. These challenges create intense stress and subsequent human reactions. Our primary focus as professionals is to create easily accessible solutions to the challenges facing organizations in the new millennium.



What is my Employee Assistance Program (EAP) Benefit?

Your EAP is a free, professional and confidential counseling program designed to assist employees and their family members with anything they perceive to be a problem. Our counselors are licensed professionals with extensive experience in the field of brief counseling. The intent is to problem-solve within the number of sessions allowed by your EAP benefit. If the issues require additional services, our counselors will help you access your mental health benefits, community resources, self-help groups or other services quickly and efficiently.

How many sessions do I have with a counselor?

Each employee or family member receives up to six sessions per problem, per problem year. The benefit is available to the employee and his/her immediate family members upon date of hire.

Is the benefit available for any period of time following termination?

Should the employee terminate, the EAP remains an accessible benefit for 90 days beyond date of termination. If EAP is accessed initially during the 90 day period, employees and/or family members have one year from date of first visit to complete all sessions.

Is it possible to contact The Solutions Group for referrals to community services or resources?

Yes employees and/or family member have unlimited accessibility via phone in order to explore available resources. Should phone sessions last longer than thirty (30) minutes, they will count toward the six available sessions.

Who can use my EAP?

Employees and those considered to be members of their immediate family living in the same household can utilize EAP benefits.



What does it cost?

The benefit is pre-paid by your employer and is free to employees and their immediate family members living in the same household.

Are services confidential?

All EAP services are confidential. If information needs to be released, your written permission is required. Exceptions to this would include the possibility of harm to self/others; abuse of any kind or subpoena by a court of law. In order to access your EAP, call 254-3555 or 1-866-254-3555 to talk to an EAP counselor. If you have a crisis or emergency, counselors are available by phone after hours. Emergency access is available 365 days a year, 24 hours a day.

What if my experience with The Solutions Group is unsatisfactory?

At The Solutions Group we pride ourselves in paying close attention to needs of both the employee and the organization. If you should ever have a negative experience with are organization, we ask that you contact your human resources department with the issue or contact us directly. We will investigate the complaint and rectify it immediately. If you find a counselor is not a good "fit" for you; simply ask to be booked with another counselor.

What types of issues do you address?

Below are examples of issues we commonly see. If you find yourself troubled by any problem, the EAP is a great place to start!

Marital Conflict	Anxiety	Depression
Drug/Alcohol Abuse	Workplace Issues	Relationship Issues
Family Challenges	Workplace Issues	Child/Elder care
Gambling	Conflict Resolution	Other Concerns

www.solutionsbiz.com

1240 Pennsylvania NE, Suite C* Albuquerque, NM 87110
(505)254-3555 main*(505)254-3535 fax*866-254-3555 toll free

Coming

FY15

Leadership Summit

Want to learn new skills?

Enhance the skills you already have?

The Leadership Summit will consist of a variety of topics based on core competencies. Come join us!



Succession Planning Workshop

The succession planning workshop will help leaders within Bernalillo County identify and develop key employees to ensure the sustainability of the county.

Succession planning is more than simply replacing a position when someone retires/leaves and the position becomes vacant.



It is an ongoing process that involves: identifying, assessing and developing individuals to ensure leadership and management continuity throughout the county.

BrandYourSelf WorkShop

Your appearance, knowledge, skill, and the way you present and market yourself create an impression that can have a major effect on you as an employee and who you work for.



Come join us and learn how to put your best foot forward, for today, tomorrow, and the future .

The Project Management Series

- Foundations of project management
- Managing projects skillfully through understanding the project life-cycle
- Mastering the tools & techniques of scheduling & budgeting



- 3 Check the training calendar for dates and times
- 3 Look for announcements on the Insider or posted at your local administrative office
- 3 Call of us at (505)468-1595 for more information

Career



Services



About Career Services

Career Services is a comprehensive list of resources to help you prepare for success in your career at Bernalillo County. In this section we give you tips on how to create a resume, tips on writing a cover letter, and resources that will help you in your self-development.

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Resumes

How to Write a Resume

A great resume consists of:

- ◆ Being 100 percent honest about the information you put on the resume
- ◆ Use positive words
- ◆ Be brief and concise
- ◆ Tailor your resume to the specific position
- ◆ Highlight your strengths
- ◆ Proofread your resume
- ◆ Have a friend/relative edit resume
- ◆ Limit resume to 1-2 pages

What is the right format?

- ◆ Keep resume brief and organized
- ◆ Keep font to 10 or 12 point, use Arial, Calibri, or Times New Roman
- ◆ Use active verbs to describe information
- ◆ Use one of these three formats: chronological, functional, and combination

What are the types of resumes?

Chronological

- ◆ This is the most common of the three types
- ◆ It lists your work history with the most recent position and company first
- ◆ Jobs are listed in reverse with the most current or recent job first

Functional

- ◆ This type is used for people changing careers
- ◆ Focuses on your skills and experience
- ◆ Highlight strengths more effectively

Combination

- ◆ Represents a combination of both the chronological and functional resume
- ◆ This format states relevant qualifications up front, as well as the employment timeline

Tips:

Free templates are available from a variety of sources; use Google to research resume templates.

Microsoft Word - Templates are located inside the Microsoft "Word" software. Follow the information below to access templates located in Word 2010.

- ◆ Click on File within the ribbon
- ◆ Click on **New** located halfway down the page
- ◆ In the **search button**- type resumes
- ◆ Choose a resume template



Resumes

Creating a Good Resume

Summary of Qualifications (Goal or Objective)

This is a statement of your goals for employment, typically listed at the top of the resume. Writing an objective is optional, but it will sell a potential employer on your skills and that show you are familiar with the job that you are applying for.

Education

If a job requires a certain level of education it is important to ensure that information is accurate and concise for the potential employer. Ensuring that information is accurate will make it easier for a potential employer to confirm that you meet the minimum requirements. Include any certifications, credits earned, or anticipated education. Most employers will ask for transcripts for verification of any education that is listed.

Employment History

Accurately list all information for each job; start with the most current or last job held, and work backwards to fill in the information. If there are gaps in employment, make sure to account for the time by explaining the gaps.

The following information is generally required for employment history:

- ◆ Name of employer and address
- ◆ Dates employed
- ◆ Job title
- ◆ Description of performed duties
- ◆ Description of accomplishments (How did you add value?)

Additional Information

- ◆ Include paid and non-paid experiences
- ◆ Use descriptive action verbs
- ◆ Include affiliations to professional memberships, offices held in clubs, awards, conferences, club or organizations, community involvement, and any other relevant information enhancing your qualifications and unique career experiences

References

Use a separate sheet of paper to list your references. Use same format as the resume to create the reference sheet. Include the reference name including their title, credentials, company they work for, phone number, and email address.

Tips & Tricks

- ◆ Ensure dates of employment are accurate; it is important not to skip this part
- ◆ A detailed job description is important to ensure that you are marketing yourself correctly
- ◆ Highlight your strengths
- ◆ Look for key words in the job description and use them in your resume
- ◆ Use action verbs
- ◆ Be brief, articulated, and concise
- ◆ Edit and rewrite sentences as needed, make sure there are no run-on sentences

How do I choose the right resume format?

- ◆ If you want to **stay** in the same field and have a steady work history, then **chronological** is the right format for you.
- ◆ If you want to **change** your field or have gaps in your employment history, then **functional** is the right format for you.
- ◆ If you are a student, recent graduate, re-entering the job market, older worker, or career changers, then a **combination** is the right format for you.

Resumes

Action Verbs

What are Action Verbs?

The Webster Dictionary defines a verb as “a word (such as *jump, think, happen, or exist*) that is usually one of the main parts of a sentence and that expresses an action, an occurrence, or a state of being.”

Why are Action Verbs important?

Use action verbs to describe skills and experiences related to the job you are applying for and past experiences. Resumes and cover letters are enhanced by the choice of action verbs used to describe a past or present position. Remember to use present tense if you currently have a job, but are seeking a new one.

Communication Skills		Management Skills		Financial Skills	
Addressed	Involved	Administered	Increased	Administered	Measured
Advertised	Lectured	Analyzed	Managed	Adjusted	Planned
Arranged	Negotiated	Consolidated	Motivated	Aalyzed	Programmed
Articulated	Participated	Delegated	Navigated	Assessed	Projected
Condensed	Promoted	Developed	Organized	Audited	Reconciled
Consulted	Reconciled	Directed	Oversaw	Balanced	Reduced
Contacted	Reported	Evaluated	Planned	Calculated	Researched
Defined	Specified	Executed	Produced	Computed	Retrieved
Developed	Summarized	Enhanced	Reorganized	Determined	
Directed	Wrote	Executed	Restored	Developed	
Edited		Generated	Scheduled	Estimated	
Expressed		Handled	Supervised	Forecasted	
Furnished		Hired	Strengthened	Managed	
Interpreted		Improved		Marketed	

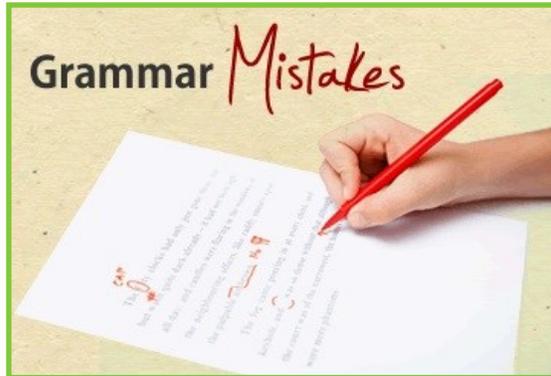
Organization/Detail Skills		Technical Skills		Research Skills	
Approved	Monitored	Adapted	Operated	Analyzed	Measured
Arranged	Obtained	Assembled	Programmed	Clarified	Organized
Cataloged	Operated	Built	Rectified	Collected	Researched
Categorized	Ordered	Calculated	Repaired	Compared	Solved
Charted	Organized	Computed	Replaced	Critiqued	Summarized
Classified	Prepared	Constructed	Solved	Determined	Surveyed
Distributed	Recorded	Converted	Specialized	Diagnosed	Tested
Executed	Registered	Debugged	Standardized	Evaluated	
Filed	Reviewed	Designed	Studied	Examined	
Generated	Scheduled	Developed	Upgraded	Formulated	
Implemented	Supplied	Engineered	Utilized	Gather	
Inspected	Updated	Fabricated		identified	
Logged	Validated	Installed		Investigated	
Maintained	Verified	Maintained		Located	

Resumes

Common Resume Mistakes

Ask yourself this question: Does it matter if I make a mistake on my resume?

It does and in fact it is the quickest way to get screened out of a potential job. In addition to typos and grammatical errors, the biggest mistake is submitting a resume that doesn't match the job for which you are applying. Most employers use screening software that will take you out of contention. Below are some of the most common resume mistakes and tips on how to avoid them.



Avoid misspellings and grammatical errors. Spell check then proofread by placing a finger on each word. Have your document reviewed by a friend or family member. It's hard to catch your own mistake, so having someone else read your resume for you will help. Reading it out loud is another option for catching mistakes.

Avoid not including keywords that match the job posting. Your resume should include the same keywords that appear in the job listing. If your resume doesn't have the right keywords, it most likely won't get passed the screening process because you won't appear to be a fit for the job.

Avoid having too much information. Don't tell your readers everything about each job you held. Focus on the highlights; keep your document to one or two pages in cases outside of academic and research settings. Use formatting techniques like bullets and short paragraphs to enhance readability.

Avoid writing resume objectives that don't match the job. Avoid using an objective statement which doesn't correspond well with the focus of the target job.

Avoid including a career summary that doesn't match the job requirements. Don't use a mismatched summary of qualifications at the top of your resume. Your key assets in the summary should match many of the key job requirements or else leave it off.

Avoid writing position descriptions that don't show what you accomplished. Avoid job descriptions which simply list your duties or responsibilities. Write active statements which showcase relevant skills and accomplishments.

Avoid being too modest. Share any awards or recognition you have received in a matter-of-fact manner i.e. "Promoted to director after increasing gross sales by 35 percent."

Example of a Resume

JANE K. DOE

123 Main Street ♦ Santa Barbara, CA 12345

Phone (877) 875-8776 ♦ Fax (904) 239-3165 ♦ Info@greatresumesfast.com

Accomplished and multi-faceted buyer with over 12 years of professional expertise in the fashion industry. Exceeds goals with an effective management style, superior communication skills and strategic business development planning. Successfully secures sales and revenue by capitalizing on growth opportunities.

