GROWTH & DEVELOPMENT

OPPORTUNITIES

FOR 2014

SCHEDULE OF CLASSES
OFFERED BY

CITY OF NEW ORLEANS
EMPLOYEE GROWTH & DEVELOPMENT DIVISION
CIVIL SERVICE DEPARTMENT
JANUARY - DECEMBER 2014

AN EQUAL OPPORTUNITY EMPLOYER

Dear Employees:

The Civil Service Department is pleased to announce the 23rd year of operation of the in-service training program for city employees. Some employees will need to take courses to qualify for promotions in clerical, administrative, professional or field classifications. All employees are encouraged to take courses for further professional and personal development. Each course was developed to meet some specific need for city employees. They are taught by city employees who are experienced instructors and who bring extensive knowledge of city operations to the program.

The Civil Service Department is eager to work with departments to meet their training needs and will attempt to respond to requests for special training for groups of employees.

We hope our program will continue to serve the needs of departments and employees, and we welcome ideas and suggestions for improvement.

Lisa M. Hudson
Director

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COURSES IN COURSE NUMBER ORDER

COMMUNICATION (COMM 100-199)	Course No.	Page No.
Reading Comprehension	COMM 100	24
Basic Grammar Usage and Proofreading I	COMM 111	25
Basic Grammar Usage and Proofreading II	COMM 112	26
Public Speaking and Oral Presentation	COMM 120	27
Enhancing One's Public Speaking Skills	COMM 121	28
Business Writing	COMM 130	29
Listening Skills: A Major Component of Good Communication	COMM 140	31
PUBLIC SERVICE (PBSV 200-299)		
City Employee's Orientation	PBSV 200	32
Human Relations	PBSV 210	33
Techniques of Good Customer Service	PBSV 220	34
Telephone Techniques	PBSV 230	35
Understanding City Government	PBSV 240	36
GENERAL CLERICAL (GCLE 300-399)		
Basic Office Skills	GCLE 310	37
COMPUTATION (COMP 400-499)		
Basic Math for Utilities Supervisors	COMP 401	38
Business Mathematics	COMP 410	39
Basic Statistics (Using Numbers to Understand the Work We Do)	COMP 420	40
Introduction to Basic Principles of Accounting	COMP 430	41
GOVERNMENT OPERATIONS (GVOP 500-599)		
Purchasing in City Government	GVOP 520	42
Accounting Process in City Government	GVOP 530	43
Special Topics in Human Resources	GVOP 570	44
Retirement Planning & the Municipal Employees' Retirement System	GVOP 580	46
Advantage Financial (AFIN) – Basics	GVOP 590	47
Advantage Financial (AFIN) – Grants Management	GVOP 591	48
SUPERVISION (SUPV 600-699)		
Employee On-boarding	SUPV 600	49
Introduction to Supervision	SUPV 610	50
Personnel Interviewing	SUPV 620	51
Introduction to Workplace Discipline for First Line Supervisors	SUPV 629	52
Managing Workplace Discipline	SUPV 630	53
Counseling and Coaching Employees	SUPV 640	54
Team Building	SUPV 650	55

COURSES IN COURSE NUMBER ORDER *(Continued)*

SUPERVISION (SUPV 600-699) (continued)	Course No.	Page No.
Performance Appraisals (The Service Rating Process)	SUPV 670	56
Effective Crisis Intervention with Employees	SUPV 680	57
Conflict Management	SUPV 690	58
Sexual Harassment in the Workplace	SUPV 691	59
ADMINISTRATION (ADMN 700-799)		
Grant and Proposal Writing	ADMN 710	60
Contract Preparation and Administration	ADMN 720	61
Procurement and Purchasing	ADMN 721	62
Competitive Selection Procedure for Professional Services Contracts	ADMN 722	63
Executive Secretarial Skills	ADMN 730	64
MANAGEMENT (MGMT 800-899)		
Principles of Management	MGMT 810	65
Planning and Organizing	MGMT 820	66
Leadership	MGMT 830	67
Records Management	MGMT 840	68
The Office and Office Management	MGMT 850	69
Problem Solving and Decision Making	MGMT 870	70
Conducting Meetings	MGMT 871	71
Total Quality Management: an Overview	MGMT 872	72
PERSONAL DEVELOPMENT (PDVP 900-999)		
Basic Typing	PDVP 900	73
Advanced Typing	PDVP 901	74
Managing Stress	PDVP 920	75
Effective People Skills	PDVP 930	76
Simply Personal Finance	PDVP 950	77
PROFESSIONAL AND ADMINISTRATIVE TRAINING (PAT 1120-1871)		
Professional/Administrative Speaking and Presentation	PAT 1120	78
Professional/Administrative Writing	PAT 1130	79
Professional/Administrative Math and Statistics	PAT 1420	80
Professional/Administrative Supervision	PAT 1610	81
Professional/Administrative Managing Conflicts & Human Relations	PAT 1690	82
Professional/Administrative Creative Problem Solving & Decision Making	PAT 1870	83
Professional/ Administrative Productive Meetings	PAT 1871	84

COURSES IN ALPHABETICAL ORDER

Course Title	Course Code	Page #
Accounting Process in City Government	GVOP 530	43
Advanced Typing	PDVP 901	74
Advantage Financial (AFIN) – Basics	GVOP 590	47
Advantage Financial (AFIN) – Grants Management	GVOP 591	48
Basic Grammar Usage and Proofreading I	COMM 111	25
Basic Grammar Usage and Proofreading II	COMM 112	26
Basic Math for Utilities Supervisors	COMP 401	38
Basic Office Skills	GCLE 310	37
Basic Statistics	COMP 420	40
Basic Typing	PDVP 900	73
Business Mathematics	COMP 410	39
Business Writing	COMM 130	29
City Employees' Orientation	PBSV 200	32
Competitive Selection Procedure for Professional Services Contracts	ADMN 722	63
Conducting Meetings	MGMT 871	71
Conflict Management	SUPV 690	58
Contract Preparation and Administration	ADMN 720	61
Counseling and Coaching Employees	SUPV 640	54
Effective Crisis Intervention with Employees	SUPV 680	57
Effective People Skills	PDVP 930	76
Employee On-Boarding	SUPV 600	49
Enhancing One's Public Speaking Skills	COMM 121	28
Executive Secretarial Skills	ADMN 730	64
Grant and Proposal Writing	ADMN 710	60
Human Relations	PBSV 210	33
Introduction to Basic Principles of Accounting	COMP 430	41
Introduction to Supervision	SUPV 610	50

COURSES IN ALPHABETICAL ORDER *(Continued)*

Course Title	Course Code	Page #
Introduction to Workplace Discipline for First Line Supervisors	SUPV 629	52
Leadership	MGMT 830	67
Listening Skills: A Major Component of Good Communication	COMM 140	31
Managing Stress	PDVP 920	75
Managing Workplace Discipline	SUPV 630	53
Performance Appraisals (The Service Rating Process)	SUPV 670	56
Personnel Interviewing	SUPV 620	51
Planning and Organizing	MGMT 820	66
Principles of Management	MGMT 810	65
Problem Solving and Decision Making	MGMT 870	70
Procurement & Purchasing	ADMN 721	62
Professional/Admin. Creative Problem Solving & Decision Making	PAT 1870	83
Professional/ Administrative Managing Conflicts & Human Relations	PAT 1690	82
Professional/Administrative Math and Statistics	PAT 1420	80
Professional/Administrative Productive Meetings	PAT 1871	84
Professional/Administrative Speaking and Presentation	PAT 1120	78
Professional/Administrative Supervision	PAT 1610	81
Professional/Administrative Writing	PAT 1130	79
Public Speaking and Oral Presentation	COMM 120	27
Purchasing In City Government	GVOP 520	42
Reading Comprehension	COMM 100	24
Records Management	MGMT 840	68
Retirement Planning & the Municipal Employees' Retirement System	GVOP 580	46
Sexual Harassment in the Workplace	SUPV 691	59
Simply Personal Finance	PDVP 950	77
Special Topics in Human Resources	GVOP 570	44
Team Building	SUPV 650	55
Techniques of Good Customer Service	PBSV 220	34
Telephone Techniques	PBSV 230	35
The Office and Office Management	MGMT 850	69
Total Quality Management: an Overview	MGMT 872	72
Understanding City Government	PBSV 240	36

APPLICATION PROCESS FOR COURSES

1) This training program is in compliance with the Americans with Disabilities Act and does not discriminate against individuals with disabilities. Employees who need information or special accommodations should make requests prior to the class. Persons with disabilities who need assistance should call 658-4020, 658-4017 (fax), or TTY/VOICE at 658-4475.

2) To apply for a course, an employee must thoroughly complete a training course application and submit it to the Civil Service Department - Suite 900, 1340 Poydras St., **no later than three weeks before the date of the first class of the requested course session.** Submit the application in person or by fax (658-3598).

3) The training course application form immediately follows these instructions. It may be photocopied, printed from a scanned version of this document, or obtained from either departmental personnel offices or Civil Service. ***It is imperative that you provide your "full social security number" (not just the last four), "full work address" (including room number/zip code, and "supervisor's signature".*** Omission of any of these items can cause mail delays or be grounds for your application being returned to you for completion…and can lead to you missing upcoming requested sessions of a course.

4) An employee may apply for up to five courses on one application. Employees should indicate a first and second choice for each course desired. Sections I and II of the application must be filled out completely before it is submitted to the Civil Service Department. If requested course sessions are full, an attempt will be made to schedule the employee for the next available session.

5) Employees should **NOT** resubmit applications if their original applications have been received by the Civil Service Department. If requested 2013 sessions were full, employees have automatically been scheduled for the next available sessions in 2014.

6) Employees who wish to apply for courses that are limited to employees at certain levels or in certain classifications may request a waiver of these requirements. Please send your written request with reasons for wishing to enroll in the course to:

Wayne Carriere
Employee Growth and Development - Civil Service
Suite 900 – 1340 Poydras St.
New Orleans, LA 70112

7) Employees should make every effort to attend scheduled classes. Absences may result in employees being scheduled at a much later date. *If you know you will be unable to attend and would like to reschedule, please notify our office at 658-3529* **within 48 hours of receiving your scheduling letter**. Otherwise, you will be marked as absent and you will be required to submit another course application.

8) The Civil Service Rules provide for regular (permanent employees) to take at least one course of authorized Civil Service Department training per month if such training is being taken as a requirement for a promotional examination (Rule VIII, Section 4.2). Employees may take more than the minimum if authorized by their appointing authority. All courses are open to all classified and unclassified City employees and volunteers.

9) Employees may attempt to **"test out"** of the following courses *(listed alphabetically)*:

a. Basic Grammar Usage and Proofreading I and II*
b. Basic Office Skills
c. Basic Math for Utilities Supervisors
d. Basic Math for Utilities Workers
e. Business Mathematics
f. Conflict Management
g. Executive Secretarial Skills
h. Introduction to Supervision
i. Introduction to Workplace Discipline for 1st Line Supervisors
j. Principles of Management
k. Problem Solving and Decision Making
l. Professional/Administrative Creative Problem Solving & Decision Making
m. Professional/Administrative Math and Statistics
n. Professional/Administrative Supervision
o. Reading Comprehension
p. Records Management.
q. Sexual Harassment in the Workplace
r. The Office and Office Management
s. Team Building

*The test out for Basic Grammar covers both Level I and Level II; one does not need to test out of the two different levels separately.

