



engage

SAN JOAQUIN COUNTY

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# COURSE CATALOG



## Human Resources SJC Engage

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# Welcome to SJC Engage

**Dear San Joaquin County Employee,**

Through the San Joaquin County Staff Development Training Program, County employees have the opportunity to conveniently participate in their own development. San Joaquin County offers employees a wide variety of classes and workshops that can assist in developing new skills, enhancing and strengthening existing skills, and helping employees prepare for promotional opportunities. Whether you are interested in communication, leadership, team development, computer proficiency, or problem solving, San Joaquin County's Training Program has something for you.

This is our invitation to you, to take some time to participate in the training that is available to you as a San Joaquin County employee.

We hope you find our new catalog format easy to use where you can find courses and programs to create your professional development plan.

Staff Development encourages you to realize your best self and full potential here at San Joaquin County!



# FREQUENTLY ASKED QUESTIONS

## HOW DO I ENROLL FOR A CLASS?

Complete the [registration form](#) - Please use your employee ID #

- Obtain your supervisor's approval and signature.
- E-mail, mail, or fax your form to your Departmental Training Processor.

## HOW DO I KNOW IF I AM ENROLLED?

Individuals who are enrolled will generally receive a confirmation from their Training Processors three to four business days after the enrollment date. Please remember to enter your training information on your calendar and notify your supervisor once you have received confirmation.

## WHO SHOULD I CONTACT IF I AM UNABLE TO ATTEND A TRAINING THAT I AM SCHEDULED FOR?

Depending on your department's internal procedure, you will either need to immediately contact your supervisor or training processor or both.

## WHAT SHOULD I DO IF I AM ONLY ABLE TO ATTEND PART OF THE CLASS?

Individuals are encouraged to re-schedule if they are unable to attend the class in its entirety.

## WILL I NEED TO PAY FOR PARKING?

Human Resources will not validate or pay for parking fees. Please contact your department if you have questions.

## WILL I RECEIVE A CERTIFICATE AFTER EACH COURSE?

Certificates are only given after HRLA and DFSL session completion and upon request for Experienced Driver. You will receive a certificate for the Sexual Harassment Prevention training from the California Civil Rights Department.

## WHO CAN I CONTACT IF I HAVE QUESTIONS?

If you have any concerns or questions, please contact your Department Training Processor or SJC Engage at (209) 953-7563 or (209) 468-9500.

# MANDATORY TRAININGS

*Required for all County employees*

## CA LOCAL AGENCY ETHICS - AB1234 (HR0235)- EXECUTIVE AND SENIOR MANAGEMENT

**DURATION: 2 HOURS**

This course provides an overview of the topics which must be covered under the law, including the laws relating to personal financial gain by public servants, government transparency and fair Government processes. The primary goal is to expose you to California ethics laws and help employees identify the ethical considerations of their decisions.

***This course is required every 2 years.***

## COVID-19 (HR0729)

**DURATION: 1 HOUR**

This course discusses what COVID-19 is, how it is transmitted and signs and symptoms to watch for. It will explain the sources of exposure, hazards associated with exposure, and appropriate workplace protocols in place to prevent or reduce likelihood of exposure. It will also cover Personal Protective Equipment (PPE); what PPE is necessary; how to properly don (put on), use, and doff (take off) PPE; how to properly dispose of or disinfect, inspect for damage, and maintain PPE; and the limitations of PPE.

## CYBER SECURITY (HR0721)

**DURATION: 1 HOUR**

Security is every computer user's responsibility. Phishing, social engineering and password cracking are common tools used to gain access to data. This course covers processes that maintain the confidentiality, integrity and availability of business data in various forms.

## DIVERSITY, RESPECT AND INCLUSION (HR0130)

**DURATION: 1.5 HOURS**

San Joaquin County is committed to fostering an environment of inclusion, equality, and understanding that values diversity and respects the individual differences that enrich the workplace. This training provides all San Joaquin County employees the tools necessary to gain a deeper understanding and awareness of diversity.