Core Knowledge & Skills:

- | | | |
|-------------------------|-------------------------|----------------------------------|
| ♦ Market Analysis | ♦ Client Services | ♦ New Vendor Procurement |
| ♦ Brand Promotion | ♦ Account Management | ♦ Team Training & Mentoring |
| ♦ Inventory Maintenance | ♦ Sales Evaluation | ♦ Trend Anticipation & Forecast |
| ♦ Contract Negotiation | ♦ Personnel Management | ♦ Strategic Business Development |
| ♦ Revenue Enhancement | ♦ Merchandise & Display | |

PROFESSIONAL EXPERIENCE

SUNDANCE BEACH Goleta, CA
Purchasing Manager/Women's Buyer 2007 - present

Direct operations of merchandise purchasing, visuals and promotion. Purchase swimwear, sportswear, shoes, sandals and accessories for Women's and Girl's departments and supervise the purchasing and promotions for the men's department. Supervise a team of six.

- ♦ Contract with new vendors to increase profit margin from 43% to 53%.
- ♦ Reduced inventory costs by \$50,000 through controlled purchasing and inventory maintenance.
- ♦ Analyze and control OTB and current inventory for maximum profit.
- ♦ Created and implemented private label program for women and men with a 60% starting margin.
- ♦ Recommend procedures to reduce RA and sale merchandise.
- ♦ Oversee merchandising and display for women's department.

LUCY LOVE Costa Mesa, CA
Account Executive 2002 - 2007

Managed all aspects of vendor accounts including establishing new accounts, maintaining inventories, collaborating with vendors for promotional demonstrations, and facilitating regional and national trade shows.

- ♦ Increased sales from \$20,000 to \$500,000.
- ♦ Secured contracts with major vendors Nordstrom and Sport Chalet.
- ♦ Supplemented the account base by 30 plus new accounts.
- ♦ Consistent reorder follow up.

HAWK CLOTHING / QUICKSILVER Huntington Beach, CA
Account Executive 1998 - 2004

Secured vendors for an introductory clothing line. Coordinated and directed in-store promotional demonstrations to increase brand awareness.

- ♦ Spearheaded the successful introduction and promotion of new clothing by increasing sales to over \$1 million dollars.
- ♦ Expanded sales to include major market accounts.
- ♦ Responsible for all in store demos and skate demos
- ♦ Recognized with the *highest sales* award two years in a row.

PROFESSIONAL DEVELOPMENT

FASHION INSTITUTE OF DESIGN & MERCHANDISING San Francisco, CA
AA in Merchandising & Marketing 1995

Creating a Career Portfolio

Do you want to stand out in the crowd at your interview? If so, then create a portfolio to stand out from the crowd. Portfolios take a little time but once you have it created, updating it will be easy. Regardless of what you do for your job at the county, you can show your future boss that you are perfect for the position. A portfolio with real examples of your work communicates more than just the quality of your work. It demonstrates your passion and commitment.

What is a Work Portfolio? *A work portfolio is a sampling of some of your best work. No matter what kind of work you do, a portfolio showcases what you are great at.* Here are some examples:

- If you are a bookkeeper you can include a detailed list of the software that you use, example pages of types of reports you prepare, letters of recommendation.
- If you are a sheriff you can include sample case history notes, examples of your investigation process, reports about the types of technology and techniques that you use. A list of cases solved or training certificates.
- If you are project manager you can include samples of spreadsheets from projects that you worked on, your accreditations, certificates, awards, or reports that you have prepared.

Benefits of a portfolio

- Showing an interviewer what you can do with a portfolio lets them see how good you really are, and eliminates any question about you exaggerating your worth.
- Your work speaks for itself and will provide accurate information about your skill level.
- Spending the time to create a portfolio means you are very prepared to answer any interview question about your experience, skills, and past work.
- The time it takes you to find an example in your portfolio that speaks to the question asked gives you a chance to think through what is behind the question and organize what you want to say.

Steps to create a portfolio

1. Decide on a format. How will you use this portfolio? Will you show it in an interview?
2. Decide on a presentation binder. This is a very important step, presentation is everything.
3. Look at your skills. What have you done? Can you get screen shots of your work?
4. Look at yourself the way you think a potential employer would see you. Pay attention to the details.
5. Choose items to showcase your skills. Find the best examples of your work.
6. Choose items that are relevant to the job you are interviewing for. If you are looking at trying for a job in multiple areas, then create multiple portfolios.
7. Customize your portfolio to the job description.
8. Make a digital backup of your portfolio to keep it constantly updated.
9. Think ahead about how much time someone may spend looking at your portfolio.
 - Use visual examples, screenshots
 - Use small samples of large works if they take less space
 - If written work is the best way to showcase your skills, send it in advance or have copies in your portfolio to refer to.

Marketing Yourself



Why Market Yourself?

Marketing yourself is simply communicating in a positive way why someone would want to interact with you. Marketing yourself to others should never be that hard to do. Think of marketing as communication that the listener will find interesting and that will help prospective employers understand you better.

The way you speak, your appearance, and the way you act are all part of your personal marketing message of who you are. You want a prospective employer to know that you are a capable and trustworthy person. Here are some tips to help you learn to market yourself.

Learn how to market yourself. Keep positive and upbeat at all times. Don't allow yourself to get sidetracked or lose sight of yourself and your skills.

Be willing to take a step backward or a job at a lower level.

Sometimes you may have to accept a position at a lower level just to get the into the organization or the department.

Create a focused plan. Network constantly, at the job you have now or the job you want. Look for networking opportunities and research as much as you can about the potential employer.

When you land the interview, sell yourself. Set yourself apart by asking concise and focused questions specifically about the job you are interviewing for.

Dress for success. Appearance matters in any job. Your appearance has an impact on how others see you for a position you may be interested in.

Create an elevator pitch. Craft a short speech that demonstrates your knowledge of the company, department, or product.

Use social media to market yourself. Your social profiles and resume should match. Potential employers may go to LinkedIn, Facebook, or Twitter, to compare your resume to your social media profile. Join industry groups and share your knowledge.

Cover Letters

Do's & Don'ts

The job market is extremely competitive and neglecting your cover letter is a big mistake. Why? A cover letter is your first opportunity to tell a prospective employer about yourself, and to do so in your own words.

- ◆ **Do**—Personalize your letter
- ◆ **Don't**—Send a generic cover letter
- ◆ **Do**—Address the specific job advertised
- ◆ **Don't**—Make the reader work too hard
- ◆ **Do**—Get to the point
- ◆ **Don't**—End your letter passively
- ◆ **Do**—Write and edit your letter with great care

Yes, my dear, it's true, you really should submit a cover letter with your resume even if it's not required.



Use key words from the job description in the body of the cover letter

Don't forget to spell check!

Cover Letter Template

Salutation

Dear [insert name of hiring manager],

Body

First paragraph: Mention the job you're applying for and where you found the job listing.

Middle paragraphs: Discuss your qualifications. These paragraphs should be specifically tailored to requirements posted in the job listing. You might also consider including why this specific company interested you in the first place. Limit this section to two to three paragraphs.

Final paragraph: Discuss the next steps. If you are going to follow up in one to two weeks, mention a specific date. If you would prefer to leave the ball in their court, say that you look forward to discussing your qualifications further. Also provide your email address and phone number. Don't forget to thank them for their time.

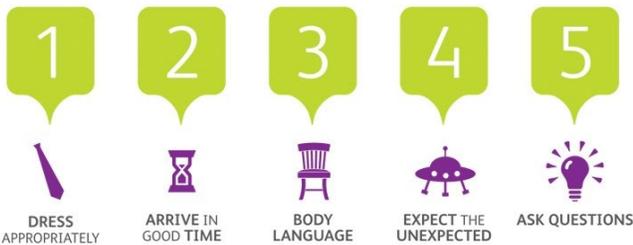
Close

Best,
[insert your name]

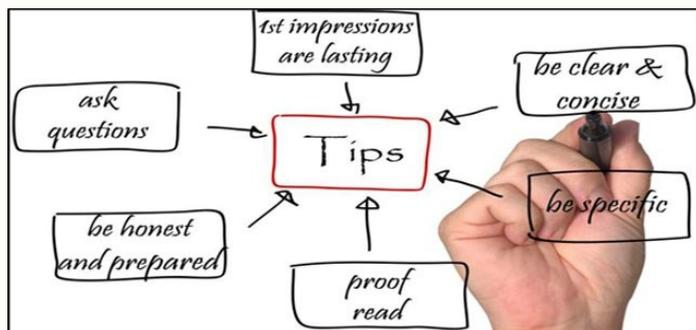
Preparing for the Interview

Everyone has a variety of values, traits, skills, and experiences that make them the right candidate for a new career choice. But to get the job you must demonstrate that you are the right person when you are being interviewed. How do you do that? Here is some great information to help you reach your goals whether you haven't interviewed in a long time or you are a seasoned interviewee, these tips are here to help you accomplish your goals.

INTERVIEW



What exactly is an interview? The job interview is a conversation between a job-seeker and a representative of the employer. Generally the interviewer is someone from human resources or the manager of a particular department. In either case, the purpose of the meeting is the same. The interviewer wants to know if you would make a good employee.



How important is the interview? In a nutshell, the interview is everything. It's where the employer makes a decision. Studies say interviewers often make up their minds within the first 15 minutes of the meeting.

10 Steps To a Great Interview

Learn about the organization– Use the internet as a resource and learn about the organization. If you want to change departments or divisions within the county, take the time to learn as much as you can by networking.

Learn about yourself– Write down your strengths and areas that you are working on in reference to the job you are interviewing for.

Learn and prepare questions to ask– Develop a list of questions based on your research. The level of your questions will help the interviewer know the depth of your insight and ability to do the job you are interviewing for.

Prepare answers to common questions– Prepare answers ahead about your educational background, character traits, management ability, suitability for the job, salary history and requirements.

Prepare and rehearse– Have a friend role play with you and do a mock interview.

Be positive and make a good impression– Maintain eye contact at all times, be friendly and open, be likeable and outgoing, and most of all dress professionally. Tell a story, people remember stories easier than direct answers.

Stay on target– Choose major points you want to make, be flexible enough to adapt to a normal conversation but don't lose track on the points you want to make.

Know your weaknesses/opportunities– Everyone has opportunities to grow. The question will come up about your weaknesses; remember to keep your answers positive and ensure you answer carefully.

Avoid common mistakes– Talk about your past positively and speak about the future. Don't blame others, chew gum, or look at your watch. Always say "thank you" and remember to find out what the next steps are the process are.

You won– Clarify the job description, salary, and benefits, prior to accepting a position.

Changing Careers

*"IT'S NEVER TO LATE
TO BE WHO YOU
MIGHT HAVE BEEN."*

~George Elliot

Tips to Pursue a Financial Career

Finance careers offered here at Bernalillo County include positions in Accounting, Budget & Business Improvement, Purchasing and Risk Management Departments. Departments in this division fulfill the county's mission by utilizing financial best practices in managing risk mitigation internal controls

If seeking a career in this area, consider the following educational requirements:

- A bachelor's degree is required for most positions in the finance field. However, there are some cases in which an associate degree would be sufficient.
- An associate's degree with a focus on finance can usually be earned in two years or less.
- A master's degree in finance can be earned in one to two years or less after completing a bachelor's program and is often preferred for a manager or director position.

Tips to Pursue a IT Career

Information technology (IT) specialists work varies widely: They upgrade computer software; deal with computer networks, all computers issues, as well as, set up and maintain the servers; customize software products to be used; build websites; and build and maintain the databases. Here are some generally accepted educational achievements for a candidate seeking employment in the information technology field:

- A four-year bachelor's degree, preferably in computer or information science, or another related field.
- A master's degree in Information technology or a related field for candidates interested in higher management position.

Ten Steps to a Successful Career Change

1. Evaluate your current job satisfaction
2. Assess your interests, values and skills through self-help resources
3. Brainstorm ideas for career alternatives
4. Gather information on several fields of interest
5. Read trade magazines or journals related to your field of interest
6. Shadow professionals in fields of primary interest
7. Identify volunteer and freelance activities related to your target field
8. Investigate educational opportunities that would bridge your background
9. Look for ways to develop new skills in your current job
10. Consider alternative roles within your current field

Tips to Pursue a Human Resource Career

HR is a professional career that demands integrity, confidentiality, and a high level of interpersonal interaction. Increasingly, for a successful career in HR, you will also need business management, finance, or accounting education. Here are some generally accepted educational achievements for a candidate seeking employment in the Human Resources field:

- A four-year bachelor's degree, preferably in human resources, personnel, management, training and development, business, or another related field
- A master's degree in human resources or a related field for candidates interested in higher management positions

For more information on changing careers go to our website located at www.bernalillocounty.gov/hrtraining

To sharpen your skills and learn new ones, visit our training calendar located on the Insider for dates and times and sign up for a class.