Employees desiring to attempt to test out of any of these courses should complete an application noting the course title and course number. Under "session", write "test out". Employees will be scheduled for the test out in writing.

If an employee has already submitted an application for one of these courses and now wants to attempt to test out, the employee should submit another application. Upon receipt of this new application, the employee's name will be removed from the session for which he/she was scheduled. If the employee fails the test out, he/she will be scheduled for the next available session of the course and not necessarily for the session for which he/she was originally scheduled.

10) Employees may apply for classes regardless of where the course is held or where they work.

11) For the purpose of coordination, the Sewerage and Water Board asks that its employees route their applications through Elaine McClain, Training Coordinator.

12) Once a completed application is processed by Civil Service, the employee will be notified in writing of his/her scheduled course. **Employees are not to attend classes if they have not received written notification or verbal approval from a member of the Employee Growth & Development Division of the Civil Service Department.** Notifications will be sent to the employee's work address. If an employee's work address changes, the employee should notify the Civil Service Department, Employee Growth & Development Division.

13) Courses that are components of an examination require successful completion. In most cases, a test will be given at the end of the course. Results of the tests will be sent to employees' work addresses.

14) The Civil Service Department reserves the right to: A) cancel courses; B) reschedule courses; C) substitute course requirements; D) determine courses for which a 'test out' option is offered; E) determine the circumstances under which auditing is allowed; and F) approve audit requests. If permitted, the student must attend the audited course in its entirety and no additional perks are granted.

15) **Good Moral Character** is required of all students. Forgery, misrepresentation of facts, plagiarism, or cheating on examinations is punishable by disqualification, failure of the class, and other penalties. Civil Service instructors are empowered and held responsible to enforce this requirement.

16) Locations of courses in this section are as follows:

Civil Service Training Room
*The old **AMOCO** Building - Suite 900 – 1340 Poydras St.*

Civil Service Application Room
*1300 Perdido Street, City Hall, Rm. **BW04***

*ITI (a.k.a. **MIS**) Computer Training Room*
1300 Perdido Street, City Hall Rm. 3E05

17) Questions concerning the application process may be directed to the Civil Service Department, Employee Growth and Development Division as follows:

Wayne Carriere	658-3529
Robert Hagmann	658-3520

CITY OF NEW ORLEANS
CIVIL SERVICE DEPARTMENT
TRAINING COURSE APPLICATION
ALL FIELDS REQUIRED
Mail Application to EG&D, Room Suite 900 – 1340 Poydras St., N.O.LA 70112 or FAX to 658-3598

I. To Be Completed By Employee (Please Print)

Name: _____ **S.S.#** ***(req.)*** _____

Official Civil Service Classification: _____

Department-Division/Bureau: _____

Work Address (*req.)*:_____

Work Phone: _____**E-mail:**_____**Home Phone:** _____

I would like to attend the following Civil Service Training Courses:

	Course Title	Course#	Session (1st choice)	(2nd choice)
1.				
2.				
3.				
4.				
5.				

I further understand that, if scheduled for this course, I will be required to arrive promptly, attend all classes, and do required assignments; any follow-up courses will be dependent on performance in this course.

Signature : _____

Date: _____

II. To Be Completed by Employee's Supervisor

This employee has permission to attend the requested training course during work hours. The information provided by the employee is true and accurate to my knowledge.

Signature *(req.)* : _____

Date: _____

III. To Be Completed by Civil Service Department

Processed by: _____

Date: _____

Special Notes: _____

REQUIRED COURSES FOR CIVIL SERVICE CLASSIFICATIONS

Training courses are components of the selection process for some Civil Service classifications. To be eligible for promotion, applicants must meet **all** requirements noted on the **examination announcement**. Employees are encouraged to look ahead to see what courses are needed to be eligible for the next higher level in their job series.

Listed on the following pages are courses required for promotion to a number of positions. In order to receive credit for these courses, employees must either test out, or successfully complete, all course requirements (i.e., do assigned work, pass appropriate tests at the end of a course).

THE FOLLOWING CLASSIFICATIONS REQUIRE COURSES *(in alphabetical order)*:

CLASS TITLE	SERIES	PAY GRADE	PAGE
1. Administrative Support Manager I	Clerical	69	11
2. Administrative Support Manager II	Clerical	71	11-12
3. Administrative Support Specialist I	Clerical	63	12
4. Administrative Support Specialist II	Clerical	65	13
5. Administrative Support Specialist III	Clerical	67	13-14
6. Airport Administrative Specialist I	Clerical	47	14
7. Airport Administrative Specialist II	Clerical	53	14
8. Airport Administrative Specialist III	Clerical	60	14
9. Airport Administrative Specialist IV	Clerical	64	14-15
10. Airport Administrative Specialist V	Clerical	68	15
11. Airport Senior Communications Specialist		64	15
12. Airport Services Agent	Analyst/ Prof.	71	16
13. Assistant Payroll Supervisor		69	16
14. Auto Facility Supervisor		59	16
15. Field Service Supervisor (Meter Reading)		55	16
16. Management Development Analyst II	Analyst	69	16
17. Management Development Specialist I	Analyst	75	16
18. Management Development Specialist II	Analyst	77	16-17
19. Networks Maintenance Technician II	Networks (S&WB)	57	17
20. Networks Master Maintenance Technician I	Networks (S&WB)	67	17
21. Networks Master Maintenance Technician II	Networks (S&WB)	71	17
22. Networks Senior Maintenance Technician I	Networks (S&WB)	59	17
23. Networks Senior Maintenance Technician II	Networks (S&WB)	63	17
24. Office Assistant II	Clerical	46	17-18
25. Office Assistant III	Clerical	48	18
26. Office Assistant IV	Clerical	50	18
27. Office Support Specialist	Clerical	54	18
28. Police Technician III		51	18-19
29. Public Works Maintenance Worker II	Public Works	48	19
30. Public Works Supervisor I (S&WB)	Public Works Sup.	60	19
31. Public Works Supervisor II (S&WB)	Public Works Sup.	65	19
32. Pumping Stations Supervisor, Assistant		71	19
33. Senior Office Support Specialist	Clerical	56	20
34. Water Service Inspector III		53	20

1. Administrative Support Manager I

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Public Speaking and Oral Presentation	(COMM 120)
Business Writing	(COMM 130)
Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)
Business Mathematics	(COMP 410)
Purchasing in City Government	(GVOP 520)
Accounting Process in City Government	(GVOP 530)
Introduction to Supervision	(SUPV 610)
Personnel Interviewing	(SUPV 620)
Executive Secretarial Skills	(ADMN 730)
Principles of Management	(MGMT 810)
Planning and Organizing	(MGMT 820)
Leadership	(MGMT 830)
Records Management	(MGMT 840)
The Office and Office Management	(MGMT 850)
Problem Solving and Decision Making	(MGMT 870)
Professional/Administrative Supervision	(PAT 1610)
Professional/ Administrative Managing Conflicts & Human Relations	(PAT 1690)
Professional/Administrative Creative Problem Solving & Decision Making	(PAT 1870)

AND One of the following courses:

Counseling and Coaching Employees	(SUPV 640)
Team Building	(SUPV 650)
Effective Crisis Intervention with Employees	(SUPV 680)
Conflict Management	(SUPV 690)

2. Administrative Support Manager II

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Public Speaking and Oral Presentation	(COMM 120)
Business Writing	(COMM 130)
Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)
Business Mathematics	(COMP 410)
Purchasing in City Government	(GVOP 520)
Accounting Process in City Government	(GVOP 530)

Introduction to Supervision	(SUPV 610)
Personnel Interviewing	(SUPV 620)
Executive Secretarial Skills	(ADMN 730)
Principles of Management	(MGMT 810)
Planning and Organizing	(MGMT 820)
Leadership	(MGMT 830)
Records Management	(MGMT 840)
The Office and Office Management	(MGMT 850)
Problem Solving and Decision Making	(MGMT 870)
Professional/Administrative Speaking and Presentation	(PAT 1120)
Professional/Administrative Writing	(PAT 1130)
Professional/Administrative Math and Statistics	(PAT 1420)
Professional/Administrative Supervision	(PAT 1610
Professional/ Administrative Managing Conflicts & Human Relations	(PAT 1690)
Professional/Administrative Creative Problem Solving & Decision Making	(PAT 1870)
Professional/ Administrative Productive Meetings	(PAT 1871)

AND One of the following courses:

Counseling and Coaching Employees	(SUPV 640)
Team Building	(SUPV 650)
Effective Crisis Intervention with Employees	(SUPV 680)
Conflict Management	(SUPV 690)

3. Administrative Support Specialist I

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Public Speaking and Oral Presentation	(COMM 120)
Business Writing	(COMM 130)
Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)
Business Mathematics	(COMP 410)
Introduction to Supervision	(SUPV 610)
Personnel Interviewing	(SUPV 620)
Records Management	(MGMT 840)
The Office and Office Management	(MGMT 850)

AND One of the following courses:

Counseling and Coaching Employees	(SUPV 640)
Team Building	(SUPV 650)
Effective Crisis Intervention with Employees	(SUPV 680)
Conflict Management	(SUPV 690)

4. Administrative Support Specialist II

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Public Speaking and Oral Presentation	(COMM 120)
Business Writing	(COMM 130)
Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)
Business Mathematics	(COMP 410)
Introduction to Supervision	(SUPV 610)
Personnel Interviewing	(SUPV 620)
Executive Secretarial Skills	(ADMN 730)
Principles of Management	(MGMT 810)
Planning and Organizing	(MGMT 820)
Records Management	(MGMT 840)
The Office and Office Management	(MGMT 850)

AND One of the following courses:

Counseling and Coaching Employees	(SUPV 640)
Team Building	(SUPV 650)
Effective Crisis Intervention with Employees	(SUPV 680)
Conflict Management	(SUPV 690)

5. Administrative Support Specialist III

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Public Speaking and Oral Presentation	(COMM 120)
Business Writing	(COMM 130)
Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)
Business Mathematics	(COMP 410)
Purchasing in City Government	(GVOP 520)
Accounting Process in City Government	(GVOP 530)
Introduction to Supervision	(SUPV 610)
Personnel Interviewing	(SUPV 620)
Executive Secretarial Skills	(ADMN 730)
Principles of Management	(MGMT 810)
Planning and Organizing	(MGMT 820)
Leadership	(MGMT 830)
Records Management	(MGMT 840)

The Office and Office Management	(MGMT 850)
Problem Solving and Decision Making	(MGMT 870)

AND One of the following courses:

Counseling and Coaching Employees	(SUPV 640)
Team Building	(SUPV 650)
Effective Crisis Intervention with Employees	(SUPV 680)
Conflict Management	(SUPV 690)

6. Airport Administrative Specialist I

Basic Grammar Usage & Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage & Proofreading I	(COMM 111)
AND	
Basic Grammar Usage & Proofreading II	(COMM 112)
Basic Office Skills	(GCLE 310)
City Employees' Orientation	(PBSV 200)

7. Airport Administrative Specialist II

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Basic Office Skills	(GCLE 310)
City Employees' Orientation	(PBSV 200)

8. Airport Administrative Specialist III

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Basic Office Skills	(GCLE 310)
City Employees' Orientation	(PBSV 200)
Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)

9. Airport Administrative Specialist IV

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Basic Office Skills	(GCLE 310)
City Employees' Orientation	(PBSV 200)

Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)
Business Writing	(COMM 130)
Business Mathematics	(COMP 410)
Human Relations	(PBSV 210)

10. Airport Administrative Specialist V

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Public Speaking and Oral Presentation	(COMM 120)
Business Writing	(COMM 130)
Business Mathematics	(COMP 410)
Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)
Business Mathematics	(COMP 410)
Purchasing in City Government	(GVOP 520)
Accounting Process in City Government	(GVOP 530)
Introduction to Supervision	(SUPV 610)
Personnel Interviewing	(SUPV 620)
Executive Secretarial Skills	(ADMN 730)
Principles of Management	(MGMT 810)
Planning and Organizing	(MGMT 820)
Leadership	(MGMT 830)
Records Management	(MGMT 840)
The Office and Office Management	(MGMT 850)
Problem Solving and Decision Making	(MGMT 870)
Professional/Administrative Supervision	(PAT 1610)
Professional/ Administrative Managing Conflicts & Human Relations	(PAT 1690)
Professional/Administrative Creative Problem Solving & Decision Making	(PAT 1870)

AND One of the following courses:

Counseling and Coaching Employees	(SUPV 640)
Team Building	(SUPV 650)
Effective Crisis Intervention with Employees	(SUPV 680)
Conflict Management	(SUPV 690)

11. Airport Senior Communications Specialist

Public Speaking and Oral Presentation	(COMM 120)
Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)
Effective People Skills	(PDVP 930)

12. Airport Services Agent

Professional/Administrative Speaking & Presentation	(PAT 1120)
Professional/ Administrative Managing Conflicts & Human Relations	(PAT 1690)
Professional/Administrative Creative Problem Solving & Decision Making	(PAT 1870)
Professional/ Administrative Productive Meetings	(PAT 1871)

13. Assistant Payroll Supervisor

Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Introduction to Supervision	(SUPV 610)

14. Auto Facility Supervisor

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)

AND	Leadership	(MGMT 830)
	Effective People Skills	(PDVP 930)
	Introduction to Workplace Discipline for First Line Supervisors	(SUPV 629)

15. Field Service Supervisor (Meter Reading)

Introduction to Supervision	(SUPV 610)
Introduction to Workplace Discipline for First Line Supervisors	(SUPV 629)
Counseling and Coaching Employees	(SUPV 640)
Team Building	(SUPV 650)
Performance Appraisals	(SUPV 670)

16. Management Development Analyst II

Professional/Administrative Speaking & Presentation	(PAT 1120)
Professional/ Administrative Managing Conflicts & Human Relations	(PAT 1690)
Professional/Administrative Creative Problem Solving & Decision Making	(PAT 1870)
Professional/ Administrative Productive Meetings	(PAT 1871)

17. Management Development Specialist I

Professional/Administrative Speaking & Presentation	(PAT 1120)
Professional/Administrative Writing	(PAT 1130)
Professional/Administrative Math & Statistics	(PAT 1420)
Professional/Administrative Supervision	(PAT 1610)
Professional/ Administrative Managing Conflicts & Human Relations	(PAT 1690)
Professional/Administrative Creative Problem Solving & Decision Making	(PAT 1870)
Professional/ Administrative Productive Meetings	(PAT 1871)

18. Management Development Specialist II

Professional/Administrative Speaking & Presentation	(PAT 1120)
Professional/Administrative Writing	(PAT 1130)
Professional/Administrative Math & Statistics	(PAT 1420)
Professional/Administrative Supervision	(PAT 1610)

Professional/ Administrative Managing Conflicts & Human Relations	(PAT 1690)
Professional/Administrative Creative Problem Solving & Decision Making	(PAT 1870)
Professional/ Administrative Productive Meetings	(PAT 1871)

19. Networks Maintenance Technician II

Reading Comprehension	(COMM 100)
Business Mathematics	(COMP 410)
OR Basic Math for Utilities Workers *(Note 2, p. 20)*	(COMP 400)

20. Networks Master Maintenance Technician I

Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Basic Math for Utilities Supervisors	(COMP 401)
Introduction to Supervision	(SUPV 610)
Conflict Management	(SUPV 690)
Effective People Skills	(PDVP 930)

21. Networks Master Maintenance Technician II

Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Basic Math for Utilities Supervisors	(COMP 401)
Introduction to Supervision	(SUPV 610)
Counseling and Coaching Employees	(SUPV 640)
Conflict Management	(SUPV 690)
Conducting Meetings	(MGMT 871)
Effective People Skills	(PDVP 930)

22. Networks Senior Maintenance Technician I

Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Basic Math for Utilities Supervisors	(COMP 401)
Introduction to Supervision	(SUPV 610)
Conflict Management	(SUPV 690)
Effective People Skills	(PDVP 930)

23. Networks Senior Maintenance Technician II

Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Basic Math for Utilities Supervisors	(COMP 401)
Introduction to Supervision	(SUPV 610)
Conflict Management	(SUPV 690)
Effective People Skills	(PDVP 930)

24. Office Assistant II

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)

Basic Office Skills	(GCLE 310)
City Employees' Orientation	(PBSV 200)

25. Office Assistant III

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Basic Office Skills	(GCLE 310)
City Employee's Orientation	(PBSV 200)
Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)

26. Office Assistant IV

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Business Math	(COMP 410)
Basic Office Skills	(GCLE 310)
Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)

27. Office Support Specialist

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Business Writing	(COMM 130)
Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)
Business Mathematics	(COMP 410)

28. Police Technician III

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Business Writing	(COMM 130)

	Business Math	(COMP 410)
	Human Relations	(PBSV 210)
	Techniques of Good Customer Service	(PBSV 220)
	Telephone Techniques	(PBSV 230)
	Introduction to Supervision	(SUPV 610)
	Personnel Interviewing	(SUPV 620)
AND	One of the following courses:	
	Counseling and Coaching Employees	(SUPV 640)
	Team Building	(SUPV 650)
	Effective Crisis Intervention with Employees	(SUPV 680)
	Conflict Management	(SUPV 690)

29. Public Works Maintenance Worker II

	Reading Comprehension	(COMM 100)
	Business Math	(COMP 410)
OR	Basic Math for Utilities Workers *(Note 2, p. 20)*	(COMP 400)

30. Public Works Supervisor I (S&WB)

Either	Business Math	(COMP 410)
OR	Basic Math for Utilities Workers *(Note 2, p. 20)*	(COMP 400)
AND	Basic Math for Utilities Supervisors	(COMP 401)
	Reading Comprehension	(COMM 100)
	Human Relations	(PBSV 210)
	Techniques of Good Customer Service	(PBSV 220)
	Effective People Skills	(PDVP 930)
	Introduction to Supervision	(SUPV 610)
	Conflict Management	(SUPV 690)

31. Public Works Supervisor II (S&WB)

Either	Business Math	(COMP 410)
OR	Basic Math for Utilities Workers *(Note 2, p. 20)*	(COMP 400)
AND	Basic Math for Utilities Supervisors	(COMP 401)
	Reading Comprehension	(COMM 100)
	Human Relations	(PBSV 210)
	Techniques of Good Customer Service	PBSV 220)
	Effective People Skills	(PDVP 930)
	Introduction to Supervision	(SUPV 610)
	Conflict Management	(SUPV 690)

32. Pumping Stations Supervisor, Assistant

Effective Interpersonal Skills	(PDVP 930)
Conflict Management	(SUPV 690)
Leadership	(MGMT 830)
Sexual Harassment in the Workplace	(SUPV 691)

33. Senior Office Support Specialist

Basic Grammar Usage and Proofreading *(Note 1, p. 20)*	(COMM 110)
OR	
Basic Grammar Usage and Proofreading I	(COMM 111)
AND	
Basic Grammar Usage and Proofreading II	(COMM 112)
Business Writing	(GCLE 130)
Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
Telephone Techniques	(PBSV 230)
Business Mathematics	(COMP 410)
Introduction to Supervision	(SUPV 610)
Personnel Interviewing	(SUPV 620)

AND One (1) of the following courses:

Counseling & Coaching	(SUPV 640)
Team Building	(SUPV 650)
Effective Crisis Intervention with Employees	(SUPV 680)
Conflict Management	(SUPV 690)

34. Water Service Inspector III

Introduction to Supervision	(SUPV 610)
Introduction to Workplace Discipline for First Line Supervisors	(SUPV 629)
Counseling and Coaching Employees	(SUPV 640)
Team Building	(SUPV 650)
Performance Appraisals	(SUPV 670)

NOTES:

1. The course Basic Grammar Usage and Proofreading (COMM 110) is no longer offered. Instead, two courses have taken its place: (Basic Grammar Usage and Proofreading I (COMM 111) and Basic Grammar Usage and Proofreading II (COMM 112). Those who did not take the original course must take both levels of the current course.

2. The course Basic Math for Utilities Workers (COMP 400) is no longer offered. Instead, Business Math (COMP 410) is used as a substitute.

3. While every attempt has been made to present accurate information, if this information is in conflict with that on the official announcement, the official announcement supersedes this booklet. *Use the Lists, beginning on pages 2 and 4, to find the course description page of this catalogue to find out more about any course.*

4. If you have questions about requirements, please call our offices or seek the advice of your personnel office.

SUPERVISORY CERTIFICATE

The Employee Growth & Development Division of the Civil Service Department recommends a new certificate program for those who will be (or are) supervisors. The total course work is about 12 half-days (42 hours) of training.

Upon completion of all courses required for the certificate, it will be the responsibility of the employee to apply with the Employee Growth & Development Division in order to receive their recognition of completion of this program. The application form needed appears on the next page.

ONE OF THESE:
SUPV 629 – Introduction to Workplace Discipline for First Line Supervisors – (3 ½ hrs.), or
SUPV 630 – Managing Workplace Discipline – (7 hrs.)

AND

ONE OF THESE:
SUPV 640 – Counseling and Coaching Employees – (3 ½ hrs.), or
SUPV 650 – Team Building – (3 ½ hrs.)

AND

ONE OF THESE:
SUPV 680 – Effective Crisis Intervention with Employees – (3 hrs.), or
SUPV 690 – Conflict Management – (3 ½ hrs.)

AND
ONE OF THESE:
SUPV 610 – Introduction to Supervision – (7 hrs; two - 3 ½ hrs), or
PAT 1610 - Professional/Administrative Supervision - – (10 ½ hrs; three - 3 ½ hrs)

AND

EACH OF THESE:
MGMT 830 – Leadership (3 ½ hrs.)
MGMT 872 – Total Quality Management: an Overview – (3 ½ hrs.)
SUPV 600 – Employee On-boarding {New employees/transfers/recently promoted, etc.} (3 ½ hrs.)
SUPV 620 – Personnel Interviewing – (3 ½ hrs.)
SUPV 670 – Performance Appraisals (The Service Rating Process) – (3 ½ hrs.)
SUPV 691 – Sexual Harassment – (3 ½ hrs.)