***This course is required every 5 years.***

## DISCRIMINATION AND HARASSMENT PREVENTION - GENERAL STAFF (HR0151)

**DURATION: 1 HOUR**

Attendees will learn how to recognize and prevent discrimination and harassment in the workplace. The training will also review Federal and State laws as well as County policies regarding discrimination and harassment. San Joaquin County's Sexual Harassment Policies and Procedures and Civil Service Rule 20 will also be reviewed and discussed during the training.

This course is required every 2 years.

***Self-guided online:*** <https://sjcengage.com/mandatory-courses/>

# MANDATORY TRAININGS

*Required for all County employees*

## DISCRIMINATION AND HARASSMENT PREVENTION - MANAGERS AND SUPERVISORS (HR0070)

**DURATION: 2 HOURS**

This course is designed to help supervisors and managers understand their legal responsibilities in preventing and addressing discrimination and workplace harassment complaints. This course provides helpful tools and practical examples on how managers and supervisors should handle sexual harassment in the workplace. The two forms of sexual harassment are identified in this course as well as guidelines on how to prevent and correct sexual harassment situations in the workplace.

***This course is required every 2 years.***

***Self-guided online: <https://sjcengage.com/mandatory-courses/>***

## NEW EMPLOYEE ORIENTATION (HR0047)

**DURATION: 1.5 HOURS**

As a new employee of San Joaquin County, you have a wide variety of benefits available to you and your eligible dependents. The Benefits staff will be available to answer your questions and assist you in choosing the plans that best suit your needs at this workshop. The comprehensive benefits package includes:

- Medical, dental, vision and life insurance
- Flexible spending account options for dependent care and un-reimbursable health care expenses
- Deferred compensation program

## PUBLIC SERVICE ETHICS (HR0750)

**DURATION: 1 HOUR**

This course provides an overview of the topics which must be covered under the law, including the laws relating to personal financial gain by public servants, government transparency and fair government processes. The primary goal is to expose you to California ethics laws and help employees identify the Ethical considerations of their decisions.

***Self-guided online: <https://sjcengage.com/mandatory-courses/>***

## WORKPLACE VIOLENCE PREVENTION - GENERAL STAFF (HR0117)

**DURATION: 4 HOURS**

All San Joaquin County Employees are required to attend this class. Participants will learn effective methods and techniques to diffuse potentially hostile situations, how to recognize inappropriate and potentially violent behavior, and the steps to ensure the physical safety of staff and clients in potentially hostile situations.

***This course is required every 5 years.***

## WORKPLACE VIOLENCE PREVENTION - MANAGERS AND SUPERVISORS (HR0119)

**DURATION: 4 HOURS**

Designed for managers and supervisors, this class reviews the effective methods and techniques to diffuse potentially hostile situations. Attendees will also learn the steps to take to ensure the physical safety of staff and clients in potentially hostile situations, Proper reporting and documentation will also be reviewed.

***This course is required every 3 years.***

# SAFETY TRAININGS

## ACCIDENT INVESTIGATION—MANAGERS AND SUPERVISORS (HR0676)

### DURATION: 3 HOURS

Introduction to accident investigation provides an introduction to basic accident investigation procedures and describes accident analysis techniques. The goal of the course is to help participants gain the basic skills necessary to conduct an effective accident investigation.

## EMERGENCY PREPAREDNESS (HR0141)

### DURATION: 1.5 HOURS

Whether serving as a disaster worker for the County or dealing with an emergency, all employees should know how to safely react and respond. This class identifies conditions and hazards that may occur in San Joaquin County and the public services workplace. This class is San Joaquin County Board mandated (*please refer to section 1910 CAO manual*), and also meets State and County requirements.

## EXPERIENCED DRIVER 4 (HR0176)

### DURATION: 3 HOURS

This course is mandatory for all employees who operate a County vehicle or use their own vehicle for work purposes. Through examples and skills exercises, participants will have an opportunity to review and Sharpen their defensive driving skills.

