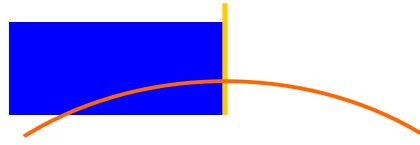
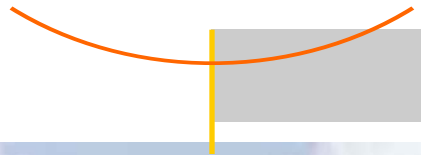


July 2009 —June 2010



Workforce Development and Consulting Guide



Chesapeake
VIRGINIA

Department of Human Resources

Employee Relations, Training and Benefits Division

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** For Supervisory Employees ONLY*

**City of Chesapeake
Department of Human Resources**

Vision Statement

As leaders within the organization, we will effectively cultivate human capital to positively shape the character of the City.

Mission Statement

To provide quality services to our customers in a responsive, efficient and sincere manner.

Leadership Philosophy

Effective Human Resource Management is an integral part of the overall success of the entire organization. The Department of Human Resources' Leadership Philosophy is based upon the premise that an organization's greatest asset is its employees.

Therefore, we believe:

- employees want to do a good job and make a positive contribution;
- employees want to experience personal growth and professional development;
- employees/customers deserve to be treated with respect and fairness;
- public service is an honorable profession;
- the contributions of employees are valuable to customers;
- employees deserve to be valued, respected and recognized for the contribution they make to the organization;
- the input and opinions of employees/customers are vital to making good decisions and establishing priorities;
- services provided should be the highest quality; and
- effective leadership requires serving as a role model.

Welcome!

The Department of Human Resources proudly presents the 2009-2010 Workforce Development and Consulting Guide, your resource for development as an employee of the City of Chesapeake. Our commitment to support a continuous learning environment remains unchanged, and the courses offered are designed to assist you in enhancing your skills, both personally and professionally.

As we focus on preparing today's employees to be tomorrow's leaders, we have updated the courses for the Supervisory Certificate Program to include "So You Want to be a Supervisor?" This course is targeted specifically for employees who would like to complete their certificate *but are not currently managers or supervisors*. Ethics in Action and Get Fit for Coaching are *requirements* for certificate completion. The Give 'em the Pickle series offers a different view of service from the customer's and employee's perspective. As always, we continue to offer classics such as Focus for Results®, Myers-Briggs Type Indicator® and "Who Moved My Cheese?".

As always, we are happy to partner with you and your department, if you do not find what you are looking for in the pages of the Guide. Simply contact your department's partner (see Page 9) to discuss your needs.

Departmental Training Coordinators

Department	Name	Extension
Agriculture	Myra Lyons	382-6617
Airport Authority	Joe Love	432-8110
Audit Services	Wanda Joyner	382-8511
Budget	Diane Williams	382-6158
Bureau of Community Programs - Office of Housing	Jean Taylor	382-6925
Bureau of Community Programs - Office of Youth Services	Paula Horn	382-6191
Circuit Court Clerk's Office	Carol Mayo	382-3022
Circuit Court—Judges Chambers	Tammie White	382-3055
City Attorney's Office	Frankie Hudson	382-6939
City Clerk's Office	Dolores Moore	382-6151
City Manager's Office	Wanda Futrell	382-6988
Commissioner of the Revenue	Carolyn McBride	382-6620
Commonwealth's Attorney	Betsy Middlebrooks	382-3245
Community Services Board	Amy Blondell	819-6215
Conference Center	Celecia Johnson	382-2500
Conventions & Tourism	Wendy Debman	502-4898
Court—General District	Debbie Ellington	382-3111
Court—Juvenile & Domestic Relations	Lori Throckmorton	382-8100
Court Services	Mary Riley	382-8184
Customer Contact Center	Patricia Morrow	382-6056
Development and Permits	Dominique Gonsel	382-8371
Economic Development	Linda West	382-8040
Finance	Nancy Muse	382-6715
Fire	Louise MacAlister	673-8409

Departmental Training Coordinators

Department	Name	Extension
General Services - <i>Purchasing</i>	Lavera Tolentino	382-6915
General Services - <i>Fleet Management</i>	Ruth Curling	382-3375
General Services - <i>Facilities Management</i>	Glen Tardif Virginia Landers	382-6266 382-6559
Health Department	Kendra Tyrell	382-8630
Human Services - <i>CJS</i>	Lynnisha Russell	382-6135
<i>Human Services-Community Corr.</i>	Nancy Thomas	543-0200
Human Services - <i>Consortium</i>	Sandy Hart	382-8154
Human Services— <i>Social Services</i>	Teisha Porter	382-2060
Information Technology	Thomasene Gilliam	382-6391
Library	Kathy Flowers	410-7107
Mosquito Control	Janet Haley	382-3467
Parks & Recreation- Portlock Galleries	Carol Lindgren	382-6635
Planning	Karen Shaffer	382-6036
Police	Neil Morgan	487-0886
Public Communications	Jill Marion	382-6909
Public Utilities	Jerry Hoddinott	382-6356
Public Works	Jean Hairston	382-6290
Real Estate Assessor's Office	Kathy Jones	382-6185
Registrar	Mary Lynn Pinkerman	277-9797
Sheriff	Eleanor Pierce	673-8137
Treasurer's Office	Nanette Cartwright	382-6764