CITY OF NEW ORLEANS
CIVIL SERVICE DEPARTMENT
"Supervisory Certificate Application"

To Be Completed By Employee **(Please Print)**

Name: _____ **S.S.#** _____

Official Civil Service Classification: _____

Department-Division/Bureau: _____

Work Address: _____

Work Phone: _____ **E-mail:** _____

Reason You Elected to Pursue Certificate:

_____

_____

Name (as you'd like it to appear on certificate):

_____

Note: ***Please attach a copy of your transcript to this application – checking off the courses you've completed, which are required for the certificate.***

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INSTRUCTORS

NAME	*TITLE*	*DEPARTMENT*
Felicia Aguillard (FA)	*Airport Services Manager*	*Aviation Board*
Shawn Augustine (SA)	*Accountant III*	*Finance*
Courtney Bagneris (CB)	*Asst. Chief Administrative Officer*	*C.A.O.*
Antoinette Bradstreet (AB)	*Principal Accountant*	*Finance*
Roeling Byrnes (RFB)	*Financial Sys. Administrator*	*Finance*
Wayne Carriere (WC)	*Management Dev. Specialist II*	*Civil Service*
Rick Carter (RC)	*Personnel Administrator*	*Civil Service*
Lynn Cobette (LC)	*Utilities Services Manager*	*S&WB*
Pamela M. Davis (PD)	*Management Development Supv .I*	*Off. of Comm. Dev.*
Kim DeLarge (KD)	*Comptroller*	*Finance*
Kisha Gaudin (KG)	*Management Dev. Specialist I*	*Public Works*
Robert Hagmann (RWH)	*Personnel Administrator*	*Civil Service*
Christina Hamilton (CH)	*Management Dev. Specialist II*	*CAO*
Leonard Hirsch (LH)	*Engineer*	*S&WB*
Tyra Johnson (TJ)	*Housing Bureau Chief*	*Off. of Comm. Dev.*
Tim Lavelle (TL)	*Management Services Admin.*	*Parkways/Parks*
Allison Lee (AL)	*Management Development Supv. I*	*Finance*
Derrick Muse (DM)	*Deputy Director*	*Finance*
Mike Pfeiffer (MP)	*Police Captain*	*Police*
Madelyn Sanchez (MS)	*Deputy Director*	*Off of Comm. Dev.*
Yulbritton Shy (YS)	*Management Dev. Specialist II*	*CAO*
Doddie Smith (DS)	*Personnel Administrator*	*Civil Service*
Shelly Stolp (SS)	*Personnel Administrator*	*Civil Service*
Patrice Vaughn (PV)	*Chief Accountant*	*Finance*
Richard Williams (RAW)	*Police Lieutenant*	*Police*

READING COMPREHENSION

COURSE NUMBER: COMM 100
COURSE LENGTH: 12 hours (three - 4 hour classes)

This course is designed to enhance the reading skills of employees in order to assure comprehension of written rules, regulations, and instructions while reinforcing language skills sufficiently to complete forms and write brief documents.

Upon completion of this course, participants will be able to:

- Answer a substantial percentage of reading comprehension questions correctly from the material and on a 9th grade level of mastery.
- Apply written rules and instructions to novel situations by answering a large percentage of rule/instruction application questions correctly.
- Complete work-related forms with a high degree of accuracy given necessary information and instruction.
- Prepare a brief list or 3-4 sentence description of work he has performed; this document should be legible, accurate, and interpretable by an uninformed reader.
- Use and spell vocabulary words chosen from a job-specific list on an objective test format to a high degree of accuracy.

THIS COURSE IS RECOMMENDED FOR:

Sewerage & Water Board employees seeking promotion to Utilities Maintenance Worker II or Public Works Supervisor I.

Others who are interested in improving their reading comprehension skills.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 11, 18, 25	8:30 a.m. – 12:30 p.m.	AMOCO	KG
2-14	June 12, 19, 26	8:30 a.m. – 12:30 p.m.	AMOCO	KG
3-14	October 9, 16, 23	8:30 a.m. – 12:30 p.m.	AMOCO	KG

NOTE: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

BASIC GRAMMAR USAGE AND PROOFREADING I

COURSE NUMBER: COMM 111
COURSE LENGTH: 14 hours (two - 7 hour classes)

This course is designed as a refresher course that gives participants a review of the very basic parts of grammar. The information learned in this class is to be used as a foundation for the BASIC GRAMMAR USAGE AND PROOFREADING II course.

Upon completion of this course, participants will be able to:

- Recognize the eight parts of speech and identify them in sentences.
- Explain what each part of speech does and how it works in the sentence.

THIS COURSE IS RECOMMENDED FOR:

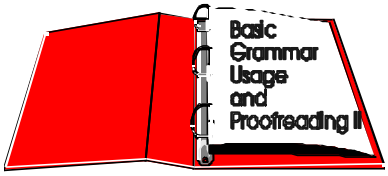
Employees within municipal government agencies who are responsible for conveying information verbally or in written correspondence.

Employees who type documents for others.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 19, 26	8:30 a.m. - 4:30 p.m.	AMOCO	MS
2-14	June 17, 24	8:30 a.m. - 4:30 p.m.	BW04	MS
3-14	August 20, 27	8:30 a.m. - 4:30 p.m.	AMOCO	MS
4-14	October 14, 21	8:30 a.m. - 4:30 p.m.	BW04	MS

NOTE: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

BASIC GRAMMAR USAGE AND PROOFREADING II



COURSE NUMBER: COMM 112
COURSE LENGTH: 16 hours (two - 7 hour classes, 2 hour exam)

This course is designed to teach the fundamentals of the correct use of the English language and the basic skills required for effective communication in the work place. English words and sentences will be analyzed with emphasis on participants improving their skills in writing. This course will help the participants correct areas of weakness and give them practice in order to gain a sound understanding of basic grammar usage.

Upon completion of this course, participants will be able to:

- Be familiar with the correct application of rules of grammar, proper usage, sentence structure, and punctuation.
- Identify complete sentences.
- Recognize and avoid the use of commonly misused words and phrases made in written and spoken English.
- Be familiar with the proper rules of punctuation and capitalization.
- Be able to proofread adequately by checking for capitalization, punctuation, spelling and sentence structure in written documents.

THIS COURSE IS RECOMMENDED FOR:

Employees within municipal government agencies who are responsible for conveying information verbally or in written correspondence.

Employees who type documents for others.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 1, 8, 15	8:30 a.m. - 4:30 p.m.	BW04	MP
2-14	June 12, 19, 26	8:30 a.m. - 4:30 p.m.	BW04	MP
3-14	August 15, 22, 29	8:30 a.m. - 4:30 p.m.	BW04	KG
4-14	September 12, 19, 26	8:30 a.m. - 4:30 p.m.	AMOCO	KG
5-14	December 4, 11, 18	8:30 a.m. - 4:30 p.m.	BW04	DM

NOTE: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

PUBLIC SPEAKING AND ORAL PRESENTATION

COURSE NUMBER: COMM 120
COURSE LENGTH: 10½ hours (three - 3½ hour classes)

This course is designed to teach employees how to develop effective public speaking skills and oral presentation strategies.

Upon completion of this course, participants will be able to:

- Use the elements of voice to develop more expressive speech.
- Identify the basic causes of faulty diction and practice ways to improve articulation.
- Recognize the planning activities necessary to prepare an effective presentation.
- Demonstrate awareness of effective delivery skills.
- Understand the types of audio-visual materials that may be used to enhance presentations.
- Deliver appropriately planned presentations.

THIS COURSE IS RECOMMENDED FOR:

All employees who conduct internal or external meetings, give presentations to groups, or wish to enhance their public speaking and oral presentation skills.

Employees who are interested in moving into managerial and supervisory positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	February 14, 21, 28	9:00 a.m. - 12:30 p.m.	AMOCO	KG
2-14	March 12, 19, 26	9:00 a.m. - 12:30 p.m.	BW04	KD
3-14	July 10, 17, 24	9:00 a.m. - 12:30 p.m.	BW04	PD
4-14	Sept 9, 16, 23	9:00 a.m. - 12:30 p.m.	BW04	KD
5-14	October 1, 8, 15	9:00 a.m. - 12:30 p.m.	BW04	KD

ENHANCING ONE'S PUBLIC SPEAKING SKILLS

COURSE NUMBER: COMM 121
COURSE LENGTH: 10½ hours (three - 3½ hour classes)

This course is a continuation of the concepts learned in the Public Speaking and Oral Presentation course and will emphasize the tools needed for a number of effective speeches.

Upon completion of this course, participants will be able to:

- Deliver persuasive speeches.
- Deliver impromptu speeches.
- Identify key factors in the persuasion process.
- Utilize techniques to persuade your audience.
- Anticipate the possibility for impromptu speaking.
- "Buy Time" when delivering an impromptu speech.
- Plan and organize an oral presentation.

THIS COURSE IS RECOMMENDED FOR:

Employees who have successfully completed the Public Speaking and Oral Presentation (COMM 120) Course and who wish to expand their public speaking/oral presentation skills.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	May 6, 13, 20	9:00 a.m. - 12:30 p.m.	BW04	PD
2-14	Nov. 6, 13, 20	9:00 a.m. - 12:30 p.m.	AMOCO	PD

BUSINESS WRITING

COURSE NUMBER: COMM 130
COURSE LENGTH: 14 hours (four - 3½ hour classes)

This course will provide business writing concepts and practice drills designed to make business writing clear, effective, and efficient. The course will be held in four classes, each three hours long. The classes will be one week apart to allow participants an opportunity to practice the exercises learned in class. The participants will be evaluated at the end of the course on having achieved business writing skills.

Upon completion of this course, participants will be able to:

- Write clearly, concisely and logically.
- Use appropriate styles when writing business letters.
- Avoid common mistakes and problems made in business letters.

THIS COURSE IS LIMITED TO:

Employees who have tested out of or have passed Basic Grammar Usage and Proofreading, or Basic Grammar Usage and Proofreading I and II,

AND

Employees at the level of Office Support Specialist (pay grade 42) or above,

AND

other City employees who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 5, 12	1:00 p.m. - 4:30 p.m.	BW04	TJ
	March 19, 26	1:00 p.m. - 4:30 p.m.	BW04	TJ
2-14	April 2, 9	9:00 a.m. - 12:30 p.m.	BW04	YS
	April 16, 23	9:00 a.m. - 12:30 p.m.	BW04	YS

(ADDITIONAL SESSIONS ON NEXT PAGE)

BUSINESS WRITING

(continued)

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
3-14	June 4, 11	1:00 p.m. - 4:30 p.m.	AMOCO	YS
	June 18, 25	1:00 p.m. - 4:30 p.m.	AMOCO	YS
4-14	Aug. 5, 12	1:00 p.m. - 4:30 p.m.	BW04	TJ
	Aug. 19, 26	1:00 p.m. - 4:30 p.m.	BW04	TJ
5-14	Oct. 2, 9	1:00 p.m. – 4:30 p.m.	BW04	TJ
	Oct. 16, 23	1:00 p.m. – 4:30 p.m.	BW04	TJ

LISTENING SKILLS: A MAJOR COMPONENT OF GOOD COMMUNICATION

COURSE NUMBER: COMM 140
COURSE LENGTH: 7 Hours (two - 3 ½ hour classes)

This course has as a premise that most adults listen at a 25% level of efficiency. Thus, the participants will be exposed to the basic concepts of good listening skills.

Upon completion of this course, participants will be able to:

- Relate to practical "hands on" experiences designed to improve existing listening skills.
- Identify several listening blocks that hinder effective listening skills.
- Understand what goes into improving one's listening skills as a result of participating in several practical exercises.
- Identify seven basic concepts used as a focal point for improving listening skills.