Participants will:

- Learn defensive driving tips
- Learn how to perform a pre-trip check
- Recognize potentially unsafe driving conditions
- Recognize and avoid unsafe driving behaviors

## HEAT ILLNESS PREVENTION—MANAGERS AND SUPERVISORS (HR0802)

### DURATION: 2 HOURS

This course is a mandatory training for Departments with staff, volunteers, inmates, and/or wards working in outdoor places in accordance with the Heat Illness prevention Standard, California Code of Regulations, Title 8 section 3395( 8 CCR 3395).

## HEAT ILLNESS PREVENTION—GENERAL STAFF (HR0200)

### DURATION: 1 HOUR

This course is a mandatory training for Departments with staff, volunteers, inmates, and/or wards working in outdoor places in accordance with the Heat Illness prevention Standard, California Code of Regulations, Title 8 section 3395( 8 CCR 3395).

## REASONABLE SUSPICION (HR0160)

### DURATION: 1.5 HOURS

This course will go over their requirements for Department of Transportation commercial drivers as well as meet the County's compliance standards. The County's Alcohol and Drug Abuse Policy requires only trained managers may refer employees for testing under reasonable suspicion. This training meets our County Policy requirements.

***The Human Resources Leadership Academy (HRLA) is mandatory for all supervisors and managers.***

*The Academy consists of courses that review the twelve critical dimensions necessary for successful leadership. All courses are taught by San Joaquin County Subject Matter Experts. All HRLA classes are offered in a Cohort series. Please select your Cohort and note all dates required to complete the series.*

HRLA COURSES
CIVIL SERVICE
COMMUNICATION & CONFLICT
EEO: DISCRIMINATION & HARASSMENT PREVENTION
HIRING AND INTERVIEW SKILLS
INTRO TO PROGRESSIVE DISCIPLINE
INTRO TO ROLE OF THE LEADER
LEAVE ADMINISTRATION
PAYROLL, PEOPLESOFT & FLSA
RISK MANAGEMENT: WHAT EVERY MANAGER SHOULD KNOW
SJC PERFORMANCE EVALUATION GUIDELINES
UNDERSTANDING THE INTERNAL STRUCTURE
UNION RELATIONS FOR MANAGERS



### CIVIL SERVICE RULES (HR0100)

#### DURATION: 3 HOURS

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

### COMMUNICATION & CONFLICT MANAGEMENT (HR0008)

#### DURATION: 3 HOURS

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

### EEO: DISCRIMINATION & HARASSMENT PREVENTION (HR0070)

#### DURATION: 2 HOURS

This course is designed to help supervisors and managers understand their legal responsibilities in preventing and addressing discrimination and workplace harassment complaints. This course provides helpful tools and practical examples on how managers and supervisors should handle sexual harassment in the workplace. The two forms of sexual harassment are identified in this course as well as guidelines on how to prevent and correct sexual harassment situations in the workplace.

***This course is required every 2 years.***

***Self-guided online:*** <https://sjcengage.com/mandatory-courses/>

### HIRING AND INTERVIEW SKILLS (HR0027)

#### DURATION: 3 HOURS

This course discusses the do's and don't's 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

## **INTRODUCTION TO PROGRESSIVE DISCIPLINE (HR0029)**

### **DURATION: 3 HOURS**

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

## **INTRODUCTION TO THE ROLE OF THE LEADER (HR0030)**

### **DURATION: 3 HOURS**

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

## **LEAVE ADMINISTRATION (HR0101)**

### **DURATION: 3 HOURS**

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

## **PAYROLL, PEOPLESOFT & FLSA (HR0815)**

### **DURATION: 3 HOURS**

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.

### **RISK MANAGEMENT: WHAT EVERY MANAGER SHOULD KNOW (HR0052)**

#### **DURATION: 3 HOURS**

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

### **SJC PERFORMANCE EVALUATION GUIDELINES (HR0057)**

#### **DURATION: 3 HOURS**

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

### **UNDERSTANDING THE INTERNAL STRUCTURE (HR0814)**

#### **DURATION: 3 HOURS**

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.

### **UNION RELATIONS FOR MANAGERS (HR0780)**

#### **DURATION: 3 HOURS**

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. 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

### *Open to all employees interested in becoming a supervisor*

#### **BUDDY TO BOSS (HR0818)**

##### **DURATION: 3 HOURS**

This course is designed for employees who are interested in stepping into supervisory roles. Most career advancement happens in an employee's current department. This course will walk potential supervisors through the effects of transitioning from a buddy system to a supervisor system and the implications and experiences of managing your peers.