Educational Assistance Program

1

The employee must pay for the course initially and will be reimbursed upon successful completion (see reimbursement) if in compliance with procedures outlined in this policy.

How does the Educational Assistance Program work?

It is as easy as 1, 2, 3

Important

Employees are required to maintain employment with the county for one (1) year after completion of the course (s).

If an employee **DOES NOT** remain employed for one (1) year, the employee **MUST REPAY** the financial assistance from the reimbursement for the course (s).

2

ELIGIBILITY: To be eligible, an employee must be full-time, benefit-eligible and been employed with Bernalillo County for a minimum of nine (9) months.

3

Applications must be submitted to the Benefits Section of the Human Resources Department prior to the first day of class.

Additional Information

Courses must be for post-secondary credit (s) toward a degree or recognized certificate

Loans which an employee incurs to pay for educational expenses are not considered financial assistance for the purposes of this procedure.

Reimbursement Guidelines

Reimbursement will be made only after satisfactory completion of the course (s). Go to the insider for additional information or call the benefits department.

Employees may be reimbursed for up to 2 (6 credit hours) courses per semester, up to 5 semesters per fiscal year.

University Partnerships

The county has partnered with the University of Phoenix to offer Bernalillo County employees these opportunities for personal growth.

- Tuition reduction
- College credits for identified courses offered by Bernalillo County



For more information on the Educational Assistance Program contact HR Benefits |(505)468-1500



SELF DEVELOPMENT

ADDITIONAL RECOMMENDED DEVELOPMENT SOLUTIONS FOR LEADERS AND POTENTIAL LEADERS

We understand that the challenges you face often cannot be resolved with a single training course. To help, we have developed the following recommended solutions for your most common challenges.

These solutions help the county overall to succeed in today's world because they incorporate multiple development components that will result in a skilled workforce.

Community Leadership

- Get involved in the community
- Become a nonprofit volunteer or board member
- Participate in fundraising events or walks/runs/bike rides

Networking

- Participate in networking
- Join a professional organization
- Attend industry association meetings

Mentoring/Coaching

- Obtain a mentor or a coach

Advocacy/Exposure

- Work with your manager to get exposure to the right projects and people
- Shadow someone
- Conduct an informational interview with someone in a role that interests you
- Request stretch assignments or expanded job responsibilities

Education

- Pursue bachelors or advanced degree-check out the tuition reimbursement policy
- Acquire certifications in your field
- Attend workshops or conferences
- Read articles and books on topics that apply to your interest, industry, your function, and job role
- Develop your project management skills

Communications/information

- Visit and read BernCo Insider to learn more about what's going on at Bernalillo County
- Local/Online Libraries
- Business Books
- Abstracts Online
- Visit HR Training Library

On-the-Job-Experiences

- Participate on cross functional project teams to get exposure to new people and experiences
- Work with your manager to get assigned stretch assignments to grow your skills
- Conduct one-on-one coaching sessions
- Provide feedback to peers and direct reports on an ongoing basis
- Design and facilitate a teambuilding event

Course Offerings

**REGISTER
NOW**

Professional Development

Computer-Based

Management & Leadership

Wellness

Supervisor Development

Safety

Policy Compliance

A.C.T with Integrity™

A.C.T. with Integrity™ is designed to help people learn how to “do the right thing, for the right reasons, in the right way.” A.C.T. will help you learn to recognize the most common business ethics and compliance situations. This course will provide a clear, easy-to-use model that will help you think things through to arrive at the most appropriate action to take to ensure the continuum of the integrity of the organization.

Learners: All Bernalillo County employees

Offered: Second & Fourth quarter

Course Length: 4 hours

Build skills in the area of: Ethics, trust

Related Courses: See policy section starting on page 78

**Anger Management (Understanding Anger)**

Anger is a universal experience. You don't have to be a psychologist to know that managing your anger productively is something few individuals, organizations, and societies do well; the co-worker who can productively confront a teammate about his/her negative attitude helps to increase the team's chances of success. In this workshop, recognize how anger affects your body, your mind, and your behavior. Learn the five-step method to break old patterns and replace them with a positive, assertive way to control your emotions.

Learners: All Bernalillo County employees

Offered: First & Second quarter

Course Length: 8 Hours

Build skills in the area of: Communication

Related Courses: Creating a Healthy Work Environment, Positive Psychology and Personal choice™

**Budgets & Managing Money**

For managers in today's business world, it's essential to have a working knowledge of finance. If you don't have training or a background in finance, you may be at a disadvantage as you sit around the management table. Understanding the cycle of finance will help you figure out where you fit into your company's financial structure; understand basic financial terminology; enhance your decision-making skills by integrating financial management concepts into your thinking; control the flow of money through your department; understand the budgeting process and forecasting techniques.

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 4 Hours

Build skills in the area of: Planning and organization

Related Courses: N/A

**Building Trust**

Building trust is a learnable and measurable skill that makes organizations more profitable, people more promotable, and relationships more energizing. It is the critical link to high involvement and high energy in the workplace. Trust is a primary factor in how people work together, listen to one another, and build effective relationships. Yet many people are unaware of the actions that influence trust. Trust is a critical link to all good relationships, both personal and professional. This interactive workshop will teach you how to build trust with your boss, your peers, and in relationships.

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 4 Hours

Build skills in the area of: Teamwork, Communication

Related Courses: People Smart™, build work relationships

**Building Work Relationship Tools**

In this course we will take a look at personality and how personality impacts the way we are and how we interact with others. In this course learn to identify the key characteristics of the four temperament styles; identify their primary temperament style through self-discovery process; understand the skill sets, behavioral needs, values, and stressors of the temperaments; and practice bridging differences to build work relationships.

Learners: All Bernalillo County employees

Offered: Fourth quarter

Course Length: 4 Hours

Build skills in the area of: Trust, communication, teamwork

Related Courses: Building Trust, The Great Workplace

**Building your Self-Esteem & Assertiveness**

Building your self-esteem is essential for confidence and success, and it all begins with you. We tend to be harder on ourselves than we are on anyone else in our lives. In this workshop you will discover some simple techniques that change how you feel about yourself. You will learn how to develop techniques for making a positive first impression, turn negative thoughts into positive thoughts, and find ways to connect with others.

Learners: All Bernalillo County employees

Offered: Fourth quarter

Course Length: 4 Hours

Build skills in the area of: Communication, teamwork, quality of Work

Related Courses: Managing Self During Times of Transition, Positive Psychology & Personal Choice™, Public Speaking Series



Business Ethics for the Office

What exactly makes a decision ethical? If you are looking for easy answers to solve every ethical decision this workshop will not provide you with them, however this workshop will help you define your ethical framework to make solving those ethical dilemmas easier. In this workshop we will teach you tools to use when you are faced with an ethical decision, techniques you can use so that you do not get stuck in an ethical quandary.

Learners: All Bernalillo County employees

Offered: Fourth quarter

Course Length: 8 Hours

Build skills in the area of: Integrity, Trust, Communication

Related Courses: See policy section starting on page 78



Business Etiquette: Introduction to Business Etiquette

Learn the universal, but often unspoken, expectations of professionalism and business etiquette. In this workshop you will learn to understand and apply the key elements of professionalism and business etiquette, operate in any business environment with confidence, build trust and personal equity, regardless of skill level, years of experience or education.

Learners: All Bernalillo County employees

Offered: First & Third quarter

Course Length: 4 Hours

Build skills in the area of: Communication, interpersonal skills

Related Courses: Gaining the Extra Edge



Business Etiquette: Gaining that Extra Edge

Fear of embarrassment from doing or saying the wrong thing is one of the most common sources of stress in a business or professional setting. If you have had some awkward moments where you aren't sure which fork to use or which side plate is yours, or if you've ever had to make small talk with someone in a group and been at a loss for words, you know just how agonizing such moments can be. This workshop will reassure you that you can handle most of those socially difficult moments, and perhaps give you that extra edge in areas that you'd never thought of before.

Learners: All Bernalillo County employees

Offered: Second & Fourth quarter

Course Length: 4 Hours

Build skills in the area of: Communication, interpersonal skills

Related Courses: Introduction to Business Etiquette



Business Leadership: Becoming Management Material

This workshop is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done. At its core, leadership means setting goals, lighting a path, and persuading others to follow. In this course learn how to define and understand the role of a manager, the management challenge, and the functions of management.

Learners: All Bernalillo County employees

Offered: Fourth Quarter

Course Length: 8 Hours

Build skills in the area of: Leading others, leading the organization

Related Courses: M.E.E.T for Respect in the workplace



Business Writing: How to Write Reports and Proposals

Our aim is to teach the habits of good writing. With the proper attitude, a respect for how words work together and knowledge of the conventions of usage, your writing can be clear, concise, and easy to read. In this course you will learn to learn the value of good written communications; to prepare reports and proposals that inform, persuade, and provide information.

Learners: All Bernalillo County employees

Offered: Fourth Quarter

Course Length: 8 hours

Build skills in the area of: Communication

Related Courses: All Business Writing Courses



Business Writing that Works (Intermediate)

Good writing is the novel you can't put down, a poem you can't forget, or a speech that changes the way you think and look at the world. In business writing, the language is distinct, with a clear point of view, and points are well written. In this course you will learn the value of good written communication, how to write and proofread your work, and learn skills to write clearly, concisely, and completely.

Learners: All Bernalillo County employees

Offered: Third Quarter

Course Length: 4 Hours

Build skills in the area of: Communication

Related Courses: All Business Writing Courses



Business Writing: Introduction to Business Writing

This course is an introduction to business writing. In this course you will learn the value of written communication, learn how to write and proofread your work so it is clear, concise, complete, and correct and apply these skills in real world situations. Understand the proper format for memos, reports, and letters.

Learners: All Bernalillo County employees

Offered: Second quarter

Course Length: 8 Hours

Build skills in the area of: Communication

Related Courses: All Business Writing Courses

**Business Writing: Advanced Writing Skills**

This is a one-day workshop for those who already are good writers. Our time will be devoted to writing letters of recommendation, of persuasion, of refusal or of action, that reflect current word usage and up-to-date formats. You can also become more skilled at writing business cases, proposals, and reports, and learn a bit more about e-mail etiquette

Learners: All Bernalillo County employees

Offered: Second & Fourth quarter

Course Length: 8 Hours

Build skills in the area of: Communication

Related Courses: All Business Writing Courses

**Business Writing: Writing Effective Email**

During class, participants will apply the principles to common writing situations, learn the seven traits of effective writing, guidelines for emails, and common errors to avoid. In addition, participants will receive the book "Write for Business." This is an excellent reference guide to use as a resource for any type of writing you may do at work.

Learners: All Bernalillo County employees

Offered: First quarter

Course Length: 8 Hours

Build skills in the area of: Communication

Related Courses: All Business Writing Courses

**Change and how to Deal With It**

Whether we like it or not, sometimes life can be constantly in an uproar. Some people welcome change and go with it, while others get upset, stressed out, and anxious. There is no real way to stop change, but there are ways to deal with change and uncertainty in a positive way. In this workshop; learn how to adapt to change, recognize that before you embrace a new way of life, you first must go through the process of grieving and of letting go of the way things used to be. Learn to see change as an opportunity.

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 8 Hours

Build skills in the area of: Communication, Negotiation, Diversity

Related Courses: Change– Mastering the Change Curve

**Change: Mastering the Change Curve**

Change is a part of everyday life. And if organizations want to remain competitive in the marketplace, they need to ensure their employees are equipped for the ride. That's why you need Mastering the Change Curve to help individuals, employees, and managers learn how to understand, accept, and move through each phase. In this class learn to pinpoint one's current stage in the change process, understand the change curve model, and identify productive change behaviors.

Learners: All Bernalillo County employees

Offered: 2nd quarter

Course Length: 4 Hours

Build skills in the area of: Communication, negotiation, diversity

Related Courses: Change and How to Deal With It

**Challenging Negative Attitudes in the Workplace**

Before looking at how you can challenge negativity in others, you must be sure that your own attitude is not a part of the problem. In this course learn to: adjust your own attitude regarding your work situation, control the impact of negative situations, deal with negative people more effectively, discriminate between situations that call for optimism versus pessimism, and use specific coping tools for dealing with change.