THIS COURSE IS RECOMMENDED FOR:

All interested employees

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 2, 9	9:00 a.m. - 12:30 p.m.	AMOCO	FA
2-14	June 13, 20	9:00 a.m. - 12:30 p.m.	AMOCO	TBA
3-14	Sept. 10, 17	9:00 a.m. - 12:30 p.m.	AMOCO	TBA
4-14	Nov. 5, 12	9:00 a.m. - 12:30 p.m.	BW04	TBA

(**NOTE**: **TBA** (To Be Announced) Please submit applications ASAP, if interested in these sessions, in order for us to determine the urgency/frequency at which we'll schedule sessions for this year.)

CITY EMPLOYEES' ORIENTATION

COURSE NUMBER: PBSV 200
COURSE LENGTH: 3 hours

This course is designed to provide new employees with essential employment information needed to orient them to City Government and the Civil Service System. The course will include a brief organization overview, a discussion of basic work practices, and a review of important policies, rules and benefits.

Upon completion of this course, participants will be able to:

- Understand the basic structure of City Government.
- Understand basic Chief Administrative Office Policies and Procedures.
- Understand the Civil Service System including related rules and procedures affecting their employment, pay and use of leave.
- Understand the methods of compensation, the process of recruitment and selection, and the basics of employee training and development.
- Know the essentials of the City's Fringe Benefits including Health Insurance, Life Insurance, Pension and Deferred Compensation.
- Understand the Disciplinary Process and how it relates to their appeal rights.
- Know where to get additional information on these matters.

THIS COURSE IS RECOMMENDED FOR:

New employees, both Classified and Unclassified.

Other interested employees.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	TBA	9:00 a.m. – 12:00 p.m.	TBA	DS
2-14	TBA	9:00 a.m. – 12:00 p.m.	TBA	DS
3-14	TBA	9:00 a.m. – 12:00 p.m.	TBA	DS
4-14	TBA	9:00 a.m. – 12:00 p.m.	TBA	DS
5-14	TBA	9:00 a.m. – 12:00 p.m.	TBA	DS

(**NOTE**: **TBA** (To Be Announced) Please submit applications ASAP, if interested in these sessions, in order for us to determine the urgency/frequency at which we'll schedule sessions for this year.)

HUMAN RELATIONS

COURSE NUMBER: PBSV 210
COURSE LENGTH: 7 hours (two - 3½ hour classes)

This course is designed to provide City employees with practical information on how to effectively interact with citizens and fellow employees. Although most of the skills such as those dealing with communication will be universally applicable, specific data will be presented that will assist employees in their attempts to relate to special needs groups, such as the elderly or the disabled. ***Participants should be open to sensitive material relative to special needs/ ethnic groups.***

Upon completion of this course, participants will possess the skills necessary to:

- Facilitate effective interaction between City employees and the public, and among City workers.
- Appropriately relate to citizens or fellow employees who are members of a special needs group such as the elderly, poor, disabled, and foreigners.
- Improve the interactions between different ethnic or racial groups.
- Effectively interact with difficult and/or demanding individuals.
- Use basic stress management techniques to handle their own anxiety and frustration levels when relating with others.

THIS COURSE IS RECOMMENDED FOR:

Employees who are interested in customer service positions.

Employees in supervisory positions and employees who are interested in moving into supervisory positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 6, 13	9:00 a.m. - 12:30 p.m.	AMOCO	PD
2-14	April 22, 29	9:00 a.m. - 12:30 p.m.	BW04	PD
3-14	August 19, 26	9:00 a.m. - 12:30 p.m.	AMOCO	PD
4-14	December 2, 9	9:00 a.m. - 12:30 p.m.	AMOCO	PD

TECHNIQUES OF GOOD CUSTOMER SERVICE

COURSE NUMBER: PBSV 220
COURSE LENGTH: 7 hours (two - 3½ hour classes)

This course is designed to improve public relations and customer service. It will assist employees in understanding how they can affect the public's perception of the City and services it provides.

Upon completion of this course, participants will be able to:

- Define and understand customer service and public relations.
- Identify customers.
- Identify the needs and desires of customers.
- Use effective communication skills when interacting with customers.
- Recognize and handle difficult or special customers.
- Recognize and handle different personality types.
- Handle complaints and problems.
- Understand the elements involved in keeping customers happy.
- Work as part of the customer service team.
- Understand their role in good public relations.

THIS COURSE IS RECOMMENDED FOR:

All City employees who handle both internal and external customers on a daily basis, either face-to-face or by telephone.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	May 2, 9	1:00 p.m. - 4:30 p.m.	BW04	AL
2-14	July 25, Aug. 1	9:00 a.m. - 12:30 p.m.	BW04	AL
3-14	November 3, 10	1:00 p.m. - 4:30 p.m.	BW04	AL

TELEPHONE TECHNIQUES

COURSE NUMBER: PBSV 230
COURSE LENGTH: 4 hours

This course is designed to enhance and improve the telephone skills of City employees. This course will also improve the use of other business communication equipment including hand-held radios, cellular phones and mobile phones.

Upon completion of this course, participants will be able to:

- Use proper procedures when handling incoming calls.
- Use proper procedures for placing calls (local & long distance).
- Use telephone/radio equipment effectively.
- Use proper voice control.
- Handle irate callers properly.
- Take and give messages properly.
- Transfer and route calls properly.
- Keep adequate and up-to-date resources available.
- Use proper procedures to handle emergencies.

THIS COURSE IS RECOMMENDED FOR:

All employees in City Government whose jobs require them to use the telephone or radio.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 3	1:00 p.m. - 5:00 p.m.	AMOCO	SA
2-14	May 7	1:00 p.m. - 5:00 p.m.	AMOCO	SA
3-14	July 8	1:00 p.m. - 5:00 p.m.	AMOCO	SA
4-14	August 28	1:00 p.m. - 5:00 p.m.	BW04	SA
5-14	October 15	1:00 p.m. - 5:00 p.m.	AMOCO	SA
6-14	December 3	1:00 p.m. - 5:00 p.m.	AMOCO	SA

(**NOTE**: **TBA** (To Be Announced) Please submit applications ASAP, if interested in these sessions, in order for us to determine the urgency/frequency at which we'll schedule sessions for this year.)

UNDERSTANDING CITY GOVERNMENT

COURSE NUMBER: PBSV 240
COURSE LENGTH: 3½ hours

This course is designed to improve public relations and customer service by offering employees a short review of the fundamentals of government, covering the federal, state and local levels, and detailed coverage of the functions and responsibilities of the departments and agencies in city government.

Upon completion of this course, participants will be able to:

- Understand the levels of government.
- Identify the three branches of local government.
- Improve their knowledge of services provided by city government.
- Refer citizens to the appropriate government agency for services commonly requested.
- Properly handle requests for information or services when they do not know the answer.
- Understand the role that an informed employee plays in good public relations.

THIS COURSE IS RECOMMENDED FOR:

All new employees and all employees who handle internal or external customers on a daily basis either face-to-face or by telephone.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 7	1:00 p.m. – 4:30 p.m.	BW04	DM
2-14	July 28	1:00 p.m. – 4:30 p.m.	AMOCO	DM
3-14	October 24	9:00 a.m. – 12:30 p.m.	AMOCO	DM

BASIC OFFICE SKILLS

COURSE NUMBER: GCLE 310
COURSE LENGTH: 7 hours (two - 3 ½ hour classes)

This course is designed to teach clerical and office personnel the fundamental aspects of office work.

Upon completion of this course, participants will be able to:

- File documents alphabetically, numerically, and chronologically.
- Check files for accuracy.
- Sort and handle mail accurately.
- Provide routine care for office equipment.
- Answer the telephone properly.
- Greet office visitors courteously.

THIS COURSE IS RECOMMENDED FOR:

Entry level clerical employees.

Clerical employees who are interested in moving into higher level clerical positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	February 19, 26	9:00 a.m. - 12:30 p.m.	AMOCO	SA
2-14	April 15, 22	1:00 p.m. - 4:30 p.m.	BW04	SA
3-14	June 13, 20	9:00 a.m. - 12:30 p.m.	BW04	SA
4-14	August 6, 13	1:00 p.m. - 4:30 p.m.	AMOCO	SA
5-14	September 3, 10	1:00 p.m. - 4:30 p.m.	BW04	SA
6-14	November 5, 12	1:00 p.m. - 4:30 p.m.	BW04	SA

NOTE: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

(**NOTE**: **TBA** (To Be Announced) Please submit applications ASAP, if interested in these sessions, in order for us to determine the urgency/frequency at which we'll schedule sessions for this year.)

BASIC MATH FOR UTILITIES SUPERVISORS

COURSE NUMBER: COMP 401
COURSE LENGTH: 9 hours (three - 3 hour classes)

This course teaches the basic math skills needed to perform routine supervisory duties when managing the activities of labor crew engaged in the maintenance and repair of water, sewerage, and drainage systems.

Upon completion of this course, participants will be able to:

- Add and subtract simple and mixed fractions.
- Convert simple fractions to decimals.
- Round decimals.
- Compute direct and indirect proportions.
- Read and interpret Sewerage and Water Board maps.
- Compute metric conversions.
- Measure area, perimeter, and volume.

THIS COURSE IS RECOMMENDED FOR:

Sewerage and Water Board employees seeking promotion into the Public Works Supervisor I classification.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	May 14, 21, 28	1:00 p.m. - 4:00 p.m.	AMOCO	AB
2-14	July 11, 18, 25	1:00 p.m. - 4:00 p.m.	BW04	AB
3-14	Sept 18, 25, Oct. 2	9:00 a.m. - 12:00 p.m.	AMOCO	AB
4-14	Nov. 6, 13, 20	1:00 p.m. - 4:00 p.m.	BW04	AB
5-14	Dec. 5, 12, 19	1:00 p.m. - 4:00 p.m.	BW04	AB

NOTE: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

This course, “Basic Math for Utilities Supervisors,” may substitute for the course “Basic Math for Utilities Workers” (which is no longer offered).

BUSINESS MATHEMATICS

COURSE NUMBER: COMP 410
COURSE LENGTH: 12 hours (four - 3 hour classes)

This course is designed to teach basic mathematical and numerical skills required to perform basic computations in the workplace.

Upon completion of this course, participants will be able to:

- Perform basic mathematical functions - addition, subtraction, multiplication and division.
- Recognize mathematical symbols.
- Understand and use decimals properly.
- Understand and use fractions properly.
- Use office adding machines and calculators.

THIS COURSE IS RECOMMENDED FOR:

Employees who keep records, make reports involving numbers, read meters and gauges, and use numbers to perform their job.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 7, 14, 21, 28	9:00 a.m. - 12:00 p.m.	BW04	PV
2-14	April 2, 9, 16, 23	1:00 p.m. - 4:00 p.m.	BW04	TL
3-14	June 2, 9, 16, 23	1:00 p.m. - 4:00 p.m.	BW04	LH
4-14	July 28, Aug. 4, 11, 18	1:00 p.m. - 4:00 p.m.	BW04	TL
5-14	Aug. 1, 8, 15, 22	9:00 a.m. - 12:00 p.m.	AMOCO	PV
6-14	Oct. 2, 9, 16, 23	1:00 p.m. - 4:00 p.m.	AMOCO	TL
7-14	Dec. 5, 12, 19, Jan. 2	9:00 a.m. - 12:00 p.m.	AMOCO	PV

NOTE: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

This course, “Business Math,” may substitute for the course “Basic Math for Utilities Workers” (which is no longer offered). It does NOT substitute for “Basic Math for Utilities Supervisors.”