Participants will:

- Learn how to set clear boundaries
- Understand the transition from employee to manager is a process
- Personal sacrifice
- On-going training
- Real time practice
- Constant self-reflection
- Continuous feedback
- Identify common mistakes made by new managers

#### **SO YOU WANT TO BE A SUPERVISOR (HR0817)**

##### **DURATION: 3 HOURS**

This course is designed for employees who are currently deciding whether a Supervisor job is right for them or not. Participants will explore the how, why and when of career advancement and engage in conversations and activities that will help them to determine if this is the right career path for them. Staff should leave with a better understanding of their supervisory aspirations.

Participants will:

- Understand the structure of the County
- Review the Mission/Vision

#### **THE 1ST LINE SUPERVISOR (HR0819)**

##### **DURATION: 3 HOURS**

In this course, employees who are considering the transition into a supervisory role will get an understanding of tools at their disposal for supporting them in their role. This course is designed for employees who are interested in stepping into supervisory roles. Most career advancement happens in an employee's current department. This course will walk potential supervisors through the effects of transitioning from a buddy system to a supervisor system and the implications and experiences of managing your peers.

Participant will:

- Review the technical knowledge needed to be successful
- Understand the importance and responsibilities of coaching, visioning, influencing and delegating
- Identify ways to handle difficult employees and situations
- Watch for HR landmines and pitfalls
- Understand what policies and procedures are governing decision making

## **UNDERSTANDING THE COUNTY STRUCTURE (HR0816)**

**DURATION: 3 HOURS**

This course is designed for staff who are interested in becoming a supervisor. In order to understand Whether a role in supervision is of interest, it is important to first understand the fundamentals of county government.

Staff will explore the internal structures of the county.

Participants will:

- Understand the structure of the County
- Review the Mission/Vision

# EMPLOYEE SKILL DEVELOPMENT

*Open to all employees*

## **ANALYTICAL WRITING SKILLS (HR0723)**

**DURATION: 3 HOURS**

An analyst's work product needs to be clear, concise, logical, and correct. The first step in meeting these requirements is to plan effectively before writing—the best planners are the best writers. This class will help you analyze and organize your writing project, as well as help you choose the most effective way to present completed staff work to your audience. Writing Skills for Analysts helps participants learn how to become more competent and confident writers, to overcome writer's block, to employ critical thinking, and to communicate using clear, concise, and correct language.

Objectives:

- Organize thoughts and write with purpose and conviction
- Effectively plan for audience, purpose, message and tone
- Incorporate logic/critical thinking in your writing

## **BUSINESS ETIQUETTE (HR0866)**

**DURATION: 1 HOUR**

Good manners and business etiquette have always been based on common sense and thoughtfulness. Social skills can help us build more productive relationships and project a positive image. This class will include an interactive discussion on the do's and don'ts of business etiquette, including email etiquette.

## **BUSINESS WRITING FOR MANAGERS (HR0875)**

**DURATION: 1 HOUR**

Second only to verbal communication, written communication is a key to being a successful manager. Not only does effective writing help communicate what the manager is trying to say, but it also creates an image for the reader - whether he or she is a client, employee or associate. Learn how to make your writing convey the right message.

## **COMMUNICATION SKILLS FOR THE WORKPLACE (HR0876)**

**DURATION: 1 HOUR**

Communication is perhaps the most important skill to develop in order to be effective in the workplace, and it can be developed with practice. This class will help participants learn how to determine the goal of a conversation and what to do before, during, and after it, in addition to identifying barriers and use best practices.

## **EMPLOYEE ACCOUNTABILITY (HR0821)**

**DURATION: 3.5 HOURS**

Few things positively impact employee and organizational performance more than accountability in the workplace. Where do you stand on this topic and are you reaping the benefits of its power? We will glance at evidence that supports accountability, explore indicators to increase our awareness, and consider methods to take action.