REGISTRATION INFORMATION

HOW TO REGISTER:

1. Employee selects appropriate training program and session. (The form can be found on CityNet under "Forms," or under HR Links.)
2. Supervisor approves request and submits form to the Departmental Training Coordinator.
3. Departmental Training Coordinator reviews requests for appropriateness and adherence to target group guidelines.
4. Departmental Training Coordinator submits request to Human Resources. (Completed emailed forms will be accepted as authorized by the Departmental Training Coordinator only.)
5. Human Resources will confirm the registration with the Departmental Training Coordinator, two weeks prior to the date of the course.
6. Employees make cancellations through their Departmental Training Coordinator.

SUPERVISORS: Please review the entire guide and compare each employee's knowledge, skills and abilities with the programs offered. Equal access to training programs for all employees (with respect to age, sex, race and job title) must be maintained.

Unless otherwise noted, all courses will be held in the
**Human Resources Training Center,
4th Floor City Hall**

SUPERVISORY CERTIFICATE PROGRAM

To ensure that all supervisors receive essential supervisory training, successful completion of the Supervisory Certificate Program is a requirement of all current and newly promoted/hired supervisors. Effective Supervisory Training, a required four day workshop **for supervisors only**, must be enrolled within the first three months of assuming supervisory responsibilities. Completion of So You Want to Be a Supervisor is required for those who register for the Program, but are **not at a supervisory level** at the time of enrollment.

PROGRAM GUIDELINES

- Courses may be taken in any order. Qualifying courses taken prior to enrollment in the program will meet the requirement.
- Follow the regular registration process on Page 7 for each course.
- You must enroll, (i.e. complete an Enrollment Form) to receive a transcript. Supervisory Certificate Enrollment Forms are distributed during either required course, Effective Supervisory Training or So You Want to Be a Supervisor. (Also available on CityNet under "Forms.")
- Transcripts for employees enrolled in the Supervisory Certificate Program are distributed annually.
- A ceremony and reception is held in late summer to honor our graduates.

REQUIRED COURSES:
Ethics in Action
FISH! Philosophy
Get Fit for Coaching
Workplace Violence Prevention
Effective Supervisory Training (Supervisors only) - OR - So, You Want to Be a Supervisor? (for non-supervisors only)

ELECTIVE COURSES:	
<i>You must take two (2) elective courses; one (1) from <u>each</u> of the disciplines.</i>	
<i>Communication & Interpersonal Skills</i>	<i>Self-Awareness</i>
Managing Diversity in the Workplace	Myers-Briggs Type Indicator®
Managing Challenging Attitudes	Focus for Results®
Presentation Skills—The Basics	7 Habits for Managers™ (Supervisors only)
Recognizing the Need to Recognize Your Employees (Supervisors only)	
Communicating Effectively	

Workforce Development Consulting on the Go!



Are you a committed leader working towards a high performance team?

The City's Workforce Development Consultants are happy to partner with you in customizing workshops to meet your department's specific needs. We will meet with you to assess developmental areas and design customized training sessions.

No job is too big or too small for those committed to excellence!

Call your department's Workforce Development Consultant to discuss options.

<p><u>Jessica Ingram</u> 382-6059</p> <p>Audit Services Budget City Manager Fire General Services Health Department Human Services Information Technology Library Planning Public Works Real Estate</p>	<p><u>Shelly James</u> 382-6245</p> <p>Agriculture Bureau of Community Programs Community Services Board Development and Permits Economic Development Finance Intergovernmental Affairs Mosquito Control Parks & Recreation Police Public Communications Public Utilities</p>	<p><u>Elizabeth Miller</u> 382-6373</p> <p>Circuit Court City Attorney City Clerk First District Court Services General District Court</p>
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7 Habits for Managers™

PROGRAM DESCRIPTION: Based on the principles of best selling author Dr. Stephen Covey, this workshop focuses on the fundamentals of leading the modern, mobile knowledge worker. Both new and experienced managers acquire a set of tools to help them meet today's management challenges, including conflict resolution, prioritization, performance management, accountability and trust, execution, collaboration, and team and employee development.

TARGET GROUP: Department Heads, managers and supervisors desiring a powerful and in-depth examination of principle-centered learning, paradigms, principles and leadership.