BASIC STATISTICS
(USING NUMBERS TO UNDERSTAND THE WORK WE DO)

COURSE NUMBER: COMP 420
COURSE LENGTH: 14 hours (four - 3½ hour classes)

This course is designed to teach City employees how to understand and effectively use basic descriptive statistics to analyze and report on the work of their offices and departments. This course will assist employees in preparing reports and making recommendations on work-related activities.

Upon completion of this course, participants will be able to:

- Apply descriptive statistics to work situations.
- Use various descriptive statistics in the workplace.
- Use measures of central tendency and variability to analyze data in the workplace.
- Conduct effective presentations of data using tables, graphs and charts.
- Use rates, percentiles and indexes in analyzing data in the workplace.

THIS COURSE IS RECOMMENDED FOR:

Administrative personnel who are responsible for making reports and recommendations about the work of their offices and departments.

Employees who are interested in moving into administrative positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	August 6, 13	1:00 p.m. - 4:30 p.m.	BW04	LH
	August 20, 27	1:00 p.m. - 4:30 p.m.	BW04	LH

INTRODUCTION TO BASIC PRINCIPLES OF ACCOUNTING

COURSE NUMBER: COMP 430
COURSE LENGTH: 8 hours (four - 2 hour classes)

This course will provide employees with a good introduction to the basic principles and concepts of accounting with some emphasis in fund accounting for governmental agencies.

Upon completion of this course, participants will be able to:

- Identify and understand key accounting terms and principles.
- Analyze, journalize, and post financial transactions.
- Prepare a balance sheet.

THIS COURSE IS RECOMMENDED FOR:

Account Clerks.

Employees interested in moving into Account Clerk and Account Technician positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	May 2, 9, 16, 23	9:00 a.m. – 11:00 a.m.	AMOCO	PV
2-14	July 9, 16, 23, 30	9:00 a.m. – 11:00 a.m.	BW04	PV
3-14	Sept. 3, 10, 17, 24	9:00 a.m. – 11:00 a.m.	BW04	PV

PURCHASING IN CITY GOVERNMENT

COURSE NUMBER: GVOP 520
COURSE LENGTH: 7 hours (two - 3 ½ hour classes)

This is a comprehensive course in the City's purchasing process procedures.

Upon completion of this course, participants will understand:

- Procedures used to purchase goods & services for the City of New Orleans.
- Responsibilities of each agency involved in a purchase.
- Laws that apply to public purchasing.
- Emergency purchases.
- Payments for purchases.

THIS COURSE IS RECOMMENDED FOR:

All employees who order goods or services for City agencies.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 13, 20	1:00 p.m. – 4:30 p.m.	AMOCO	DM
2-14	July 10, 17	9:00 a.m. – 12:30 p.m.	AMOCO	DM
3-14	September 5, 12	9:00 a.m. – 12:30 p.m.	BW04	DM
4-14	November 3, 10	1:00 p.m. – 4:30 p.m.	AMOCO	DM

ACCOUNTING PROCESS IN CITY GOVERNMENT

COURSE NUMBER: GVOP 530
COURSE LENGTH: 3½ hours (one - 3½ hour class)

This is a comprehensive course in the City's accounting process that includes forms preparation, tracking of accounting documents and the use of a procurement system, with emphasis on the City of New Orleans' current system.

Upon completion of this course, participants will understand how to:

- Prepare documents that are typical of those required by the Accounting Bureau of the Finance Department.
- Track accounting documents that are part of a procurement system.
- Use the sample system to determine if documents (e.g., purchase orders, partial payments) have been paid.
- Use sample system to trace requisitions.
- Monitor departments' budgets using sample reports.

THIS COURSE IS RECOMMENDED FOR:

Employees responsible for securing goods and/or services and those approving the purchase of such items.

Employees who are responsible for monitoring the budgets of their offices or departments.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 11	9:00 a.m. – 12:30 p.m.	AMOCO	PV
2-14	June 27	9:00 a.m. – 12:30 p.m.	AMOCO	PV
3-14	Nov. 12	9:00 a.m. – 12:30 p.m.	AMOCO	PV

SPECIAL TOPICS IN HUMAN RESOURCES

Course Number: GVOP 570
Course Length: 4 hours (one - 4 hour class)

This course has been especially designed to meet the specific work related needs of City employees responsible for human resources management functions. Special Topics in Human Resources is divided into three separate sessions: Civil Service Pay Plan in Review (1999 - Present), Recognition at Work, and Issues in Employment Law. Employees may complete all three sessions or choose only those which will benefit them in their human resources management roles.

Session 1-14: Civil Service Pay Plan in Review (1999 - Present)

This introductory course deals with common - but potentially explosive - human resources issues.

Upon completion of session one, participants will be able to:

- Examine the private sector's employment at will doctrine.
- Discuss proposed changes in the Fair Labor Standards Act and potential impact.

Session 2-14: Recognition at Work:

This class will provide support to any manager or supervisor who wishes to design and implement a recognition program with little or no cost. This session will examine how an organization can lay the groundwork for developing a recognition program in a variety of work situations.

Upon completion of session two, participants will be able to:

- Recognize an individual or a group in a meaningful, exemplary fashion.
- Develop a low - no cost recognition program**.**
- Sell the recognition program to upper management.
- Prevent and fix common problems and assess its effectiveness.

Session 3-14: Issues in Employment Law

This introductory course examines common Labor Relations processes and policies.

Upon completion of session three, participants will be able to:

- Examine the steps of the unionization process.
- Recognize the factors that govern a union representation election and campaign.
- Identify employer unfair labor practices.
- Identify union unfair labor practices.
- Discuss negotiation issues in a union contract.

SPECIAL TOPICS IN HUMAN RESOURCES

(continued)

Session 4-14: FLSA – The Fair Labor Standards Act

An introduction to the federal law that controls minimum requirements for the earning of, and payment of, overtime and compensatory time from the perspective of government employment.

Upon completion of session four, participants will be able to:

- Understand this Federal law and how it affect the ability to earn overtime
- Assist management in legally controlling costs associated with overtime.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	TBA	TBA	TBA	RWH
2-14	TBA	TBA	TBA	RWH
3-14	TBA	TBA	TBA	RWH
4-14	TBA	TBA	TBA	RWH

(**NOTE**: **TBA** (To Be Announced) Please submit applications ASAP, if interested in these sessions, in order for us to determine the urgency/frequency at which we'll schedule sessions for this year.)

RETIREMENT PLANNING & THE MUNICIPAL EMPLOYEES' RETIREMENT SYSTEM

COURSE NUMBER: GVOP 580
COURSE LENGTH: 2 hours

This course provides an overview of the Municipal Employees' Retirement System and information employees should know about planning for retirement.

Upon completion of this course, participants will be able to:

- Understand what the Municipal Employees' Retirement System is and how it is funded and administered.
- Understand the options that employees have at retirement or resignation from City employment.
- Understand how the amount of benefits is determined.
- Understand the Deferred Retirement Option Program (DROP) and how it can benefit employees.
- Understand what benefits are available through the retirement system if employees die or are disabled while employed by the City.
- Understand issues that should be considered in planning for retirement.

THIS COURSE IS RECOMMENDED FOR:

Persons who are approaching retirement in the next five years.

Personnel officers or others who provide basic information on retirement to employees.

Other interested employees.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 12	9:00 a.m. – 11:00 a.m.	AMOCO	SA
2-14	May 22	1:00 p.m. – 3:00 p.m.	AMOCO	SA
3-14	TBA	TBA	TBA	SA
4-14	TBA	TBA	TBA	SA

(**NOTE**: **TBA** (To Be Announced) Please submit applications ASAP, if interested in these sessions, in order for us to determine the urgency/frequency at which we'll schedule sessions for this year.)

ADVANTAGE FINANCIAL (AFIN) - BASICS

COURSE NUMBER: GVOP 590
COURSE LENGTH: 10½ hours (three - 3½ hour class)

This is a comprehensive course to provide information about purchasing, expenditure processing in the City of New Orleans' current Advantage Financial Information System (AFIN).

Upon completion of this course, participants will be able to:

- Navigate through (AFIN).
- Intercept online budgetary inquiry tables.
- Process Requisitions (RX/RXQ) and Decentralized Purchase Orders (PD/PDQ).
- Process Receiver (RC) transactions.
- Process Cash Receipt Documents (CR/CRQ).

THIS COURSE IS RECOMMENDED FOR:

All employees who process documents in the Advantage Financial Information System (AFIN).
Other interested employees.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 14	9:00 a.m. – 12:30 p.m.	MIS	RFB
	March 21, 28	9:00 a.m. – 12:30 p.m.	MIS	RFB
2-14	June 6	9:00 a.m. – 12:30 p.m.	MIS	RFB
	June 13, 20	9:00 a.m. – 12:30 p.m.	MIS	RFB
3-14	August 1	9:00 a.m. – 12:30 p.m.	MIS	RFB
	August 8, 15	9:00 a.m. – 12:30 p.m.	MIS	RFB
4-14	October 10	9:00 a.m. – 12:30 p.m.	MIS	RFB
	October 17, 24	9:00 a.m. – 12:30 p.m.	MIS	RFB

ADVANTAGE FINANCIAL (AFIN) – GRANTS MANAGEMENT

COURSE NUMBER: GVOP 591
COURSE LENGTH: 7 hours (two - 3½ hour class)

This is a comprehensive course to provide information about the role of Grants (Federal Aid) Management in the City of New Orleans' current Advantage Financial Information System (AFIN).

Upon completion of this course, participants will be able to:

- Manage Grants in (AFIN).
- Utilize the functions performed by Grants Management.
- Interact Grants Management with other AFIN components.
- Process Grants transactions.
- Use the online inquiries to view the results of transactions.

THIS COURSE IS RECOMMENDED FOR:

All employees who process Grants documents in the Advantage Financial Information System (AFIN).

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 18, 25	9:00 a.m. – 12:30 p.m.	MIS	RFB
2-14	July 18, 25	9:00 a.m. – 12:30 p.m.	MIS	RFB
3-14	September 19, 26	9:00 a.m. – 12:30 p.m.	MIS	RFB
4-14	November 7, 14	9:00 a.m. – 12:30 p.m.	MIS	RFB

EMPLOYEE ON-BOARDING

COURSE NUMBER: SUPV 600
COURSE LENGTH: 3½ hours

This course is designed to introduce supervisors to the concepts of on-boarding and emphasize the important role that successful on-boarding plays in proper supervision in city government.

Upon completion of this course, participants will be able to:

- Understand Employee On-boarding concepts.
- Recognize the importance of making a good first impression to their employees.
- Successfully familiarize new employees to their work environment.
- Personalize the orientation process.
- Effectively represent the City of New Orleans as supervisors.
- Develop strategies to minimize the new employee learning curve.
- Develop an On-boarding checklist.

THIS COURSE IS RECOMMENDED FOR:

All new supervisors or any supervisor, regardless of their experience, who would like to learn more about helping new employees to adapt to city government and to become more productive more quickly.

On-boarding *new employees/transfers/recently promoted,* etc.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	TBA	TBA	TBA	RC
2-14	TBA	TBA	TBA	RC
3-14	TBA	TBA	TBA	RC

(**NOTE**: **TBA** (To Be Announced) Please submit applications ASAP, if interested in these sessions, in order for us to determine the urgency/frequency at which we'll schedule sessions for this year.)

