



HRLA—Course Descriptions

HRLA Series:

1. Understanding the Internal Structure

This course is designed to lay the foundation for a better understanding of organizational structure and operations. Seeing the big picture will help managers and supervisors to better understand where they fit into the mission/vision.

2. Introduction to the Role of the Leader

This course helps participants understand the challenges and responsibilities of a leader and learn the Five Practices of Exemplary Leadership.

Participants will:

- Develop a better understanding of their personal leadership strengths and skills
- Learn how to enhance their leadership skills.
- Develop personal leadership goals

3. Civil Service Rules

This course is designed to provide an overview of the County's Civil Service Rules, and to create a greater understanding of the civil service merit process that includes recruitment, testing, and certification.

Participants will:

- Become familiar with the role of the Civil Service Commission
- Understand the terminology used in the Civil Service Rules
- Leave with a greater understanding of the Civil Service Rules

4. Union Relations for Managers

This course is designed to show the relationship between County Administration, Labor Organizations and the responsibilities managers have to ensure strong working relationships with staff is integral in the success of our organization. This course will help managers understand and learn the responsibilities in relationship to the various labor organizations.

5. Risk Management: What Every Manager Should Know

This course provides managers and supervisors with a basic understanding of their roles and responsibilities in the areas of employee safety and risk management.

Participants will:

- Be able to recognize and prevent employer liabilities.
- Develop a better understanding of the proper procedures to process Workers' Compensation claims
- Learn to utilize Disability Management to assist injured employees to return to work

6. EEO: Discrimination and Harassment Prevention

This course is designed to help supervisors and managers understand their legal responsibilities in preventing and addressing discrimination and workplace harassment complaints.

Participants will:

- Become familiar with the concept of Equal Employment Opportunity (EEO)
- Understand the federal and state laws that prohibit discrimination
- Be aware of the County's policies and procedures on discrimination and harassment

7. Payroll, PeopleSoft & FLSA

One of the primary functions for managers and supervisors is approving payroll, work hours and leave requests. This course will give information on the legal implications of not adhering to the laws set forth regarding the topics and what can be done to ensure compliance.

8. Leave Administration

This course provides participants with a general overview of the County's leave policies and the various state and federal laws that provide "protected leave" to County employees. Topics such as Military Leave, Family and Medical Leave Act (FMLA), Pregnancy Disability Leave, Paid Family Leave, Leave of Absence and eligibility requirements for these benefits will be discussed throughout the training.

Participants will:

- Gain a working knowledge of the various County policies and laws related to employee leave
- Be able to identify which law applies when leave laws overlap
- Learn how to avoid common mistakes when administering employee leave

9. SJC Performance Evaluation Guidelines

This course provides participants with general guidelines on conducting effective performance appraisals. Participants will also review the County's Civil Service Rules that address performance evaluations.

Participants will:

- Review the sections in the Memoranda of Understanding that relate to performance evaluations
- Gain a thorough understanding of Civil Service Rule 13
- Be able to conduct effective performance appraisals

10. Hiring and Interview Skills

This course discusses the do's and don'ts of a hiring interview. Participants will learn the County's hiring process and get helpful tips on developing interview questions and rating job applicants.

Participants will:

- Learn and understand the applicant referral process
- Be able to create a positive interview process
- Be able to document the interview thoroughly

11. Communication & Conflict

This course offers supervisors and managers the opportunity to improve on their communication skills. Participants will review the communication process and receive tips on active listening skills. Participants will also learn how to use “the conflict protocol” and the four steps of assertive communication to manage workplace conflicts.

Participants will:

- Gain a better understanding of the communication process
- Learn to utilize active listening skills
- Be able to identify causes of conflict
- Use the conflict protocol to resolve workplace conflicts and coach others to do the same

12. Introduction to Progressive Discipline

This course reviews the definition, methods, and processes of progressive discipline. Individuals will learn how to apply discipline in a fair, equitable, and consistent manner.

Participants will:

- Understand the formal definitions of discipline and progressive discipline
- Realize the goal of disciplinary action
- Be able to conduct a proper and thorough investigation