PROGRAM FEE: Departments will be charged \$110 + shipping for course materials.

Date	Time	Deadline to Register
10/29/09	9—4:00	10/7/09
6/9/10	9—4:00	5/26/10

Basic Application and Interview Skills

PROGRAM DESCRIPTION: This workshop will provide you with basic instruction in completing a City job application. In addition, you will learn how to feel more confident at your next job interview by learning tips and trade secrets to successful job interviewing. Topics include positive answers to difficult questions, dressing for success, and the importance of body language and having a positive attitude.

TARGET GROUP: All employees looking to enhance their job searching skills.

PROGRAM FEE: None

Date	Time	Deadline to Register
08/19/09	9—12	08/5/09
3/17/10	9—12	3/3/10



PROGRAM DESCRIPTION: Are you a new user to the City's web-based applicant tracking and employment system, CLICK? Or perhaps you've been there, done that, but a "refresher" class is in order. Who ya' gonna call? Human Resources! Topics covered for **supervisor sessions** include setting up a user account, creating a job requisition, navigating the on-line hiring process, and tips to guarantee optimal benefit from this virtual employment system. Topics covered for **applicant (employee) sessions** include accessing the system, creating and updating a general application, and tips on making yourself more competitive.

TARGET GROUP: New Hiring Supervisors and those needing a refresher course.

PROGRAM FEE: None

Date	Time	Deadline to Register
Group and individual training sessions are available upon request.		

Communicating Effectively

PROGRAM DESCRIPTION: This workshop is designed to provide participants with a better understanding of the importance of effective interpersonal communication in the workplace. Participants will learn the components of interpersonal communications, the barriers to effective communication, formal and informal communication channels and how to be a good listener.

TARGET GROUP: Any employee who could benefit from more effective communication in the workplace.

PROGRAM FEE: None

Date	Time	Deadline to Register
10/08/09	9—4	9/24/09
5/4/10	9—4	5/20/10

Consumer Credit Counseling

PROGRAM DESCRIPTION: Do you know someone who is looking for ways to reduce budgeting constraints? Are you stressing over bills and personal budgets? Come and hear how to manage your budget, plan for debt liquidation, how to understand credit and interest rates, and how to manage your money more effectively.

TARGET GROUP: Any City employee

PROGRAM FEE: None

Date	Time	Deadline to Register
9/1/09	9—11	8/20/09
4/2/10	9—11	3/18/09

Eat for Your Health

PROGRAM DESCRIPTION: Eating for good health can shape your entire life. Here is an opportunity to learn more about the food guide pyramid, how to use “supermarket smarts,” how to read and understand food labels, interpret fat content and comprehend the three “P’s” of food – purchasing, preparation and portion.

TARGET GROUP: All City employees

PROGRAM FEE: None

Date	Time	Deadline to Register
12/10/09	10—12	11/26/09
4/13/10	10—12	3/30/10

Education Fair

PROGRAM DESCRIPTION: Is your goal to start college classes? Is it to take a course for personal growth? Do you want to finally finish your degree program? Are you ready to start your graduate work? Whatever your goal is, this is the place to start. Come and talk to the school representatives about the programs they offer.

TARGET GROUP: All City employees

PROGRAM FEE: None

The Education Fair will be held in
conjunction with Employee Wellness Day.
March 2010

Effective Supervisory Training

PROGRAM DESCRIPTION: The purpose of this training is to provide supervisors with tools necessary for effective on-the-job management of their employees. Topics covered will include City policies and procedures, EEO regulations, performance evaluations, disciplinary strategies, leadership and motivation theories.

TARGET GROUP: This course is for **SUPERVISORS ONLY**, and enrollment in the Supervisory Certificate Program is a requirement of all current and newly promoted/hired supervisors, within the first three months of assuming their supervisory responsibilities. For employees wanting to complete the Supervisory Certificate Program that are NOT supervisors, please enroll in "So You Want to Be a Supervisor" (Course Description on Page 39.)

PROGRAM FEE: None

Date	Time	Deadline to Register
12/15, 16, 17, 18/09	9—4	12/1/09
2/16, 17, 18, 19/10	9—4	2/2/10
4/20, 21, 22, 23/10	9—4	4/6/10
6/15, 16, 17, 18/10	9—4	6/1/10

Ethics in Action

PROGRAM DESCRIPTION: This workshop is designed to provide participants with a better understanding of the ethical decision making process and introduces several methods for resolving ethical dilemmas.

TARGET GROUP: All City employees

PROGRAM FEE: None

Date	Time	Deadline to Register
8/11/09	9—12	7/28/09
10/13/09	9—12	9/29/09
2/9/10	9—12	1/26/10
4/1/10	9—12	3/18/10
6/4/10	9—12	5/21/10

Exploring Leadership

PROGRAM DESCRIPTION: This program will give participants an opportunity to explore and discuss different aspects of leadership. Questions such as, "Is a leader born or made?" "Is there a difference between leadership and management?" "What is required of a leader?" and "What type of leader are you?" will be discussed in detail.