Learners: All Bernalillo County employees

Offered: Fourth quarter

Course Length: 8 Hours

Build skills in the area of: Communication, teamwork

Related Courses: Managing Self During Times of Transition



HRIS

Human Resource Information Systems

The Human Resources Information Systems (HRIS) section provides high-quality technology-based services to assist the Human Resources Department's mission as it applies to providing services for both County employees and the public. Included in these technology services are the following:

Administer and maintain the county's HR/ Payroll system (Empath), including the testing and implementation of new modules to increase efficiency and enhance user experience. In addition to Empath, the HRIS section also administers the following systems:

- **eTimeCard** (in-house developed application that tracks leave requests and allows employees to electronically sign their bi-weekly timesheet)
- **ePerform** (in-house developed application used to allow performance reviews to be completed online)
- **NEOGOV** (externally hosted software that is used to allow applicants to apply for county job openings online)
- **Educational Assistance Application** (in-house developed application that is used for the processing of educational assistance requests)
- **Document Tracker** (in-house developed application used for the tracking of internal documents and their routing)
- **Training Calendar Tool** (in-house developed application that allows employees to view and register for available training courses)
- **Labor Relations Admin** (in-house developed application that is used by the Labor Relations section for the testing of employees and applicants)
- **PDS Imaging** (internally hosted imaging system for the HR Department)
- **Reporting Services** (internally hosted web server that houses real time reporting for all HR systems)

Design and develop custom in-house software programs to assist both HR and county users to streamline processes, increasing productivity.

Provide fast and reliable access to all information systems.

Provide effective technology support for hardware and applications to all areas of the HR Department.

Promote and facilitate the effective integration of technology into the basic mission of the county through planning, programming, training, administering, and other support activities.

Develop, enhance, and manage the HR Department's enterprise servers to provide high speed, transparent, and highly functional connectivity among all HR information resources.

Facilitate the collection, storage, security and integrity of electronic data while ensuring appropriate access.

Develop and maintain highly effective, reliable, secure, and innovative information systems to support administrative functions.

Promote new uses of information technology within the HR Department through the support for exploratory and innovative applications.



For more information, contact HRIS at

|(505)468-1500 | HRIS@bernco.gov

Communicating With Your Boss

Communicating with authority figures can be challenging. In this engaging and informative class, participants will analyze various manager styles and characteristics, and discuss how to overcome barriers to communication.

Learners: All Bernalillo County employees

Offered: First & Fourth quarter

Course Length: 4 hours

Build skills in the area of: Communication

Related Courses: Emotional Intelligence, Enhancing Communication Skills

**Communication Skills at Work**

Being able to interact well with our coworkers and clients in the workplace is a must for all employees. However, everyone has their own communication style. This interactive workshop will focus on communication styles as well as provide tools for successful communication in the workplace.

Learners: All Bernalillo County employees

Offered: Second quarter

Course Length: 4 hours

Build skills in the area of: Communication

Related Courses: All communication courses

**Controlling Anger Before it Controls You**

It is said that anger is a basic emotional response; just as fear, sadness, happiness, or disgust are also basic emotional responses. In this course you will learn to explore the causes of anger, the different ways that anger presents itself, and tools to cope with your anger. You will learn to manage your own anger effectively, recognize when anger is the behavior that you are faced with even if it is masked as something else, and to recognize and respond to or diffuse anger in your work, family, and social life.

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 8 Hours

Build skills in the area of: Communication, teambuilding

Related Courses: Managing Self During Times of Transition

**Coping with Conflict**

Conflict is a normal and necessary part of the workplace environment. Resolving conflict does not have to be a negative experience. Out of conflict comes professional and personal growth. Conflict styles and management techniques will be explored as well as practiced during this interactive and insightful workshop.

Learners: All Bernalillo County employees

Offered: Fourth quarter

Course Length: 3 Hours

Build skills in the area of: Communication, conflict resolution, teambuilding

Related Courses: Managing self during times of transition, Dealing with difficult people, Emotional Intelligence

**Creating a Healthy Work Environment**

Our organizations rely on our customers and employees for continuous success. But what happens when the health and well-being of our staff becomes challenged? How do we motivate and support our employees? Come to this informative and interactive class which focuses on exploring the environment and culture of your workplace. We will identify health needs and find ways to foster healthy Workplaces.

Learners: All Bernalillo County employees

Offered: Fourth quarter

Course Length: 4 Hours

Build skills in the area of: Teambuilding, communication

Related Courses: Emotional Intelligence, Positive Psychology and Personal Choice™

**Critical Thinking-- Learn the Art of Critical Thinking**

Critical thinking is a valuable skill in the workplace. It enables employees to think independently, make better decisions, deal with change quickly and effectively, think more creatively, and be more self-reflective. Critical thinking helps you to do the following: detect inconsistencies and common mistakes in reasoning, recognize your own assumptions and bias; identify the importance and relevance of various ideas and reach well-reasoned conclusions and solutions.

Learners: All Bernalillo County employees

Offered: Fourth Quarter

Course Length: 4 Hours

Build skills in the area of: Communication, analysis, decision-making, problem-solving

Related Courses: Decision-Making & Problem-solving



<p><u>Customer Service: Critical Elements of Customer Service</u></p> <p>In this class we will focus on your behavior and how it impacts others, especially our customers. This course will help you to recognize that service delivery is an individual response value; understand how your own behavior impacts the behavior of others; develop more confidence and skill as a problem-solver; communicate more assertively and effectively; and learn ways to make customer service a team approach.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Third quarter</p> <p>Course Length: 8 Hours</p> <p>Build skills in the area of: Interpersonal skills, communication, quality of work</p> <p>Related Courses: All communication and customer service courses</p> 	<p><u>Customer Service: Introduction to Customer Service</u></p> <p>Whether your customers are external or internal, effective customer service is a requirement for all employees. In this class, participants will identify who their customers is and their needs, analyze and apply a five step customer service model, and identify ways to deal with difficult customers</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Quarterly</p> <p>Course Length: 8 Hours</p> <p>Build skills in the area of: Interpersonal Skills, communication, quality of work</p> <p>Related Courses: All communication and customer service courses</p> 	<p><u>Customer Service: Telephone Etiquette</u></p> <p>In this class, participants will identify their customers, analyze and apply a five step customer service model, and discuss methods to maintain engagement and clarity for phone calls.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: First& Third quarter</p> <p>Course Length: 4 hours</p> <p>Build skills in the area of: Interpersonal Skills, communication, quality of Work</p> <p>Related Courses: All communication and customer service courses</p> 
<p><u>Dealing with Difficult People</u></p> <p>The “know-it-all-expert”, the “Sherman tank” and the “Sniper”, do these descriptions sound familiar? This is a unique opportunity to learn about the characteristics of challenging people and how to cope when faced with challenging situations.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: First quarter</p> <p>Course Length: 4 Hours</p> <p>Build skills in the area of: Communication, diversity, quality of work, teamwork, and decision-making</p> <p>Related Courses: All communications courses</p> 	<p><u>Diversity and Bias in the Workplace</u></p> <p>Workplaces, like life, are not held in a vacuum. We work with many differences among coworkers and clients. These dynamics range from race and gender, class, sexual orientation, physical ability, and age differences. This unique workshop will address how diversity plays a significant part in our workday as well as our own understandings of bias and how it can be acted out even in the most seemingly innocent circumstances.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Second quarter</p> <p>Course Length: 4 Hours</p> <p>Build skills in the area of: Diversity, communication, teambuilding, and quality of work</p> <p>Related Courses: All communications courses</p> 	<p><u>Emotional Intelligence at Work</u></p> <p>Being able to cope with our own emotions and those of others is key in being successful in the workplace. Understanding and identifying the elements of Emotional Intelligence (EI) will be the primary focus of this workshop while also building skills to enhance workplace interactions.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Second Quarter</p> <p>Course Length: 8 Hours</p> <p>Build skills in the area of: Communication, teamwork, decision-making, teambuilding, and quality of work</p> <p>Related Courses: All communications courses</p> 

Classes offered Spring & Fall!

WORD



- Beginning
- Intermediate
- Advanced

POWERPOINT



- Beginning
- Intermediate

EXCEL



- Beginning
- Intermediate
- Advanced



Microsoft®
Office

VISIO



- Beginning

OUTLOOK



- Beginning

PUBLISHER



- Beginning

**Check the training
calendar for
dates and times**

Improving Personal Productivity

Based upon the seven core practices of highly effective people, this interactive workshop provides participants the opportunity to examine their own work and life habits as tools for improving personal productivity. Woven into this thought-provoking session is information on self-care, time management, stress management, communication and passion.

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 4 Hours

Build skills in the area of: Time management, communication

Related Courses: Project Management series, Stress Management



**Increasing Emotional Intelligence–
Managing Your Emotions at Work**

In this course learn how to manage your emotions at work by recognizing what types of situations (triggers) tend to make you angry, frustrated, and irritable; learn to use proven anger management techniques to diffuse emotion and refocus energy; and learn how to Identify opportunities to proactively squelch anger tendencies.

Learners: All Bernalillo County employees

Offered: Fourth quarter

Course Length: 8 Hours

Build skills in the area of: Communication

Related Courses: Emotional Intelligence



Managing Self During Times of Transition

During times of change and transition being able to maintain effectiveness through adaptability is not only needed, it is also challenging. Many times, organizational change includes learning to work within new work structures, processes, cultures, or job responsibilities. This session will utilize the “change reaction” assessment to identify individual responses to change and offer strategies to cope with challenges.

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 4 hours

Build skills in the area of: Adaptability

Related Courses: Creating a Healthy Work Environment



Motivation for the Workplace

A serious misconception in the realm of motivation is the thought that “what motivates me, must motivate you.” This misconception promotes an environment of misunderstanding and resentment when employees are not given the opportunity to explore their individual motivation. Join us on an interactive and dynamic journey to the heart of individual motivation and the value it can bring to the workplace.

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 4 Hours

Build skills in the area of: Communication, teamwork

Related Courses: Closing the Generation Gap in the Workplace



Positive Psychology and Personal Choice

In this informative and engaging class, participants will learn how to: build a foundation of resilience and positivity; networking; model the positive relationship behaviors; accept and embrace change at work; use flexible thinking to overcome obstacles; and implement stress management.

Learners: All Bernalillo County employees

Offered: First quarter

Course Length: 4 Hours

Build skills in the area of: Communication

Related Courses: Emotional Intelligence



Public Speaking: Presentation Survival School

A great presenter has two unique qualities: appropriate skills and personal confidence. In this workshop, you will master the skills that will make you a better speaker and presenter. During this workshop, you will identify ways to gain rapport with your audience, learn techniques to reduce nervousness and fear, recognize how visual aids can create impact and attention.

Learners: All Bernalillo County employees

Offered: Fourth Quarter

Course Length: 8 Hours

Build skills in the area of: Communication

Related Courses: Public Speaking Series, Communication courses



Public Speaking: Speaking Under Pressure

This workshop has been designed for those who are in positions where they must speak in front of audiences that are hostile or demanding. This material is also suitable for those who are relatively new speakers who want some encouragement to speak up in meetings or who want some training before they begin making presentations on behalf of the organization. Speaking under pressure, or thinking on your feet, is based on being able to quickly organize your thoughts and ideas, and then being able to convey them meaningfully to your audience.

Learners: All Bernalillo County employees

Offered: Second & Fourth quarter

Course Length: 4 Hours

Build skills in the area of: Communication, initiative

Related Courses: All Communication & Public Speaking courses, Train-the-Trainer series

**Public Speaking: Introduction to Public Speaking**

Does the thought of speaking in front of a group terrify you? Have you spoken to a group so many times you could do it in your sleep? Does the audience fall asleep when you are speaking? If you can answer “yes” to any of these questions then this workshop is for you! During this informative and entertaining workshop we will focus on the skills for preparing and giving a presentation. We will also explore ways to brighten up and energize presentations that you may already provide.

Learners: All Bernalillo County employees

Offered: First quarter

Course Length: 4 Hours

Build skills in the area of: Communication

Related Courses: All Communication & Public Speaking courses, Train-the-Trainer series

**Public Speaking: Speakeasy—Conquer the Fear of Public Speaking**

Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this workshop is just for you! It's aimed at anybody who wants to improve their speaking skills in informal situations. We'll give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 4 Hours

Build skills in the area of: Communication

Related Courses: All Communication & Public Speaking courses, Train-the-Trainer series

**Resume' Writing 101**

In this course learn the most important aspects of your resume'; nuts & bolt of constructing your resume, cover letter basics, and learn how to interview.