# EMPLOYEE SKILL DEVELOPMENT

## HEAR THIS! EFFECTIVE LISTENING AT WORK (HR0623)

**DURATION: 3 HOURS**

This course will give you the tools to develop one of the most important traits of personal and professional success. Learn the barriers that interfere with listening and develop awareness of how attitudes affect the way people listen. You will examine how poor listening habits are developed and learn the guidelines to Empathetic listening. Properly applied, this course will change your life.

## LEADERSHIP (HR0869)

**DURATION: 1 HOUR**

What does it take to be a good leader? How do we define it? In school, children have their first experience with leadership through authority figures such as a principals. But in the work world, leadership is so much more. Children will gain an understanding of various types of leadership styles, skills, and means of execution. By working on a project, they will be able to identify their leadership style as well as preferences for what kind of leader they are or with whom they like to work.

## WRITING PURPOSE DRIVEN DOCUMENTS (HR0822)

**DURATION: 3 HOURS**

You can tell the difference between a document that is written with purpose and one that is not. The purpose driven document is more focused, concise, and persuasive. In this course, you will learn the WRITE process, which not only transforms your writing, but will help you overcome writer's block too.

# HEALTH & WELLNESS

*Open to all employees*

## **DEALING WITH CHALLENGING PEOPLE (HR0868)**

**DURATION: 1 HOUR**

We all have different perspectives when defining a challenging person. Some people challenge the lives of many others, and then, there are types who can just get under our skin and push our buttons. Regardless of the particulars, we have two choices: we can learn how to effectively deal with the difficult person, or, we can remove the possibility of interaction with them. In this class we will learn how to deal with the challenging people in our lives.

## **EATING RIGHT FOR LIFE (HR0870)**

**DURATION: 1 HOUR**

Donuts for breakfast, candy bar for lunch? Eating on the run? Does this sound familiar? Participants in this seminar learn the benefits of nutrition, including the importance of making informed food choices to develop and maintain sound eating habits.

## **FINANCIAL FITNESS (HR0877)**

**DURATION: 1 HOUR**

Even smart people with good jobs and high-paying compensation can find themselves in financial problems. This includes cash flow and debt issues that can be a daily distraction and make for 'bad' corporate and personal behavior. This course will address the personal impact of financial inaction, the effect on family, and some of the simple and small steps necessary to initiate significant change.

## **KINDNESS (HR0867)**

**DURATION: 1 HOUR**

The goal of this seminar is to equip participants with the self-reflective tools needed to define kindness in their own lives. In today's world, kindness is more important than ever before, as we struggle together to adjust and adapt to an ever-changing idea of 'normal'. We will acknowledge why empathy and emotional intelligence are essential traits for everyone, and how kindness - an act of doing good deeds towards others - is needed in the workplace and at home with our friends, families and in our communities.

## **OVERCOMING BURNOUT (HR0872)**

**DURATION: 1 HOUR**

If you're feeling overwhelmed by the pressures of everyday work and home life, then this workshop focusing on burnout issues will help you bring your life back into balance.

Learn to identify the symptoms of burnout and explore strategies for coping with and avoiding burnout.

## **RELAXATION (HR0874)**

**DURATION: 1 HOUR**

In this introductory meditation workshop we will use guided imagery and breathing to learn how relaxation techniques make you even more productive during the day and help you sleep better at night.



# HEALTH & WELLNESS

*Open to all employees*

## **RESILIENCY (HR0871)**

**DURATION: 1 HOUR**

Civil rights issues, financial concerns and the feeling of uncertainty has taken this world to a whole new level, which is why resiliency during a pandemic is crucial. This state-of-the-art class will focus on the key attributes of a resilient person in the current situation and invite us to examine the specific skills we need to thrive during times of adversity.

## **UNDERSTANDING PERSONALITY TYPES (HR0873)**

**DURATION: 1 HOUR**

Understanding personality types can be somewhat confusing. This one-hour seminar is designed to gain a practical understanding of the different types of personalities and teach you how personality types can impact our behavior. Participants will identify their own personality type to learn how to use type preference as an energy management tool that enhances their skills in interpersonal communication.