TARGET GROUP: Senior Leadership, Department Heads, Assistant Department Heads, Administrators, Managers and Supervisors who are actively committed to growth and development in leadership competencies.

PROGRAM FEE: None

Date	Time	Deadline to Register
10/02/09	9-1	9/18/09
2/2/10	9—1	1/19/10
5/14/10	9—1	4/30/10

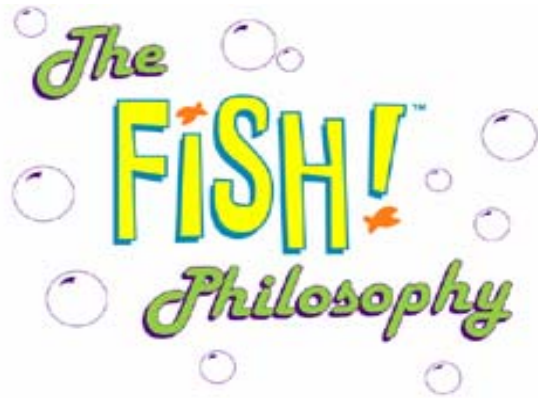
Financial Planning

PROGRAM DESCRIPTION: This seminar looks at common financial issues such as, retirement accounts, insurance and investments. Assistance will be offered to employees interested in learning the most practical and sensible investment options. (This seminar is facilitated by financial advisors)

TARGET GROUP: All City employees

PROGRAM FEE: None

Date	Time	Deadline to Register
9/16/09	1—4	9/2/09
3/18/10	1-4	3/4/10



PROGRAM DESCRIPTION: Seattle's World Famous Pike Place Fish is an otherwise ordinary fish market that's extraordinarily **successful**. The work is hard and the hours are long—yet these employees make a personal **choice** to bring amazing passion, playfulness, commitment and a positive attitude to work *every day*. This program is based on the philosophy these employees subscribe to, and one we want to bring to the City of Chesapeake. Come to this FUN and fresh course that is sure to bring smiles to your face and a new perspective to your outlook on life!

TARGET GROUP: All City employees

PROGRAM FEE: None

Date	Time	Deadline to Register
7/8/09	10—12	6/24/09
2/10/10	10—12	1/27/10

Focus for Results®

PROGRAM DESCRIPTION: In this class, you will learn not only enduring principles of time management, but also life leadership skills to help you focus each day on the roles, responsibilities, tasks and objectives that ultimately mean the most to you. You will learn to use the Franklin Planner to improve job performance and shape your dream of “someday I’m going to...” into actual life experiences. This class promises improved effectiveness and productivity, improved relationships, and greater balance, harmony and peace of mind.

TARGET GROUP: Managers, supervisors and employees who are interested in improving their professional and personal lives by focusing on What Matters Most®.

PROGRAM FEE: Departments will be charged \$120 + shipping for course materials, including the Franklin Planner®.

Date	Time	Deadline to Register
9/17/09	8:30—5	9/3/09
3/31/10	8:30—5	3/17/10

Get Fit for Coaching

PROGRAM DESCRIPTION: An important role of a supervisor is to provide feedback to employees about their performance. The purpose of this course is to help participants identify the extent to which they practice the five competencies: builds rapport, observes and analyzes, questions and listens, provides feedback, and facilitates learning.

TARGET GROUP: City supervisors or employees enrolled in the Supervisory Certificate Program

PROGRAM FEE: None

Date	Time	Deadline to Register
8/18/09	9—1	8/4/09
9/30/09	9—1	9/16/09
11/6/09	9—1	10/23/09
1/21/10	9—1	1/7/10
5/11/10	9—1	4/27/10

Give 'em the Pickle!

PROGRAM DESCRIPTION: The business of the City of Chesapeake is the people business. Our job is to make citizens happy. What is the best way to do that? By giving out pickles. Pickles are those special or extra things you do to make people happy. This fun and light hearted session will help you identify the pickles you can give out!

TARGET GROUP: All City employees

PROGRAM FEE: None

Date	Time	Deadline to Register
9/9/09	10—12	8/26/09
11/5/09	10—12	10/22/09
2/24/10	10—12	2/10/10
5/19/10	10—12	5/5/10

ICMA Seminar: Saving for Retirement

PROGRAM DESCRIPTION: One of the benefits of being an employee of the City of Chesapeake is your eligibility to participate in the International City Management Association Retirement Corporation deferred compensation plan. An ICMA representative will present further information about their available programs. Personalized service can be arranged by calling 382-6492 to make an appointment.