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 4 Hours

Build skills in the area of: Communication, Job Knowledge

Related Courses: Business Etiquette Series

**Skills for Getting Along in the Workplace**

Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with or report to at the very least we should be able to interact positively with them. The biggest influence on job satisfaction is our relationship with others. However, our work should not be a burden to us, and our offices shouldn't be battlefields.

Learners: All Bernalillo County employees

Offered: Fourth quarter

Course Length: 8 Hours

Build skills in the area of: Customer Service, Communication

Related Courses: Customer Service and Communication Series

**Stress Management: Learn How to Deal with Your Stress**

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This workshop explores the causes of such stress and suggests general and specific stress management strategies that people can use every day.

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 4 Hours

Build skills in the area of: Leading self, communication

Related Courses: Wellness Series, Communication Series



<p><u>The Art of Influencing Others</u></p> <p>Successful influencing requires building and maintaining relationships in order to win others to your way of thinking. In this course learn how to build rapport and develop genuine relationships, improve communication skills, including verbal and nonverbal messages to be more effective with others; recognize common barriers to communication, understand and use communication styles to tailor your communications, and resolve conflicts.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Third quarter</p> <p>Course Length: 8 Hours</p> <p>Build skills in the area of: Negotiation, communication, teambuilding</p> <p>Related Courses: Negotiating for Results</p> 	<p><u>Time Management for life</u></p> <p>In this course we will lay the foundation of time management and discover what motivates you; design a life that fits your personality and goals; learn to develop a big picture view; and understand what is holding you back from managing your time in your life.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Fourth quarter</p> <p>Course Length: 4 Hours</p> <p>Build skills in the area of: Planning & organization, communication</p> <p>Related Courses: Project Management series, Improving Personal Productivity, Time Management: Get Organized for Peak Performance</p> 	<p><u>Time Management: Get organized for Peak Performance</u></p> <p>Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. In this course you will learn how to make the most of your time by getting a grip on your office space, organizing your workflow, learning how to use a planner effectively, delegate some of your work to other people, learn how to identify the right things to be doing and develop plans for doing them, and take control of things that can derail workplace productivity.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Third quarter</p> <p>Course Length: 8 Hours</p> <p>Build skills in the area of: Planning & organization, communication</p> <p>Related Courses: Project Management Series, Improving Personal Productivity</p> 
<p><u>Train-the-Trainer: Designing Effective Training</u></p> <p>Have you ever wondered how to put a great presentation together? In this course participants will be able to, label the five parts of the ADDIE model, briefly explain the activities associated with each part of the ADDIE model and produce a design plan for a given topic. ADDIE stands for analyze, design, develop, implement, and evaluate. The ADDIE process is an industry standard for trainers world-wide.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: First quarter</p> <p>Course Length: 4 Hours</p> <p>Build skills in the area of: Communication, leading teams</p> <p>Related Courses: Train-the-Trainer series</p> 	<p><u>Train-the-Trainer: Survival Skills for the NEW Trainer</u></p> <p>Few people choose training and development while they are still in school, and yet there are talented and knowledgeable trainers working in every industry. Some individuals become trainers because they are passionate about sharing their knowledge and about helping people. If you are thinking about becoming a trainer, or have started doing some training already and want to know more about what will help you to become an excellent trainer, this workshop will help.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Third quarter</p> <p>Course Length: 4 Hours</p> <p>Build skills in the area of: Communication, leading teams</p> <p>Related Courses: Train-the-Trainer series</p> 	<p><u>Train-the-Trainer: Tellin' ain't training</u></p> <p>Many trainers know how adults learn but when observed in a classroom, very few people USE the research to support their actions. In this course you will learn to: recognize research on how adults learn; build effective memory, procedural and policy driven training; select learning activities to effectively train participants; select appropriate materials and media; and practice managing disruptive behaviors in the classroom.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Third quarter</p> <p>Course Length: 4 Hours</p> <p>Build skills in the area of: Communication, leading teams</p> <p>Related Courses: Train-the-Trainer series</p> 

Train-the-Trainer: Using Activities to make Training Fun

You don't need to be the class clown or an award-winning comedian to make training fun. This workshop will help you identify what kind of humor you can bring to the classroom, and how games can help you engage your participants.

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 4 Hours

Build skills in the area of: Communication, leading teams

Related Courses: Train-the-Trainer series



Train-the-Trainer: Engaging the Adult Learner Series

In this course, learners will recognize and discuss the importance of using Adult Learning Principles, apply Adult Learning Principles to engage learners during training, and demonstrate measurable improvement to a current piece of training content. PLEASE NOTE: This is a two part class.

Learners: All Bernalillo County employees

Offered: First quarter

Course Length: 4 Hours

Build skills in the area of: Communication, leading teams

Related Courses: Train-the-Trainer series



Understanding and Avoiding Job Burnout

Unfortunately, sometimes we experience burnout as part of our work experience. Whether working in a corporate or community setting, it is imperative to address "burned out" employees and to provide support. In this interactive and motivating workshop, participants will identify burnout in yourself and others, and address intervention ideas and prevention of future burnout.

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 4 hours

Build skills in the area of: Leading self, motivation

Related Courses: Motivation for the Workplace, Positive Psychology and Personal Choice™



What are Productive Work Habits?

Productivity is not about quantity, it's about quality. Productivity is creating high-impact work efficiently. In this course, learn to recognize the difference between true productivity and "fake" productivity, prioritize your daily work based on your key results, improve your ability to focus, eliminate habits that detract from your productivity, work effectively with colleagues, and cultivate the nine habits that will increase your productivity.

Learners: All Bernalillo County employees

Offered: Fourth quarter

Course Length: 4 Hours

Build skills in the area of: Planning & organization, decision-making

Related Courses: Project Management Series, Time Management Series



What's My Team Member Style?

Working with individuals can bring out the best and the worst in all of us. Imagine what we could accomplish if we had accurate information about each other in relation to our workplaces. Knowing the personal style of each group member is a unique way to create productive and fulfilling relationships in the workplace. This dynamic and interactive workshop will provide participants with an assessment of their "team style" and enlist group discussion on how to work better with each other on a project or daily tasks.

Learners: All Bernalillo County employees

Offered: Second quarter

Course Length: 4 Hours

Build skills in the area of: Communication, teamwork

Related Courses: Build Trust, Emotional Intelligence



What's Your Communication Style?

Communication is a concept far more complex than a simple verbal or written exchange. There are many forms of communication besides what we say, including how we speak, our body language, and personal space. In this course understand how communication impacts our relationships with others; learn about the different types of communication; identify personal communication style; understand the four communication styles; discover a quick way to identify the styles of others; and understand how to use style to improve communication

Learners: All Bernalillo County employees

Offered: Third quarter

Course Length: 4 Hours

Build skills in the area of: Communication, teamwork

Related Courses: All Communications Courses



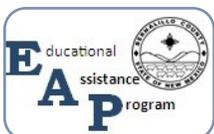
Bernalillo County is proud to offer a comprehensive benefits package to its employees and their dependents. We realize that our most valuable resource is the employees who make a difference every day at Bernalillo County. Emphasis is placed toward offering employees choices when making their decision regarding their benefits needs. We also offer an educational assistance program to enhance your skills and help you grow your career here at the county.

BENEFITS



Benefit Options

- Medical insurance
- Dental insurance
- Vision insurance
- Term life insurance
- Educational assistance
- Short/Long term disability insurance
- Flexible Spending Account (medical, dependent care, parking/transit)
- Employee Assistance Program
- Voluntary benefits



For more information about the most up-to-date benefits package go to:

<http://bcinsider/CountyManager/HR/Documents/BenefitsBooklet.pdf>

Contact benefits at:

Phone: (505)468-1500

Email: hrbenefits@bernco.gov

Coaching Skills: The Art of Successful

Coaching

Coaching employees to succeed in the workplace is an important competency skill. In this course learn to recognize and apply the five approaches to coaching, employ inquiry and advocacy skills when communicating, follow the four-step preparation process for conducting a coaching session, and develop trust and mutual respect among team members.

Learners: All leadership in the county

Offered: Third quarter

Course Length: 8 Hours

Build skills in the area of: Communication, leading others

Related Courses: All Communication Series, The Extraordinary Leader



Communication Strategies

Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Something about the individual made you feel comfortable. A major goal of this workshop is to help you understand the impact your communication skills have on other people, and how improving these skills can make it easier for you to get along in the workplace.

Learners: All leadership in the county

Offered: Fourth quarter

Course Length: 8 Hours

Build skills in the area of: Communication, leading organization, leading others

Related Courses: Communication series



Diversity Training: Celebrating Diversity in the

Workplace

In the past ten years, the workforce has changed dramatically. More than ever, a workplace is a diverse collection of individuals proud of who they are, their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique. The challenge becomes “how can we make these diverse individuals work as a team?”. In this workshop you will learn about various aspects of diversity and where you can improve.

Learners: All leadership in the county

Offered: Second quarter

Course Length: 4 Hours

Build skills in the area of: Teamwork, communication

Related Courses: Positive Psychology & Personal Choice™, Emotional Intelligence



Extraordinary Leader: Going from Good to Great

In today’s ever changing world complex issues are increasing, there is an urgent need for leaders at every level and in every organization. In this course, learn how to describe and explain the five key insights about leadership, articulate the difference between good leaders and great leaders, apply effective leadership strengths and behaviors in workplace situations, and assess your changed leadership Style.

Learners: All leadership in the county

Offered: Second quarter

Course Length: 8 Hours

Build skills in the area of: Leading others, leading the organization, leading self

Related Courses: N/A



Fearless Facilitation: Managing Meetings

Organizations expect effective and productive meetings. This means people who lead meetings must know how to achieve desired results and manage relationships and process at the same time. The purpose of this workshop is to enhance your knowledge and to lead effective meetings. When you have completed this workshop, you will be able to: lead effective meetings; prepare meeting attendees to participate effectively; strike the balance between purpose, process, and participation; and make optimal use of people’s time and talents.

Learners: All leadership in the county

Offered: Third quarter

Course Length: 4 Hours

Build skills in the area of: Leading others, leading the organization

Related Courses: N/A



Generation Gap: Closing the Generation Gap in the Workplace

Currently there are four to five generations in the workplace. Employers are faced with mass retirements of Baby Boomers, and trying to figure out how to prepare for this change. This course will explore how important it is to define actual limits of each generation and learn how to understand ourselves and manage our interaction with other people in the workplace. In this course we will: explore language that is specific to each generation, and explore organization strategies that overcome gap issues.

Learners: All Bernalillo County employees

Offered: Second quarter

Course Length: 4 Hours

Build skills in the area of: Communication, flexibility

Related Courses: Celebrating Diversity in the Workplace



Hiring for Success: Behavioral Interviewing Techniques

Hiring and recruiting the right person for the job is important. In this course learn to recognize the costs incurred by an organization when a wrong hiring decision is made, develop a fair and consistent interviewing process for selecting employees, be able to develop a job analysis and position profile, use traditional, behavioral, achievement oriented, holistic, and situational (critical incident technique) interview questions, and understand the basic employment and human rights laws that can affect the hiring process.

Learners: All leadership in the county

Offered: First quarter

Course Length: 8 Hours

Build skills in the area of: Leading Others

Related Courses: Succession Planning



Leading Across Generations

For the first time in history there are four to four distinct generations in the workplace. These differences often create misunderstandings, stereotypes, and conflicts. In this class participants will identify characteristics of the four and five generations, and recognize issues influenced by generational differences.

Learners: All leadership in the county

Offered: First & Third quarter

Course Length: 4 Hours

Build skills in the area of: Leading others, leading organization

Related Courses: Generation Gap: Closing the Generation Gap in the Workplace



Leading Through Change

In today's fast-moving world changes are constantly occurring. In this course, learn to define what change looks like and feels like, identify different reactions to change and evaluate how the change will affect people in your organization, recognize change resistance and explore various sources of resistance, and recognize the eight mistakes organizations make during change.