INTRODUCTION TO SUPERVISION

COURSE NUMBER: SUPV 610
COURSE LENGTH: 7 hours (two - 3½ hour class)

This course provides an overview of the role supervisors play in organizations. It introduces new supervisors to their new duties and responsibilities.

Upon completion of this course, participants will:

- Understand the elements involved in supervision.
- Understand the role of the supervisor in an organization.
- Understand how to move into supervisory positions with ease.
- Understand the problems new supervisors face and how to handle those problems.

THIS COURSE IS RECOMMENDED FOR:

Employees recently appointed to supervisory positions.

Employees who are interested in moving into supervisory positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 11, 18	9:00 a.m.- 12:30 p.m.	BW04	LC
2-14	May 6, 13	9:00 a.m.- 12:30 p.m.	AMOCO	LC
3-14	September 9, 16	9:00 a.m.- 12:30 p.m.	AMOCO	LC
4-14	September 23, 30	9:00 a.m.- 12:30 p.m.	AMOCO	LC
5-14	October 21, 28	9:00 a.m.- 12:30 p.m.	AMOCO	LC
6-14	December 2, 9	9:00 a.m.- 12:30 p.m.	BW04	LC

Note: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

PERSONNEL INTERVIEWING

COURSE NUMBER: SUPV 620
COURSE LENGTH: 3½ hours

This course provides practical information and techniques on how to conduct effective and legal job interviews.

Upon completion of this course, participants will be able to:

- Recognize the most important purpose of the job interview.
- Know the steps of a successful interview.
- Understand and identify the common mistakes made by interviewers.
- Identify areas of questioning that should be asked.
- Identify areas of questioning that may be illegal.
- Use various techniques to get an applicant to communicate more effectively during the interview.
- List some types of problems applicants may have and how to handle them.
- Recognize some "danger signs" in applicants' work history.
- Assess information collected before and during the interview and evaluate applicants' suitability.
- Reject unsuitable applicants.

THIS COURSE IS RECOMMENDED FOR:

Employees who conduct job interviews and select personnel.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	February 25	9:00 a.m. - 12:30 p.m.	AMOCO	TJ
2-14	April 14	1:00 p.m. - 4:30 p.m.	BW04	TJ
3-14	May 5	1:00 p.m. - 4:30 p.m.	AMOCO	TJ
4-14	July 15	9:00 a.m. - 12:30 p.m.	BW04	TJ
5-14	September 8	1:00 p.m. - 4:30 p.m.	BW04	TJ
6-14	October 7	9:00 a.m. - 12:30 p.m.	AMOCO	TJ
7-14	November 7	9:00 a.m. - 12:30 p.m.	AMOCO	TJ

INTRODUCTION TO WORKPLACE DISCIPLINE FOR FIRST LINE SUPERVISORS

COURSE NUMBER: SUPV 629
COURSE LENGTH: 3½ hours

This course teaches the basic skills needed to prevent and effectively manage performance and disciplinary problems.

Upon completion of this course, participants will:

- Ensure that performance expectations and departmental standards are clearly communicated to employees.
- Deal effectively with unsatisfactory job performance.
- Confront employee disciplinary problems with confidence and control behavior that impacts job performance.
- Manage the progressive discipline process.
- Become familiar with EEO legislation and the Civil Service appeal process.

THIS COURSE IS RECOMMENDED FOR:

Any employee seeking a better understanding of the discipline process including Sewerage & Water Board employees seeking promotion into the Public Works Supervisor I, Pumping Stations Supervisor, and Pumping Stations Supervisor Assistant classifications.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	May 21	9:00 a.m. – 12: 30 p.m.	AMOCO	RAW
2-14	July 23	1:00 p.m. – 4:30 p.m.	BW04	RAW
3-14	November 20	1:00 p.m. – 4:30 p.m.	AMOCO	RAW

NOTE: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

MANAGING WORKPLACE DISCIPLINE

COURSE NUMBER: SUPV 630
COURSE LENGTH: 3 ½ hours

This course will explore methods of preventing workplace offenses and the most effective ways to address various types of misconduct. Investigation and documentation of offenses, and evaluation of possible causes amenable to correction will be discussed. The goal is correction of problems leading to disciplinary action as well as addressing deficiencies in the documentation of offenses. This course will also cover the Civil Service Appeal process; the necessary documentation and reporting of disciplinary actions; preparation of testimony and evidence for hearings; and prior rulings of the Civil Service Commission on specific issues. The course will also include the procedures involved in EEOC complaints and Unemployment Insurance appeal hearings.

Upon completion of this course, participants will:

- Know the steps involved in preventing workplace offenses.
- Know the steps involved in addressing workplace offenses.
- Understand the information needs of employees.
- Understand the need for consistency and documentation when disciplining employees.
- Know the requirements placed on supervisors under the City's Employee Assistance Program and other management policies.
- Know applicable laws and the Civil Service appeal process.
- Understand the process of Civil Service hearings.
- Be able to prepare and present evidence to defend disciplinary actions.
- Understand procedures of EEO and Unemployment Compensation hearings.

THIS COURSE IS LIMITED TO:

Supervisors, managers or administrative personnel in City jobs at the level of Senior Office Support Specialist (pay grade 56) or higher, or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	May 28	9:00 a.m. – 12:30 p.m.	AMOCO	RAW
2-14	July 30	1:00 p.m. – 4:30 p.m.	BW04	RAW
3-14	Dec. 16	1:00 p.m. – 4:30 p.m.	AMOCO	RAW

COUNSELING AND COACHING EMPLOYEES

COURSE NUMBER: SUPV 640
COURSE LENGTH: 3½ hours

This course will teach the techniques of counseling and coaching employees. Employees will learn the various theories of counseling and coaching, the different stages and techniques of counseling and coaching, and practical applications.

Upon completion of this course, participants will be able to:

- Define concepts of counseling and coaching.
- Identify different counseling and/or coaching techniques.
- Describe how each counseling and coaching technique is used.
- Describe the advantages and disadvantages of each counseling and coaching technique.
- Handle various problems using specific counseling and coaching techniques.

THIS COURSE IS RECOMMENDED FOR:

Employees in managerial and supervisory positions.
Employees who are interested in moving into managerial or supervisory positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	February 19	9:00 a.m. - 12:30 p.m.	BW04	KD
2-14	March 6	9:00 a.m. - 12:30 p.m.	BW04	KD
3-14	May 7	9:00 a.m. - 12:30 p.m.	AMOCO	KD
4-14	July 29	9:00 a.m. - 12:30 p.m.	AMOCO	KD
5-14	November 6	9:00 a.m. - 12:30 pm.	BW04	KD

TEAM BUILDING

COURSE NUMBER: SUPV 650
COURSE LENGTH: 3½ hours

This course is designed to teach employees the various techniques and benefits of team building, and specific steps to achieve a team atmosphere in the workplace.

Upon completion of this course, participants will be able to:

- Describe team building.
- List several benefits of team building.
- List several effective actions to take to achieve a team atmosphere.

THIS COURSE IS RECOMMENDED FOR:

Employees in managerial and supervisory positions.

Employees who are interested in moving into managerial or supervisory positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 21	1:00 p.m. – 4:30 p.m.	BW04	RAW
2-14	June 11	1:00 p.m. – 4:30 p.m.	BW04	RAW
3-14	August 21	9:00 a.m. – 12:30 p.m.	BW04	RAW
4-14	September 22	1:00 p.m. – 4:30 p.m.	BW04	RAW

Note: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

PERFORMANCE APPRAISALS
(THE SERVICE RATING PROCESS)

COURSE NUMBER: SUPV 670
COURSE LENGTH: 3½ hours

This course provides training for supervisors on how to accurately and fairly evaluate employees on their work performance and provide meaningful feedback to employees.

Upon completion of this course, participants will be able to:

- Understand the Civil Service Rules concerning service ratings.
- Identify work behaviors and distinguish them from personality traits.
- Determine into what rating factors the behaviors fall.
- Select the appropriate rating for employees' demonstrated behaviors.
- Accurately complete the appraisal form.
- Effectively counsel employees.

THIS COURSE IS REQUIRED FOR:

Supervisors who evaluate the work performance of employees and who complete Service Rating forms on the employees they supervise.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	January 24	9:00 a.m. - 12:30 p.m.	AMOCO	WC
2-14	TBA	TBA	TBA	WC
3-14	TBA	TBA	TBA	WC
4-14	TBA	TBA	TBA	WC
5-14	TBA	TBA	TBA	WC

(**NOTE**: **TBA** (To Be Announced) Please submit applications ASAP, if interested in these sessions, in order for us to determine the urgency/frequency at which we'll schedule sessions for this year.)

EFFECTIVE CRISIS INTERVENTION WITH EMPLOYEES

COURSE NUMBER: SUPV 680
COURSE LENGTH: 3 hours

This course is designed to teach effective skills in assisting employees in crisis.

Upon completion of this course, participants will be able to:

- Understand life disturbances which affect employees.
- Recognize issues that affect supervisors.
- Understand characteristics that enhance the helping process.
- Apply active listening techniques.
- Accurately assess verbal and non-verbal messages.
- Separate and clarify issues presented.
- Respond appropriately to problems and crises.
- Direct employees to available resources.

THIS COURSE IS LIMITED TO:

Supervisors, managers or administrative personnel in City jobs at the level of Senior Office Support Specialist (pay grade 44) or higher, or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 20	9:00 a.m. – 12:00 p.m.	AMOCO	CH
2-14	May 29	9:00 a.m. – 12:00 p.m.	AMOCO	CH
3-14	Sept. 11	9:00 a.m. – 12:00 p.m.	AMOCO	CH
4-14	Oct. 22	9:00 a.m. – 12:00 p.m.	AMOCO	CH

CONFLICT MANAGEMENT

COURSE NUMBER: SUPV 690
COURSE LENGTH: 3½ hours

This course is designed to provide employees with the necessary tools to identify conflict styles. Participants will be introduced to strategies that may be used to resolve conflict. This course will reinforce the fact that conflict in the workplace is a reality.

Upon completion of this course, participants will be able to:

- Clearly define the meaning of conflict.
- Identify situations that have caused conflict in the workplace.
- Identify communication styles that are used to handle conflict.
- Identify media that can be used to reinforce good communication skills between the supervisor and supervisee.
- Discuss and apply guidelines that may be used to resolve conflict.

THIS COURSE IS RECOMMENDED FOR:

Employees in managerial and supervisory positions.

Employees who are interested in moving into managerial and supervisory positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 14	9:00 a.m. - 12:30 p.m.	AMOCO	RAW
2-14	May 6	1:00 p.m. - 4:30 p.m.	AMOCO	RAW
3-14	Sept. 15	1:00 p.m. - 4:30 p.m.	AMOCO	RAW
4-14	October 28	1:00 p.m. - 4:30 p.m.	AMOCO	RAW
5-14	December 8	1:00 p.m. - 4:30 p.m.	BW04	RAW

Note: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

SEXUAL HARASSMENT IN THE WORKPLACE

COURSE NUMBER: SUPV 691
COURSE LENGTH: 3½ hours

This course will define sexual harassment and give a brief history of it. It also details the laws and guidelines, the roles of employer and supervisor, and their responsibilities. Many incidents of potential harassment will be reviewed so that the student will become familiar with behavior which could constitute sexual harassment. Some guidelines on preventive measures to take in avoiding sexual harassment will be reviewed.