TARGET GROUP: All City employees

PROGRAM FEE: None

Date	Time	Deadline to Register
9/16/09	10—12	9/2/09
1/21/10	2—4	1/7/10
4/8/10	2—4	3/25/10
5/13/10	2—4	4/29/10

Interview Skills for Supervisors

PROGRAM DESCRIPTION: As a supervisor, your job is made easier when you hire the right people. This workshop builds on the basics of interviewing provided in the Effective Supervisory Training. Relevant employment laws are examined, and City selection procedures are discussed. The session concludes with a discussion of "best practices" in interviewing.

TARGET GROUP: City supervisors who have the responsibility for hiring.

PROGRAM FEE: None

Date	Time	Deadline to Register
10/21/09	9—12	10/7/09
4/9/10	9—12	3/26/10

Learning More, Living Better

A Series Offered by EAP

PROGRAM DESCRIPTION: Several sessions will be offered by Bon Secours, Maryview EAP staff, dealing with a variety of issues.

- Session 1: Working Effectively as a Team
- Session 2: Recognizing Signs of Depression in the Workplace
- Session 3: Balancing Work and Family
- Session 4: Stress Management

TARGET GROUP: All City employees

PROGRAM FEE: None

Date	Time	Deadline to Register
Session 1 7/23/09	2-4	7/8/09
Session 2 10/1/09	2-4	9/15/09
Session 3 1/7/10	2-4	12/15/09
Session 4 4/6/10	10-12	3/23/10

Managing Challenging Attitudes

PROGRAM DESCRIPTION: With this workshop, you will learn how to appropriately redirect employees who exhibit challenging attitudes within the work environment. Discover tips that will enable you to correspond with individuals by recognizing the need to incorporate diverse communication skills.

TARGET GROUP: All City employees

PROGRAM FEE: None

Date	Time	Deadline to Register
8/26/09	9—4	8/12/09
10/14/09	9—4	10/1/09
3/11/10	9—4	3/25/10
5/6/10	9—4	5/22/10

Managing Change—"Who Moved My Cheese?"

PROGRAM DESCRIPTION: Based on the book by Dr. Spencer Johnson, Who Moved My Cheese?, this class explores the subtle and not so subtle dynamics of change. He uses the metaphor of "cheese" to represent whatever one wants from life - a good job, love, money, health, possessions or peace of mind. The maze illustrates the complexities of change. You can discover how to effectively manage change, lessen stress and be more successful at work and in life!

TARGET GROUP: All City employees

PROGRAM FEE: None

Date	Time	Deadline to Register
11/10/09	9—12	10/27/09
5/21/10	9—12	5/7/10

Managing Diversity in the Workplace

PROGRAM DESCRIPTION: This interactive, thought provoking course empowers participants by teaching conflict resolution skills, effective listening and how to manage dialogue across group lines that creates a welcoming workplace. Dialogue about the tough issues remain open, and differences are explored while giving tools and skills to put new beliefs in practice.

TARGET GROUP: All City employees

PROGRAM FEE: None

Date	Time	Deadline to Register
9/24/09	9—4	9/10/09
4/29/10	9—4	4/15/10

Multi-tasking:
Getting Things Done the Right Way

PROGRAM DESCRIPTION: This course will discuss methods of increasing productivity in the workplace. Getting things done the right way includes becoming more organized, managing time, improving efficiency, while increasing effectiveness. Learn tips that are essential in accomplishing tasks with resources that today's workplace offers.

TARGET GROUP: City support staff

PROGRAM FEE: None

Date	Time	Deadline to Register
1/28/10	9—12	1/14/10
4/28/10	9—12	4/14/10

Mutual Respect

PROGRAM DESCRIPTION: Are you familiar with the Federal law and City policies with regard to harassment? Did you know that sometimes harassment is not intentional? Do you understand **your** responsibilities and liabilities? Harassment is a controversial subject. This training is designed to provide insight, information, and methods to evaluate, prevent, and resolve situations that affect the work environment.

TARGET GROUP: Mandatory for all City employees

PROGRAM FEE: None

Date	Time	Deadline
7/21/09	9—1	7/7/09
7/30/09	9—1	7/16/09
8/6/09	9—1	7/23/09
8/27/09	9—1	8/13/09
9/10/09	9—1	9/27/09
9/22/09	9—1	9/8/09
10/6/09	9—1	9/22/09
10/22/09	9—1	10/8/09
11/3/09	9—1	10/20/09
11/19/09	9—1	11/5/09

Date	Time	Deadline
1/7/10	9—1	12/22/10
1/26/10	9—1	1/12/10
2/11/10	9—1	1/28/10
2/23/10	9—1	2/9/10
3/9/10	9—1	2/23/10
3/25/10	9—1	3/11/10
4/8/10	9—1	3/25/10
4/27/10	9—1	4/13/10
5/13/10	9—1	4/29/10
5/25/10	9—1	5/11/10
6/8/10	9—1	5/25/10
6/24/10	9—1	6/10/10

Myers-Briggs Type Indicator®

PROGRAM DESCRIPTION: This workshop is designed to help participants develop a deeper appreciation and acceptance of self and an awareness and understanding of personality differences between people. This heightened self-awareness and deeper understanding will enable participants to work with others more effectively while remaining comfortable with their individual styles.