Learners: All leadership in the county

Offered: Fourth quarter

Course Length: 4 Hours

Build skills in the area of: Leading others, leading organization

Related Courses: The Extraordinary Leader: Going from Good to Great



Leading Through Transitions

Learn the importance of building and supporting an environment of trust during times of change and uncertainty. Develop an understanding of the impact that transitions have on yourself on others and on organizations. Learn to lead others through emotionally challenging situations, such as a downsizing or merger, by honestly exploring their own reactions, feelings, and behaviors. Develop authentic leadership capacities to facilitate the process of change and revitalization.

Learners: All leadership in the county

Offered: Fourth quarter

Course Length: 4 Hours

Build skills in the area of: Leading Others, leading organization, leading self

Related Courses: Extraordinary Leader: Going from Good to Great



Mapping the Road for the Future

As a leader in the organization have you taken the time to create a vision, mission, or goals for and with your team? For those who supervise or manage employees, setting the right tone within your team creates a more balanced work group. We will use the mission model to teach you how to create a vision and a mission while setting clear concise goals that you can use in your day-to-day operations.

Learners: All leadership in the county

Offered: First quarter

Course Length: 4 Hours

Build skills in the area of: Leading others, leading organization, leading self

Related Courses: Succession Planning



Meeting Management: The Art of Making Meetings Work

Meetings come in all shapes and sizes, from the convention, to a quick huddle in an office hallway. In this course, learn to understand the value of meetings as a management tool, and recognize the critical planning steps that makes meeting time more effective

Learners: All leadership in the county

Offered: Third quarter

Course Length: 4 Hours

Build skills in the area of: Leading others, leading organization

Related Courses: Facilitation Skills for Leadership





Labor Relations

The Bernalillo County Human Resource Labor Relations section is involved in the daily relationship between its employees and the county, and with each other. We provide support to the County Manager, commissioners, administrators, managers, supervisors, and employees.

The Labor Relations section develops, implements, administers, and analyzes the employer-employee relationship by executing on-going evaluations, managing employee performance, ensuring the organizations employees comply with all applicable federal, state, and local laws and regulations, and resolving disputes within the workplace.

- **Bernalillo County Labor Relations section works with local bargaining units to create a harmonious and working relationship for the employees of Bernalillo County.**
- **Negotiates contracts on behalf of Bernalillo County.**
- **Handles employee grievances.**

Labor Relations works closely with the decision-making panel to rectify disciplinary issues involving employees who are not in compliance with rules and regulations of the County.

The basic concept of the labor relations section is to:

- Ensure equal employment opportunity
- Ensure fairness and consistency in the treatment of employees
- Promote effective communications between management and employees
- Ensure documentation of employment actions
- Provide recordkeeping as required by law and practice
- Ensure complaint resolution processes
- Offer managerial and employee training

**For more information contact
Labor Relations
at
Phone: (505)468-1526
Email: mmarquez@bernc.gov or
ralchavez@bernc.gov**



Negotiating for Results Series

Negotiating is a fundamental fact of life at any level. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate with both internal and external clients. This interactive workshop includes techniques to promote effective communications and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

Learners: All Bernalillo County employees

Offered: First & Third quarter

Course Length: 8 Hours

Build skills in the area of: Leading others, leading self, strategic thinking, communication

Related Courses: Critical Thinking: The Art of Critical Thinking



People Smart™ Series

Benefits of taking this course includes: learning to assess your skill levels for each of the eight people smart skills, selecting specific job related situations in which you want to improve your skills, practicing and applying three ways to develop each skill, developing action plans to further practice each skill, and learning a greater awareness of your interpersonal strengths and weaknesses.

Learners: All Bernalillo County employees

Offered: First quarter

Course Length: 8 Hours

Build skills in the area of: Leading others, leading self, leading organization

Related Courses: Managing Self During Times of Transition



Performance Management: Managing Employee Performance

Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This one-day workshop will give you some of those skills. At the end of this session participants will understand the role of goal setting in performance management, gain tools to help your employees set and achieve goals, and gain a better knowledge of motivational tools and techniques.

Learners: All leadership in the county

Offered: Second & Fourth quarter

Course Length: 8 Hours

Build skills in the area of: Leading others, leading organization

Related Courses: All Coaching Courses



Project Management Foundations

Success in project management demands a structured, systematic approach to projects. At this session participants will develop the core tools and techniques for each phase, initiating, planning, executing, monitoring, controlling and closing; gain a working foundation to better plan and control a variety of projects within your department, learn the basics of project management, the nature of projects, the language of project management, and the role of a project manager.

Learners: All Bernalillo County employees

Offered: First & Second quarter

Course Length: 4 Hours

Build skills in the area of: Time management, communication, leading teams

Related Courses: Project Management: Understanding the Project Life Cycle, Project Management: Tools and Techniques



Project Management: Techniques and Tools

This is the last in the Project Management series. Learn to master the tools, techniques, and theories that allow projects to be on time and on budget. This course is designed to put all of your knowledge to work in a hands-on environment using the learning from the previous two classes.

Learners: All Bernalillo County employees

Offered: First & Second quarter

Course Length: 4 Hours

Build skills in the area of: Time management, communication, leading Teams

Related Courses: Project Management foundations, Project Management: Understanding the Project Life Cycle



Project Management: Understanding Project Life-Cycle

This is the second course in the series for project management. In this series, we explore the project life-cycle and understand the impact and importance of stakeholders, the overall processes of project management, and methods for initiating and planning vital project components. This course is designed for individuals who are interested or are required to manage any number of projects in their role.

Learners: All Bernalillo County employees

Offered: First & Second quarter

Course Length: 4 Hours

Build skills in the area of: Time management, communication, leading teams

Related Courses: Project Management Foundations, Project Management: Techniques & Tools



Succession Planning: Developing and Maintaining a Succession Plan

Change is a hallmark of today’s business world. In particular, our workforce is constantly changing – people come and go, retire or move into new roles within the organization. Succession planning can help you make the most of that change by ensuring that when someone leaves, there is someone to take their place. In this course, leaders will learn how to understand the value of succession planning and develop expertise with key elements of the succession plan.

Learners: All leadership in the county

Offered: Second quarter

Course Length: 8 Hours

Build skills in the area of: Leading others, leading self, leading organization

Related Courses: Motivation Training: Motivating Your Workforce



The Great Workplace: Building Trust and Inspiring Performance Workshop

In this workshop, participants will examine the essential elements of a Great Place to Work®, especially the crucial role of trust, Build an understanding of the key role manager’s play in building a great workplace; identify opportunities and generate ideas for making change within the scope of their responsibility, and gain practical tools for improving the quality of their work environment.

Learners: All leadership in the county

Offered: First quarter

Course Length: 8 Hours

Build skills in the area of: Leading others, leading self, leading organization

Related Courses: Motivation Training: Motivating Your Workforce



The Leader Challenge Workshop Series

This series of workshops will increase your knowledge and ability to identify your own leadership strengths and areas for improvement, understand and support your organization’s culture, its strategic direction, and your contribution to the company’s success, inspire others to share a common vision to build collaboration, teamwork and trust, strengthen others’ abilities to excel, and recognize the accomplishments of others.

Learners: All leadership in the county

Offered: First & Third quarter

Course Length: 4 Hours

Build skills in the area of: Leading others, leading organization

Related Courses: Supervisor 40 Hour Workshop



Building Work Relationship Tools

As individuals we develop various behaviors as we get older and those behaviors reflect who we are in the workplace. In this course we will use multiple models to explain the complexities of behavior by: identifying the key characteristics of the 4 temperament styles; identify their primary temperament style through self-discovery process; understanding the skill sets, behavioral needs, values, and stressors of the temperaments; practicing bridging differences to build work relationships.

Learners: All Bernalillo County employees

Offered: Fourth quarter

Course Length: 8 Hours

Build skills in the area of: Leading self, leading others

Related Courses: Build Trust



Coaching: A Leadership Skill

Coach, Role model. Counselor. Supporter. Guide. Do these words ring a bell? Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization.

Learners: All leadership in the county

Offered: Third quarter

Course Length: 8 Hours

Build skills in the area of: Leading others, leading organization

Related Courses: Exploring Team Dynamics: Fostering Effective Teams



Conflict Resolution: Dealing with Difficult People

The “know-it-all-expert”, the “Sherman tank” and the “Sniper”, do these descriptions sound familiar? This is a unique opportunity to learn about the characteristics of challenging people and how to cope when faced with challenging situations.

Learners: All Bernalillo County employees

Offered: First quarter

Course Length: 4 Hours

Build skills in the area of: Leading others, leading the organization, leading self

Related Courses: Getting Along in the Workplace



Conflict Resolution: Getting Along in the Workplace

All of us experience conflict. We argue with our spouses, disagree with our friends, and sometimes even quarrel with strangers at a baseball game. At times we lose sight of the fact that all this conflict is normal. As long as people are individuals there will be the potential for conflict. Since you can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways. In this course, learn how to understand conflict and recognize the five most common conflict resolutions and learn to use them.

Learners: All Bernalillo County employees

Offered: 4 Hours

Course Length: Third quarter

Build skills in the area of: Leading others, leading the organization, leading self

Related Courses: Dealing with Difficult People



Everybody Wins: How to turn Conflict into Collaboration

Conflict is everywhere. It's a natural and unavoidable interaction. Conflict is something we all deal with in one form or another every day. The problem is that many of us don't deal with it very well. It's important to realize conflict isn't always a negative experience. This course is designed to help you learn how to turn conflict into collaboration and reach a win-win resolution.

Learners: All Bernalillo County employees

Offered: 8 Hours

Course Length: First quarter

Build skills in the area of: Leading others, leading the organization

Related Courses: Dealing with Difficult People



Facilitation Skills for Leadership

It is impossible to be part of an organization today and not attend meetings. Staff meetings, project meetings, planning and coordinating meetings—they all take time. There is a growing realization that we have to pay attention to the process elements of meetings if we want them to be effective. With its focus on asking rather than telling and listening to build consensus, facilitation is the new leadership ideal and the core competency everybody needs. This workshop has been created to make core facilitation skills better understood and identifies the competencies linked to effective small group facilitation.

Learners: All leadership in the county

Offered: Fourth quarter

Course Length: 4 Hours

Build skills in the area of: Leading self, leading organization, leading others

Related Courses: Meeting Management: The Art of Making Meetings Work



Exploring Team Dynamics: Fostering Effective Teams

Creating and building effective teams is one of the biggest challenges supervisors, managers, and directors face daily. Employees fluctuate in their journey as they pass through different stages of being engaged and disengaged. In this series we will explore the seven stages of the Team Performance Model™.

Learners: All leadership in the county

Offered: Third quarter

Course Length: 8 Hours

Build skills in the area of: Leading others, leading the organization

Related Courses: Supervisor 40 Hour Workshop



M.E.E.T For Respect in the Work Place

Every organization has its own unique culture, needs, and issues. This course was designed with that in mind. When people know that who they are and what they do is respected, conflict and missed opportunities decrease and morale and productivity go up. The end result is an environment where people want to come to work and stay. In this course learn to: identify defining characteristics of the four generations in the workforce today; apply practical tips; and communicate effectively, maintaining a respect-filled workplace.

Learners: All Bernalillo County employees

Offered: Second quarter

Course Length: 8 Hours

Build skills in the area of: Leading others, leading the organization

Related Courses: Build Trust



Motivation Training: Motivating your Workforce

It's no secret. Employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This workshop will help supervisors and managers create a more dynamic, loyal, and energized workplace. In this workshop learn how to identify what motivation is and learn common motivational theories, and how to apply them.

Learners: All leadership in the county

Offered: Fourth quarter

Course Length: 8 Hours

Build skills in the area of: Leading others

Related Courses: Coaching: A Leadership Skill



Problem-solving & Decision-making

Increase your awareness of problem-solving steps and problem-solving tools and distinguish root causes to identify the right solution for the right problem, improve your problem-solving and decision-making skills through identifying your own problem-solving style, identify ways to think creatively and work towards creative solutions, and recognize the top ten rules of good decision-making.

Learners: All Bernalillo County employees

Offered: Second quarter

Course Length: 8 Hours

Build skills in the area of: Decision-making, problem-solving, critical thinking

Related Courses: Critical Thinking: Learn the Art of Critical Thinking



Stepping up to Supervisor

The goal of this one day workshop is to provide participants with an accurate, real life picture of what it means to be a supervisor, the expectations for the position, and the skills and knowledge required as a supervisor. In this class, participants will learn the role of a supervisor, describe how to effectively deal with the challenges that new supervisors face, list the “steps” to get started as a new supervisor, and apply the principles to build credibility as a supervisor.