TARGET GROUP: All City employees

PROGRAM FEE: None

Date	Time	Deadline to Register
8/13/09	9—4:30	7/29/09
10/23/09	9—4:30	10/8/09
12/3/09	9—4:30	11/18/09
2/4/10	9—4:30	1/20/10
4/15/10	9—4:30	3/31/10
6/30/10	9—4:30	6/15/10

New Employee Orientation

PROGRAM DESCRIPTION: The hiring policy requires all new full-time and regular part-time employees to begin their employment with the City by attending New Employee Orientation. This allows the opportunity to welcome and inform all new City employees about working for the City of Chesapeake. Topics covered include: The City's Mission, Benefits, City Policies, General Information, and Customer Satisfaction. There are opportunities for questions and answers.

TARGET GROUP: New employees (Employees are registered by their respective Payroll Clerks.)

PROGRAM FEE: None

Date	Time	Deadline to Register
Every Monday with the exception of weeks with City observed holidays. 8:30—5:00 Payroll clerks will register new employees.		

Pre-Retirement Benefit Seminar (VRS)

PROGRAM DESCRIPTION: This workshop is designed to present and discuss processing applications for retirement, medical benefits, life insurance coverage, and payment of leave balances. Participants will be given instructions on retirement processing, a review of benefits that are available for City retirees, and information from the Virginia Retirement System.

TARGET GROUP: Full-time employees who plan to retire within 12 months of the session date.

PROGRAM FEE: None

Date	Time	Deadline to Register
10/16/09	1—4	10/2/09
2010 Date TBA	1—4	

NOTE: This program will be held in the CHESAPEAKE CENTRAL LIBRARY MEETING ROOMS.

Public Speaking Skills: The Basics

PROGRAM DESCRIPTION: Many of us need to present information to a group, in a team meeting or perhaps even in a formal setting. This workshop will teach participants the basics of organizing and delivering an effective presentation. Participants will make a 3-5 minute introductory speech on Day 1 and a videotaped presentation on Day 2. **Registration for both days is required to obtain full credit and the full benefit of the workshop.**

TARGET GROUP: All City Employees

PROGRAM FEE: None

Date	Time	Deadline to Register
8/21 & 25/09	9—12 & 9—4	8/7/09
1/22 & 27/10	9—12 & 9—4	1/8/10
3/12 & 16/10	9—12 & 9—4	2/2/10
5/28 & 6/1/10	9—12 & 9—4	5/14/10

Put It In Writing

PROGRAM DESCRIPTION: Is your writing getting the results you desire while presenting you, the writer, in the very best light? If writing is your primary responsibility or a part of your daily routine, you'll want to be sure your material is clear, concise and your message easily understood by your reader. Learn how to compose meaningful, professional documents that get attention and prompt action. In this course you will learn to update and improve your writing style for more effective and persuasive e-mails, memos, letters and reports.

TARGET GROUP: All City employees

PROGRAM FEE: None

Date	Time	Deadline to Register
9/11/09	9—1	8/28/09
2/25/10	9—1	1/11/10

Recognizing the Need to Recognize Your Employees

PROGRAM DESCRIPTION: You can't motivate people—BUT you can set an example and create an environment where they will motivate themselves. This workshop will provide helpful tips that will keep you away from recognition pitfalls and help you develop employees who are more focused, more committed and more engaged in reaching their professional goals.

TARGET GROUP: This course is limited to Supervisors only.

PROGRAM FEE: None

Date	Time	Deadline to Register
7/15/09	9—12	7/1/09
2/5/10	9—12	1/22/10

So, You Want to Be a Supervisor?

PROGRAM DESCRIPTION: Do you think you have a good understanding of your job? Think you could supervise a team but not exactly sure what skills you need to fine tune before taking that next step? Determine what core skills you need to focus on to become an effective supervisor and overcome the obstacles faced with transitioning from employee to supervisor.