Learners: All Bernalillo County employees

Offered: Second quarter

Course Length: 8 Hours

Build skills in the area of: Leading others

Related Courses: Supervisor 40 Hour Workshop



Supervisor 40 Hour Workshop

This training is mandatory for all supervisors. During this course, participants will learn and apply concepts that include and employment guide for supervisors, customer service mindset, setting a vision, exploring team dynamics, legal knowledge for supervisors, performance management, leadership styles, and collaborating and Problem-solving.

Learners: All Supervisors

Offered: Every quarter

Course Length: 40 Hours

Build skills in the area of: Leading others

Related Courses: Stepping Up to Supervisor



ADAAA for Supervisor, Manager and Directors

Required training for all supervisors, managers, and directors; In this seminar First Line Resources, LLC will cover topics including: Requirements of the ADA, FMLA and Worker's Compensation, the interaction of these laws, potential ADA issues, what to do when you encounter an ADA issue, and job modifications and return to work solutions

Learners: Mandatory for all supervisors, managers, and directors

Offered: Every quarter

Course Length: 4 hours

Build skills in the area of: Communication

Related Courses: Amended ADA



Amended ADA: Understanding Disability and Reasonable Accommodation

Under the Americans with Disabilities Act (ADA) and similar state laws, employers may not discriminate against qualified individuals with disabilities. These laws also require employers to make reasonable accommodations to qualified individuals with disabilities, as long as doing so does not create an undue hardship on the employer. Most employers have adequate policies on reasonable accommodations. This course teaches Bernalillo County employees the practical skills they need to confidently and effectively handle reasonable accommodation needs.

Learners: All Bernalillo County employees

Offered: Every quarter

Course Length: 4 hours

Build skills in the area of: Communication

Related Courses: ADAAA for Supervisors



Code of Conduct & Conflict of Interest

In this session, participants will learn about conflict of interest as it relates to making decisions that affect financial interests and/or county business.

Learners: All Bernalillo county employees

Offered: Every 6 Months

Course Length: 2 hours

Build skills in the area of: Ethics

Related Courses: Code of Conduct series



The Compensation Section for Bernalillo County is responsible for maintaining and ensuring the county's pay system for each job in a fair, equitable and competitive method in adherence to Rules and Regulations, Administrative Instructions and Union contracts.

Ensure all job classifications define the duties, job worth, and responsibilities of all positions

Write job descriptions and evaluate job components; maintain a current library of all job descriptions

Adhere to Fair Labor Standards Act (FLSA) determining minimum wage, overtime and child labor laws

Conduct salary/wage surveys to utilize as a means for relating the County's salaries to those for similar jobs in other organizations

Human Resource Compensation

Analyze and provide salary recommendations to the Compensation Committee on new hires/promotions

Work in conjunction with Employment, Labor Relations and HRIS on related personnel issues

Perform job audits on existing positions and make recommendations to management

Responsible for the administration, training and review of all probationary and yearly performance reviews

Contact us at
(505)468-1500



Email
hrcompensation@berncoco.gov

Workers Compensation

What is workers' compensation?

A system of insurance that protects workers and employers from some of the losses caused by on-the-job accidents and job-related-illnesses.

Are all on-the-job injuries covered by workers' compensation?

Workers' compensation usually covers injuries that result from accidents at work. It does not cover every injury or illness. To be covered by workers' compensation, the injury must have a direct connection to the work.

Report all on-the-job accidents immediately to your supervisor even if NO injury has occurred

All workers' compensation accidents should be reported on the "hotline" at (505)315-0450

It is open 24 hours a day.



The Risk Management staff provides OSHA training for regulated topics such as:

- ✓ Hazard communication
- ✓ Blood-borne pathogens
- ✓ Forklift operations
- ✓ Lockout/Tagout
- ✓ Respiratory protection
- ✓ Other general topics such as office safety, injury prevention, safety responsibility and more

Roles of the Bernalillo County Risk Management Department

- ✓ Identify risks and exposures due to injury, liabilities and physical losses
- ✓ Procure and maintain insurance coverage for taxpayer assets
- ✓ Provide claim management services
- ✓ Reviews contracts and proposals for adequate insurance requirements
- ✓ Implement loss control and prevention programs
- ✓ Evaluate county department buildings

The Risk department enjoys the unique opportunity and responsibility to be a driving force behind programs, policies, and initiatives that prevent and control losses. Government operations inherently have unique risk challenges; Risk Management works with each department as we embrace those challenges together.

Phone: (505)314-0440 | Hotline: (505)314-0450

Email: risk@bernco.gov

Code of Conduct & Creating an Ethical Culture in the Office

In this session participants will learn Code of Conduct standards and suggestions for how to create an ethical environment in the workplace based on the Code and general organizational ethical principles.

Learners: All Bernalillo County employees

Offered: Every 6 months

Course Length: 3 Hours

Build skills in the area of: Ethics

Related Courses: Code of Conduct series



Code of Conduct & Ethical Decision-making

In this session, the duties and responsibilities of the Compliance Officer will be covered in detail as well as how to make ethical decisions based on an ethical decision making model. This session is recommended for managers and any employee confronted with conflicting roles in the workplace.

Learners: All Bernalillo County employees

Offered: Every 6 months

Course Length: 3 Hours

Build skills in the area of: Ethics

Related Courses: Code of Conduct series



Code of Conduct & General Ethical Obligations of All Public Servants

The term “public servant” is defined, and responsibilities and obligations are discussed as they relate to the behavior of a public servant official, as well as unofficial business on or off county premises.

Learners: All Bernalillo County employees

Offered: Every 6 months

Course Length: 3 Hours

Build skills in the area of: Ethics

Related Courses: Code of Conduct series



Code of Conduct & Improper Influence/ Prohibited Contracting

General ethical standards of public service, improper influence, prohibited bidding and contracting, and conflicts of interest are discussed in detail as they relate to employees and vendors. This course is recommended for managers and any employee with contract management or hiring authority.

Learners: All Bernalillo County employees

Offered: Every 6 months

Course Length: 3 Hours

Build skills in the area of: Ethics

Related Courses: Code of Conduct series



Code of Conduct & Management: What Is Ethics In The Workplace?

Topics covered in this session includes government ethics, how to make ethical choices, roles and ethics, unavoidable dilemmas and the ethical decision model.

Learners: All Bernalillo County employees

Offered: Every 6 months

Course Length: 3 Hours

Build skills in the area of: Ethics

Related Courses: Code of Conduct series



Code of Conduct & Political Activity

Topics discussed in this session include general ethical standards of public service, improper influence, and prohibited bidding and contracting. Conflicts of interest are discussed in detail as they relate to elected officials, public employees and candidates.

Learners: All Bernalillo County employees

Offered: Every 6 months

Course Length: 3 Hours

Build skills in the area of: Ethics

Related Courses: Code of Conduct series



<p><u>Code of Conduct & Violations Reporting & Process</u></p> <p>In this session, the responsibility of public office, standards of conduct, reporting violations, review board, right of appeal, role of the Compliance Officer, and non-retaliation are all discussed in detail. This course will cover how complaints are processed by the Compliance Office.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Every 6 months</p> <p>Course Length: 3 hours</p> <p>Build skills in the area of: Ethics</p> <p>Related Courses: Code of Conduct series</p> 	<p><u>Defensive Driving for new employees - National Safety Council DDC-4</u></p> <p>This is for all new Bernalillo County employees <i>solely</i> driving on behalf of the county for business.</p> <p>Learners: All County employees who drive for the County</p> <p>Offered: Every quarter , every other Tuesday of every month</p> <p>Course Length: 4 Hours</p> <p>Build skills in the area of: Quality of work/ quality of orientation</p> <p>Related Courses: Defensive Driving Awareness Refresher Course</p> 	<p><u>Defensive Driving Course Refresher- National Safety Council DDC-4</u></p> <p>This refresher course is required every three years (after completing the new employee Defensive Driving Course) for employees driving any vehicle for county business.</p> <p>Learners: All County employees who drive for the County</p> <p>Offered: Every quarter , every other Tuesday of every month</p> <p>Course Length: 4 Hours</p> <p>Build skills in the area of: Quality of work/ quality of orientation</p> <p>Related Courses: Defensive Driver’s Awareness Training</p> 
<p><u>How Worker’s Compensation Works</u></p> <p>Workers’ compensation is a system of insurance that protects workers and employers from some of the losses caused by on-the-job accidents and job-related illnesses. Workers’ compensation provides payment for medical care resulting from a work-related injury; directly to the worker if the worker is unable to work for more than seven days or if the worker continues working at lower pay. In almost all cases, these benefits are temporary. Bernalillo County employees will learn about the system, the county’s occupational Medical Provider, and return to work programs.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Please contact Risk Management</p> <p>Course Length: 4 Hours</p> <p>Build skills in the area of: Quality of work/ quality of orientation</p> <p>Related Courses: N/A</p> 	<p><u>Inspection of Public Records Act (IPRA)</u></p> <p>This session includes a basic overview of the Inspection of Public Records Act (IPRA) as well as how to process such requests in a timely manner. This session is intended for all managers who assign this duty to record custodians, and their backup.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Every 6 months</p> <p>Course Length: 3 Hours</p> <p>Build skills in the area of: Ethics</p> <p>Related Courses: N/A</p> 	<p><u>Loss Control Policy</u></p> <p>This course provides information on how to promote the health and safety of the work environment, conserve county resources, and reduce injuries, property damage, and other losses due to accidents.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Please contact Risk Management</p> <p>Course Length: 3 Hours</p> <p>Build skills in the area of: Ethics</p> <p>Related Courses: N/A</p> 

<p><u>Supervisor Drug Policy: Identifying and Responding to Substance Abuse</u></p> <p>This is required training for all supervisors. In this course, participants will learn the different components of the Controlled Substances Abuse and Alcohol Misuse Policy; their role in implementing the Controlled Substances Abuse and Alcohol Misuse Policy, signs of drug abuse and prohibited drug use in the workplace, and specific compliance steps that align with federally mandated law.</p> <p>Learners: Supervisors, managers, & directors</p> <p>Offered: 1st, 2nd, 3rd, & Fourth quarter</p> <p>Course Length: 4 Hours</p> <p>Build skills in the area of: Leading Others, Leading Self</p> <p>Related Courses: Supervisor 40, ADA-Understanding Disability and Reasonable Accommodations</p> 	<p><u>Using DMS: Driver Management System</u></p> <p>The Driver Management System is for Department DMS Liaisons who add, monitor, or delete drivers in their respective department in this system. Instructions are for the use of weekly monitoring of current drivers in their department.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Please contact Risk Management</p> <p>Course Length: N/A</p> <p>Build skills in the area of: Quality of work/ quality of orientation</p> <p>Related Courses: N/A</p> 	<p><u>Using RSI/GPS in Vehicles Software</u></p> <p>Instructions are given for the use of GPS monitoring of county vehicles as required by the 2014 Loss Control Policy. This course is required for department or section liaisons tasked with completing periodic vehicle monitoring.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Please contact Risk Management</p> <p>Course Length: N/A</p> <p>Build skills in the area of: Quality of work/ quality of orientation</p> <p>Related Courses: N/A</p> 
<p><u>American Standard First Aid with CPR</u></p> <p>Learners who successfully complete this course will receive certificates for Standard First Aid with CPR/AED - Adult and Child which are valid for two years. In this class, participants will recognize and respond appropriately to cardiac, breathing and first aid emergencies, and learn the skills that you need to know to give immediate care to a suddenly injured or ill person until more advanced medical personnel arrive and take over</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Each Quarter</p> <p>Course Length: 8 Hours</p> <p>Build skills in the area of: Safety</p> <p>Related Courses: N/A</p> 	<p><u>Blood-Borne Pathogens</u></p> <p>Instruction includes information on universal precautions, engineering and Workplace practice controls, proper use and disposal of personal protective equipment (PPE), and housekeeping procedures to include proper disposal of contaminated materials.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Please contact Risk Management</p> <p>Course Length: 4 Hours</p> <p>Build skills in the area of: Safety</p> <p>Related Courses: N/A</p> 	<p><u>Emergency Evacuation</u></p> <p>This course includes instruction on how maintaining evacuation routes through-out your facility, identifying emergency exit routes with the appropriate signage and lighting requirements, what to do in case of an emergency, and the importance of fire drills and evacuation training.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Please contact Risk Management</p> <p>Course Length: 4 Hours</p> <p>Build skills in the area of: Safety</p> <p>Related Courses: N/A</p> 

Ergonomics for the Workplace

This course is designed to help employees recognize the factors involved in creating a safe and comfortable computer workstation. Topics covered include working postures, selection and placement of workstation components, recognizing potential hazards, symptoms, and other environmental factors, on and off the job that may affect worker comfort and productivity.