TARGET GROUP: Employees desiring to become supervisors

PROGRAM FEE: None

Date	Time	Deadline to Register
8/14/09	9—4:30	7/29/09
10/15/09	9—4:30	10/1/09
3/24/10	9—4:30	3/10/10
5/26/10	9—4:30	5/12/10

Succession Planning for Leaders

PROGRAM DESCRIPTION: The number of baby boomers poised for retirement should serve as a warning to the City about the importance of a formal strategy to retain institutional knowledge, but very few of us are making knowledge retention a high priority. According to a 2007 survey by Monster.com, only 12% of managers have established strategies and tactics to help pre-empt that loss. This workshop will provide a strategy for managers to help plan for the inevitable loss of talent, while at the same time find ways to strengthen the skills and abilities of the employees that will carry the City into the next generation.

TARGET GROUP: Supervisors, managers and leaders responsible for long term City goals and initiatives.

PROGRAM FEE: None

Date	Time	Deadline to Register
1/12/10	9—12	12/28/09
6/23/10	9—12	6/9/2010

Workplace Violence Prevention

PROGRAM DESCRIPTION: Incidents of aggression, anger, verbal and physical attacks are increasing at alarming rates. This training explores ways to identify causes of violent behavior and discuss what action can be taken to diffuse this potential problem. We will also cover the City's Workplace Violence Prevention Policy.

TARGET GROUP: All City Employees

PROGRAM FEE: None

Date	Time	Deadline to Register
7/17/09	9—12	7/3/09
8/5/09	1—4	7/22/09
10/27/09	9—12	10/13/09
1/6/10	9—12	12/23/09
3/23/10	9—12	3/9/10
6/22/10	9—12	6/8/10

July 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8 <i>Fish Philosophy 10-12</i>	9	10	11
12	13	14	15 <i>Recogniz- ing the Need... 9-12</i>	16	17 <i>Workplace Violence Prevention 9-12</i>	18
19	20	21 <i>Mutual Respect 9-1</i>	22	23 <i>Learning More- Living Better 2-4</i>	24	25
26	27	28	29	30 <i>Mutual Respect 9-1</i>	31	

August 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5 <i>Workplace Violence Prevention 1-4</i>	6 <i>Mutual Respect 9-1</i>	7	8
9	10	11 <i>Ethics in Action 9-12</i>	12	13 <i>MBTI 9-4:30</i>	14 <i>So, You Want to Be a Supervisor? 9-4:30</i>	15
16	17	18 <i>Get Fit for Coaching 9-1</i>	19 <i>Basic Appli- cations & Interviewing Skills 9-12</i>	20	21 <i>Presenta- tion Skills- The Basics Day 1 9-12</i>	22
23	24	25 <i>Presenta- tion Skills- The Basics Day 2 9-3</i>	26 <i>Managing Challeng- ing Atti- tudes 9-4</i>	27 <i>Mutual Respect 9-1</i>	28	29
30	31					

September 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 <i>Consumer Credit Counseling 9-11</i>	2	3	4	5
6	7	8	9 <i>Give'em The Pickle 10-12</i>	10 <i>Mutual Respect 9-1</i>	11 <i>Put It in Writing 9-1</i>	12
13	14	15	16 <i>ICMA 10-12 Financial Planning 1-4</i>	17 <i>Focus for Results 8:30-5</i>	18	19
20	21	22 <i>Mutual Respect 9-1</i>	23	24 <i>Managing Diversity.. 9-4</i>	25	26
27	28	29	30 <i>Get Fit for Coaching 9-1</i>			

October 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				<p>1 <i>Learning More Living Better</i> 2-4</p>	<p>2 <i>Exploring Leadership</i> 9-1</p>	3
4	5	<p>6 <i>Mutual Respect</i> 9-1</p>	7	<p>8 <i>Communicating Effectively</i> 9-4</p>	9	10
11	12	<p>13 <i>Ethics in Action</i> 9-12</p>	<p>14 <i>Managing Challenging Attitudes</i> 9-4</p>	<p>15 <i>So, You Want to Be a Supervisor?</i> 9-4:30</p>	16	17
18	19	20	<p>21 <i>Interviewing Skills for Supervisors</i> 9-12</p>	<p>22 <i>Mutual Respect</i> 9-12</p>	<p>23 <i>MBTI</i> 9-4:30</p>	24
25	26	<p>27 <i>Workplace Violence Prevention</i> 9-12</p>	28	<p>29 <i>7 Habits for Managers™</i> 9-4</p>	30	31

November 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3 <i>Mutual Respect 9-1</i>	4	5 <i>Give 'em The Pickle 10-12</i>	6 <i>Get Fit for Coaching 9-1</i>	7
8	9	10 <i>Managing Change "Who Moved my Cheese?" 9-12</i>	11	12	13	14
15	16	17	18	19 <i>Mutual Respect 9-1</i>	20	21
22	23	24	25	26	27	28
29	30					