Learners: All Bernalillo County employees

Offered: Please contact Risk Management

Course Length: 4 Hours

Build skills in the area of: Safety

Related Courses: N/A



The Use of Fire Extinguishers in the Workplace

This course offers practical use training on the ABC rated (class a, class b, and class c), portable fire extinguisher. Training includes classroom instruction and outdoor practical use demonstration.

Learners: All Bernalillo County employees

Offered: Please contact Risk Management

Course Length: 4 Hours

Build skills in the area of: Safety

Related Courses: N/A



Forklift Operations

This training includes classroom instruction on the safe use and care of powered industrial equipment and a practical demonstration of classroom-related material.

Learners: All Bernalillo County employees

Offered: Please contact Risk Management

Course Length: 4 Hours

Build skills in the area of: Safety

Related Courses: N/A



GHS / Hazardous Communication (Haz-Com)

This course provides instruction on the revised Hazard Communication Standard to be consistent with the United Nations' **Globally Harmonized System** of Classification and Labeling of Chemicals, now referred to as the HCS 2012. This training includes instruction on how to safely identify and use hazardous chemicals in the Workplace and, "right to know" information in regards to proper labeling and Safety Data Sheets (SDS's).

Learners: All Bernalillo County employees

Offered: Please contact Risk Management

Course Length: 4 Hours

Build skills in the area of: Safety

Related Courses: N/A



Hearing Conservation

This course provides instruction on the importance of protecting your hearing; the selection, use and care of hearing protection/PPE; and the importance of having an effective hearing conservation program in the Workplace.

Learners: All Bernalillo County employees

Offered: Please contact Risk Management

Course Length: 4 Hours

Build skills in the area of: Safety

Related Courses: N/A



Ladder Safety

This course provides instruction on the safe care, selection and use of ladders and elevated height equipment.

Learners: All Bernalillo County employees

Offered: Please contact Risk Management

Course Length: 4 Hours

Build skills in the area of: Safety

Related Courses: N/A





COUNTY of BERNALILLO

EMPLOYMENT

bernco.gov

The Employment Services Section of the Human Resources Department is responsible for the county's recruitment and selection activities for county departments. We are committed to providing and retaining a skilled and diverse workforce in order to deliver quality service to the residents of Bernalillo County.

How do we recruit the best talent?

- Posting of employment opportunities
- Recruiting
- Screening applications to identify qualified applicants

How do I apply?

Visit our how-to guide located at www.governmentjobs.com to find out how to apply for a new job.

The process consists of the following steps:

- *Create an account*
- *Find jobs*
- *Apply for a job*
- *Check application status*
- *Schedule an exam (as needed)*

JOB INTEREST CARDS

JOB OPPORTUNITIES

Applicant Login Job Opportunities Internal Job Postings Job Descriptions **Job Interest Cards**

powered by
NEOGOV™

Get Notified – For New Job Openings

- ✓ Click on the job interest card icon located on the first page of the Bernalillo County job web page.
- ✓ Place a check in the box next to each category in which you are interested, and would like to receive an email notification.
- ✓ Fill out the required information, then click the "Submit Request" button.
- ✓ You will receive an email notification each time a position opens at Bernalillo County whose category matches one of the categories you have chosen.

Great tips when applying for a job!

- ◆ It is important that your application show all your relevant education and experience.
- ◆ **Resumes are to support an application only and will not** be processed without a completed Bernalillo County application.
- ◆ Applications **must** provide all relevant information regarding education and work experience, places and dates of employment (month/year), position (s) held, duties and responsibilities, training or academic study and credit hours.
- ◆ Credit for volunteer work will be given if included as part of employment history section of application.
- ◆ Applications may be rejected if incomplete.

Contact information

Phone: (505) 468-1500 | Email: jobs@bernco.gov |
HR@bernco.gov



Lock-out/Tag-out

This course provides instruction on the need and proper use of Lockout/Tagout devices in order to remove hazardous energy from systems and equipment in order to perform maintenance and various other tasks. This training includes information to help those responsible for these functions.

Learners: All Bernalillo County employees

Offered: Please contact Risk Management

Course Length: 3 Hours

Build skills in the area of: Safety

Related Courses: N/A



Office Safety

This course provides information regarding physical and health hazards present within the office environment and explains safe practices to minimize risk and exposure.

Learners: All Bernalillo County employees

Offered: Please contact Risk Management

Course Length: 4 Hours

Build skills in the area of: Safety

Related Courses; N/A



OSHA 10 Hour for Construction

This is a two-day U.S Department of Labor authorized course covering hazard recognition, occupational safety and health administration (OSHA) regulations, and safe practices for construction. Employees with such work activities are encouraged to attend. A Department of Labor completion card will be issued.

Learners: All Bernalillo County employees

Offered: Please contact Risk Management

Course Length: 10 Hours

Build skills in the area of: Safety

Related Courses: N/A



OSHA 10 Hour For General Industry

This two-day U.S Department of Labor authorized course covers occupational safety and health administration (OSHA) regulations and safe practices for general industry. Supervisors, department safety monitors, and employees with such work activities are encouraged to attend. A Department of Labor completion card will be issued.

Learners: All Bernalillo County employees

Offered: Please contact Risk Management

Course Length: 10 Hours

Build skills in the area of: Safety

Related Courses: N/A



Respiratory Protection

This course includes instruction and information on proper selection, use and care of respiratory protective equipment.

Learners: All Bernalillo County employees

Offered: Please contact Risk Management

Course Length: 4 Hours

Build skills in the area of: Safety

Related Courses: N/A



Go to the Bernalillo County Insider to find out dates and times for any classes you may be interested in attending.

For questions or special requests, please call the HR Training & Organizational Development Team at (505)468-1595

***Email: training@bernco.gov
www.bernco.gov/HR-TOD***

Payroll is responsible for a wide variety of tasks to ensure that all employees are paid on a timely basis while maintaining efficiency.



PAYROLL

Payroll functions:

- Provide training and assistance to department timekeepers
- Work with the Human Resources Department to verify and ensure accurate pays and deductions
- Assist employees with payroll-related questions
- Generate and distribute W-2s
- Prepare and process payments for employee benefits
- Provide management with requested salary and benefits reports
- Prepare and submit required federal and state reports

Contact Information

Phone: (505) 468-7307 | Fax: (505) 468-9841 | Email: payroll@berncogov



<p><u>Advance Excel 2010</u></p> <p>In this course, learners will create complex spreadsheets, use an array of formulas, and learn other functional tools using Microsoft Excel 2010. This course is designed for learners who are able to create and modify standard spreadsheets and formulas.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Second & Third quarter</p> <p>Course Length: 4 hours</p> <p>Build skills in the area of: Analysis, detail, and planning and organization</p> <p>Related Courses: Beginning Excel 2010, Intermediate Excel 2010</p> 	<p><u>Advanced Outlook 2010</u></p> <p>In this course learn advanced topics such as how to create rules, collaborate with other users, and sharing folders. Learners will also learn how to use additional tools within Microsoft Outlook 2010.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: First & Third quarter</p> <p>Course Length: 4 hours</p> <p>Build skills in the area of: Time management, organization</p> <p>Related Courses: Beginning Outlook 2010</p> 	<p><u>Advanced Word 2010</u></p> <p>In this course, learners will create complex documents and build personalized efficiency tools using Microsoft Office Word 2010. This course is designed for learners who are able to create and modify standard business documents in Microsoft Word 2010, but need to know how to create or modify complex business documents and customized Word efficiency tools.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: First & Third quarter</p> <p>Course Length: 4 hours</p> <p>Build skills in the area of: Communication</p> <p>Related Courses: Beginning Word 2010, Intermediate Word 2010</p> 
<p><u>Beginning Excel 2010</u></p> <p>This course is designed to provide you with a general introduction to Microsoft Excel 2010 and a focus on putting Microsoft Excel 2010 to use. In this class we will focus on learning the basics of creating and analyzing spreadsheets.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Second & Fourth quarter</p> <p>Course Length: 4 hours</p> <p>Build skills in the area of: Time management, planning & organization</p> <p>Related Courses: Intermediate Excel 2010, Advanced Excel 2010</p> 	<p><u>Beginning Outlook 2010</u></p> <p>Boost your communication skills and increase your productivity in the workplace and beyond. This course will focus on the fundamentals of using Outlook.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Second & Fourth quarter</p> <p>Course Length: 4 hours</p> <p>Build skills in the area of: Time management, planning & organization</p> <p>Related Courses: Advanced Outlook 2010 , Intermediate Outlook 2010</p> 	<p><u>Beginning PowerPoint 2010</u></p> <p>With PowerPoint, you can create, view, and present slide shows that combine text, shapes, pictures, graphs, animation, charts, videos, and much more. This course is designed to introduce the participant to using PowerPoint to create presentations.</p> <p>Learners: All Bernalillo County employees</p> <p>Offered: Second & Fourth quarter</p> <p>Course Length: 4 hours</p> <p>Build skills in the area of: Presentation skills, creativity, communication</p> <p>Related Courses: Advanced PowerPoint 2010</p> 

Beginning Word 2010

In this course, you'll learn how to use Microsoft Word 2010 to create and edit simple documents, format documents, add tables and lists, add design elements and layout options, and proof documents. Learners should be familiar with using personal computers and should know how to use a mouse and keyboard. They should also be comfortable in the

Windows environment and be able to use Windows to manage information on their computer, i.e. launch and close programs, navigate to information stored on the computer, and manage files.

Learners: All County employees

Offered: Second & Fourth quarter

Course Length: 4 hours

Build skills in the area of: Communication

Related Courses: Intermediate Word 2010 , Advanced Word 2010

**Intermediate Excel 2010**

The intermediate Microsoft Excel 2010 course is aimed at individuals who have some previous knowledge of Excel, but need to develop their understanding further. This course is designed to provide a strong foundation in core Excel functions and formulas.

Learners: All County employees

Offered: First & Third quarter

Course Length: 4 hours

Build skills in the area of: Project management, analysis

Related Courses: Beginning Excel 2010, Advanced Excel 2010

**Intermediate Word 2010**

In this course, learners will learn advanced formatting; use Microsoft Word 2010 drawing tools; create and manage tables, and work with column layouts, images, border effects, and page and section breaks. Learners who are interested in attending this course should already be able to create, edit, and print Word documents in Windows.

Learners: All County employees

Offered: Second & Fourth quarter

Course Length: 4 Hours

Build skills in the area of: Communication

Related Courses: Beginning Word 2010, Advanced Word 2010

**Introduction to Publisher 2010**

Microsoft Publisher 2010 is a program designed to help you create publications or documents that you can print and distribute. Even if you have never used Publisher before, you will find this class fun and interactive. In this class you will learn the basics of how to use Publisher to create flyers, postcards, newsletters, and more. Learners interested in taking this course must be proficient in Word and comfortable with other Microsoft 2010 products.

Learners: All County employees

Offered: Second & Fourth quarter

Course Length: 8 hours

Build skills in the area of: Communication, technology, initiative

Related Courses: Word 2010 Beginner and Advanced

**Introduction to SharePoint 2010**

Microsoft SharePoint 2010 is a tool that makes it easier for people to share important information and collaborate on tasks, documents, and projects. This training covers the basic information you need to begin working with SharePoint within your own department or section.

Learners: All County employees

Offered: Second quarter

Course Length: 8 Hours

Build skills in the area of: Planning & organization, communication

Related Courses: N/A

**Introduction to Visio 2010**

Microsoft Visio 2010 is program designed to help you create cross-functional flowcharts, business processes, and workflow diagrams. This training covers the basic information you need to begin working in Visio. Learners interested in taking this course must have some working knowledge of flow charts, processes, and diagrams. This course is designed for learners who create and document processes and procedures, and for learners who plan work projects.

Learners: All County employees

Offered: Second quarter

Course Length: 8 Hours

Build skills in the area of: Planning & organization, communication

Related Courses: N/A



BERNALILLO COUNTY



WE'RE MORE THAN YOU THINK

Human Resources

Training & Organizational Development Team

Bernalillo County Annex | 415 Tijeras NW | Albuquerque, NM 87102

Training Main Line: (505)468-1595 | HR Main Line: (505)468-1500

Email: training@bernco.gov

<http://www.bernco.gov/HR-TOD>