December 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3 <i>MBTI</i> 9-4:30	4	5
6	7	8	9	10 <i>Eat for Your Health</i> 10-12	11	12
13	14	15 <i>Effective Supervisory Training Day1</i> 9-3	16 <i>Effective Supervisory Training Day2</i> 9-4	17 <i>Effective Supervisory Training Day3</i> 9-4	18 <i>Effective Supervisory Training Day4</i> 9-4	19
20	21	22	23	24	25	26
27	28	29	30	31		

January 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6 <i>Workplace Violence Prevention 9-12</i>	7 <i>Mutual Respect 9-1 Learning Moore.. 2-4</i>	8	9
10	11	12 <i>Succession Planning for Leaders 9-12</i>	13	14	15	16
17	18	19	20	21 <i>Get Fit for Coaching 9-1 ICMA 2-4</i>	22 <i>Presentation Skills- The Basics Day 1 9-12</i>	23
24	25	26 <i>Mutual Respect 9-1</i>	27 <i>Presentation Skills Day 2 9-3 48</i>	28 <i>Multitasking for Support Staff 9-12</i>	29	30

February 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2 <i>Exploring Leadership 9-1</i>	3	4 <i>MBTI 9-4:30</i>	5	6
7	8	9 <i>Ethics in Action 9-12</i>	10 <i>Fish Philosophy 10-12</i>	11 <i>Mutual Respect 9-1</i>	12	13
14	15	16 <i>Effective Supervisory Training Day 1</i>	17 <i>Effective Supervisory Training Day 2</i>	18 <i>Effective Supervisory Training Day 3</i>	19 <i>Effective Supervisory Training Day 4</i>	20
21	22	23 <i>Mutual Respect 9-1</i>	24 <i>Give 'em The Pickle 10-12</i>	25 <i>Put It in Writing 9-1</i>	26	27

March 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4 <i>Recognizing The Need... 9-12</i>	5	6
7	8	9 <i>Mutual Respect 9-1</i>	10	11 <i>Managing Challenging Attitudes 9-4</i>	12 <i>Presentation Skills- The Basics Day 1 9-12</i>	13
14	15	16 <i>Presentation Skills- The Basics Day 2 9-3</i>	17 <i>Basic Applications & Interview- ing Skills 9-12</i>	18 <i>Financial Planning 1-4</i>	19	20
21	22	23 <i>Workplace Violence Prevention 9-12</i>	24 <i>So, You Want to Be a Supervisor? 9-4:30</i>	25 <i>Mutual Respect 9-1</i>	26	27
28	29	30	31 <i>Focus for Results 8:30-5</i> 50			

April 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 <i>Ethics in Action</i> 9-12	2 <i>Consumer Credit Counseling</i> 9-11	3
4	5	6 <i>Learning More, Living Better</i> 10-12	7	8 <i>Mutual Respect</i> 9-1 ICMA 2-4	9	10
11	12	13 <i>Eat for Your Health</i> 10-12	14	15 <i>MBTI</i> 9-4:30	16	17
18	19	20 <i>Effective Supervisory Training Day 1</i> 9-3	21 <i>Effective Supervisory Training Day 2</i> 9-4	22 <i>Effective Supervisory Training Day 3</i> 9-4	23 <i>Effective Supervisory Training Day 4</i> 9-4	24
25	26	27 <i>Mutual Respect</i> 9-1	28 <i>Multitasking for Support Staff</i> 9-12 51	29 <i>Managing Diversity..</i> 9-4	30	

May 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4 <i>Communicating Effectively</i> 9-4	5	6 <i>Managing Challenging Attitudes</i> 9-4	7	8
9	10	11 <i>Get Fit for Coaching</i> 9-1	12	13 <i>Mutual Respect</i> 9-1 ICMA 2-4	14 <i>Exploring Leadership</i> 9-1	15
16	17	18	19 <i>Give 'em the Pickle</i> 10-12	20	21 <i>Managing Change- "Who Moved my Cheese?"</i> 9-12	22
23	24	25 <i>Mutual Respect</i> 9-1	26 <i>So, You Want to Be a Supervisor?</i> 9-4:30	27	28 <i>Presentation Skills- The Basics</i> 9-12	29
30	31					

June 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 <i>Presentation Skills- The Basics</i> 9-3	2	3	4 <i>Ethics in Action</i> 9-12	5
6	7	8 <i>Mutual Respect</i> 9-1	9 <i>7 Habits for Managers™</i> 9-4:00	10	11	12
13	14	15 <i>Effective Supervisory Training Day 1</i> 9-3	16 <i>Effective Supervisory Training Day 1</i> 9-4	17 <i>Effective Supervisory Training Day 1</i> 9-4	18 <i>Effective Supervisory Training Day 1</i> 9-4	19
20	21	22 <i>Workplace Violence Prevention</i> 9-12	23 <i>Succession Planning for Leaders</i> 9-12	24 <i>Mutual Respect</i> 9-1	25	26
27	28	29	30 <i>MBTI</i> 9-4:30			