Upon completion of this course, participants will:

- Understand what is considered sexual harassment.
- Know the laws and guidelines on sexual harassment.
- Know how to take preventive measures.
- Know how to investigate claims properly.
- Understand the impact on workers and the workplace.
- Understand employer liability.

THIS COURSE IS LIMITED TO:

Supervisors, managers or clerical personnel in City jobs at the level of Office Support Specialist (pay grade 42), or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	TBA	TBA	TBA	SS
2-14	TBA	TBA	TBA	SS
3-14	TBA	TBA	TBA	SS
4-14	TBA	TBA	TBA	SS

(**NOTE**: **TBA** (To Be Announced) Please submit applications ASAP, if interested in these sessions, in order for us to determine the urgency/frequency at which we'll schedule sessions for this year.)

Note: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

GRANT AND PROPOSAL WRITING

COURSE NUMBER: ADMN 710
COURSE LENGTH: 9 hours (three - 3 hour classes)

This course is designed for the entry level grants writer who needs to be able to efficiently initiate, plan and coordinate a written search for grant funding. Each participant will be required to prepare an 8-10 page grant proposal for his/her department.

Upon completion of this course, participants will be able to:

- Identify the role of a grants manager in City government.
- Define and use effectively the most commonly used grant related terms.
- Define the difference between a proactive and a reactive grant proposal.
- Prepare a basic eight to ten page grant proposal consisting of eight major sections.
- Discuss a grants review process.
- Identify two realistic sources of grant funding for their departments.

THIS COURSE IS LIMITED TO:

Supervisors, managers or administrative personnel in City jobs at the level of Senior Office Support Specialist (pay grade 44), or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	May 22, 29, June 5	9:00 a.m. - 12:00 p.m.	BW04	PD
2-14	Sept. 18, 25, Oct. 2	9:00 a.m. - 12:00 p.m.	BW04	PD

CONTRACT PREPARATION AND ADMINISTRATION

COURSE NUMBER: ADMN 720
COURSE LENGTH: 6 hours (two - 3 hour classes)

This course covers the fundamentals of the City's policy governing professional services contracts and related agreements, including legal and administrative requirements established by state and local laws, executive orders, and administrative procedures. It will teach employees how to request proposals for competitive selection of contractors and to prepare acceptable contracts to be executed by the mayor.

Upon completion of this course, participants will be able to:

- Distinguish between professional services, personal services, and cooperative endeavors.
- Identify situations which require one of these agreements.
- Be familiar with legal authority behind contract policy.
- Use the City's Request for Proposal procedures.
- Write a professional or personal services contract or a cooperative endeavors agreement.
- Identify and locate resources to assist in preparing contracts.
- Identify the areas of responsibility of City agencies in reviewing and assessing contract compliance.

THIS COURSE IS RECOMMENDED FOR:

All employees in City government who are involved in contract administration, development and preparation.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	May 15, 22	1:00 p.m. – 4:00 p.m.	BW04	DM
2-14	Oct. 3, 10	9:00 a.m. – 12:00 p.m.	BW04	DM

PROCUREMENT AND PURCHASING

COURSE NUMBER: ADMN 721
COURSE LENGTH: 4 hours

This course will cover all aspects of FTC bid and contract development, preparation, evaluation, execution and administration as well as alternative acquisition opportunities. The course will focus on the different component combinations that are possible and their inherent advantages. This training will include in-class workshops, demonstrations of practical application and hand-out examples for future reference.

Upon completion of this course, participants will be able to:

- Develop and prepare effective FTC bid documents.
- Prepare bid evaluation and selection criteria.
- Prepare and execute FTC contracts.
- Monitor contracts and/or contractor performance.
- Identify alternative acquisition opportunities.

THIS COURSE IS RECOMMENDED FOR:

All employees who prepare and/or participate in the FTC bid and/or contract processes.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	May 1	8:30 a.m. - 12:30 p.m.	BW04	CB
2-14	June 17	1:00 p.m. - 5:00 p.m.	AMOCO	CB
3-14	August 21	1:00 p.m. - 5:00 p.m.	AMOCO	CB
4-14	October 7	8:30 a.m. - 12:30 p.m.	BW04	CB
5-14	December 1	1:00 p.m. - 5:00 p.m.	AMOCO	CB

COMPETITIVE SELECTION PROCEDURE FOR PROFESSIONAL SERVICES CONTRACTS

COURSE NUMBER: ADMN 722
COURSE LENGTH: 4 hours

This course will cover all aspects of RFP and professional services contract development, preparation, evaluation, negotiation, execution and administration. The course will focus on the inherent relationship between the RFP and the resulting professional services contract. This training will include in-class workshops, demonstrations of practical application and hand-out examples for future reference.

Upon completion of this course, participants will be able to:

- Develop and prepare structured RFP's that result in responsive proposal submittals.
- Prepare objective RFP evaluation criteria and prepare comprehensive proposal recommendation reports.
- Negotiate contract terms with proposers and/or prospective contractors.
- Prepare and execute professional service contracts.
- Monitor contracts and/or contractor performance.

THIS COURSE IS RECOMMENDED FOR:

All employees who prepare and/or participate in the RFP and professional services contract process.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	May 15	8:30 a.m. – 12:30 p.m.	BW04	CB
2-14	June 5	8:30 a.m. – 12:30 p.m.	AMOCO	CB
3-14	Aug. 13	8:30 a.m. – 12:30 p.m.	AMOCO	CB
4-14	Oct. 29	8:30 a.m. – 12:30 p.m.	BW04	CB
5-14	Dec. 15	1:00 p.m. – 5:00 p.m.	AMOCO	CB

EXECUTIVE SECRETARIAL SKILLS

COURSE NUMBER: ADMN 730
COURSE LENGTH: 4 hours

This course is designed to teach the advanced secretarial skills that employees need in order to function as executive secretaries to City department heads. This course will help build a stronger relationship between the executive secretary and the department head.

Upon completion of this course, participants will be able to:

- Identify the essential characteristics of an executive secretary.
- Understand the role that the executive secretary plays in the organization.
- Understand how to implement the directives of department heads.
- Handle crisis situations.
- Understand the elements involved in scheduling appointments for department heads.
- Understand how to prioritize demands, requests and other activities on behalf of department heads.

THIS COURSE IS RECOMMENDED FOR:

Employees who currently function as secretaries to key personnel and are interested in advancing to the level of Administrative Support Specialist II.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 17	8:30 a.m. – 12:30 p.m.	AMOCO	CH
2-14	June 27	8:30 a.m. – 12:30 p.m.	BW04	CH
3-14	Oct. 14	8:30 a.m. – 12:30 p.m.	AMOCO	CH
4-14	Nov. 14	8:30 a.m. – 12:30 p.m.	AMOCO	CH

Note: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

PRINCIPLES OF MANAGEMENT

COURSE NUMBER: MGMT 810
COURSE LENGTH: 3½ hours

This course is designed to provide employees with the techniques and skills necessary to adequately perform their managerial responsibilities. This course provides an overview of the responsibilities of managers.

Upon completion of this course, participants will be able to:

- Understand the role of managers in organizations.
- Understand the various elements involved in management.
- Identify types of problems that managers must address.

THIS COURSE IS RECOMMENDED FOR:

New managers, upper level clerical employees, and entry level administrators.

Employees who are interested in moving into these types of positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 10	9:00 a.m. – 12:30 p.m.	AMOCO	CH
2-14	July 15	9:00 a.m. – 12:30 p.m.	AMOCO	CH
3-14	September 4	9:00 a.m. – 12:30 p.m.	AMOCO	CH
4-14	December 5	9:00 a.m. – 12:30 p.m.	BW04	CH

Note: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

PLANNING AND ORGANIZING

COURSE NUMBER: MGMT 820
COURSE LENGTH: 3½ hours

This course is designed to teach employees how to develop plans that involve strategic planning and organizing. This course will assist employees in organizing themselves, their work and special projects.

Upon completion of this course, participants will be able to:

- Develop a plan that involves detailed strategic planning.
- Identify and write learning goals and objectives.
- Improve planning problem areas.
- Develop skills in prioritizing routine activities.
- Identify stress factors that cause scheduling and planning disorganization.
- Recognize the importance of Time Management.
- Demonstrate how goals and objectives relate to effective planning and organizing.

THIS COURSE IS RECOMMENDED FOR:

Employees who are responsible for planning projects and activities in the workplace.

Employees in supervisory and managerial positions.

Employees interested in moving into supervisory and managerial positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 12	1:00 p.m. - 4:30 p.m.	AMOCO	TL
2-14	May 12	1:00 p.m. - 4:30 p.m.	BW04	TL
3-14	September 4	1:00 p.m. - 4:30 p.m.	AMOCO	TL
4-14	November 4	1:00 p.m. - 4:30 p.m.	BW04	TL

LEADERSHIP

COURSE NUMBER: MGMT 830
COURSE LENGTH: 3½ hours

In this course, employees will examine the qualities and characteristics of leadership and will learn skills, techniques, and components of effective leadership. Employees will learn how to develop and apply leadership skills for more productive and rewarding work related and community experiences.

Upon completion of this course, participants will be able to:

- Identify the values of leadership.
- Solve problems through team-building.
- Motivate others to get the job done.
- Apply leadership skills to life situations.
- Understand their role as leaders in their departments.

THIS COURSE IS RECOMMENDED FOR:

Employees in managerial and supervisory positions.

Employees who are interested in moving into managerial and supervisory positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 10	1:00 p.m. - 4:30 p.m.	BW04	LH
2-14	June 25	1:00 p.m. - 4:30 p.m.	BW04	LH
3-14	Sept. 26	1:00 p.m. - 4:30 p.m.	BW04	LH
4-14	Dec. 18	1:00 p.m. - 4:30 p.m.	BW04	LH

RECORDS MANAGEMENT

COURSE NUMBER: MGMT 840
COURSE LENGTH: 3½ hours

This course is designed to expose employees to the various types of records management systems and the appropriate uses for them. It includes information on various filing methods and kinds of records.

Upon completion of this course, participants will be able to:

- Understand the purpose for keeping records.
- Understand the components of records maintenance.
- Understand the value of records and how long to keep them.
- Identify different methods of filing and record storage.

THIS COURSE IS RECOMMENDED FOR:

Office managers, office supervisors, secretaries and employees who are interested in moving into such positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 28	9:00 a.m. - 12:30 p.m.	AMOCO	CB
2-14	May 5	1:00 p.m. - 4:30 p.m.	BW04	CB
3-14	July 22	9:00 a.m. - 12:30 p.m.	AMOCO	CB
4-14	September 3	9:00 a.m. - 12:30 p.m.	AMOCO	CB
5-14	October 22	9:00 a.m. - 12:30 p.m.	BW04	CB
6-14	December 9	1:00 p.m. - 4:30 p.m.	AMOCO	CB

Note: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

THE OFFICE AND OFFICE MANAGEMENT

COURSE NUMBER: MGMT 850
COURSE LENGTH: 3½ hours

This course is designed to teach the basic elements of office management. It will teach the skills necessary to manage an office effectively.

Upon completion of this course, participants will be able to:

- Understand what an office is and its function in the department as a whole.
- Understand the office management function.
- Understand the position of the office manager and his/her responsibilities.
- Understand the basic elements in developing and maintaining an effective and efficient office.
- Identify and provide solutions to basic problems that might arise in an office.

THIS COURSE IS RECOMMENDED FOR:

Clerical support staff.

Managers and supervisors of offices.

Employees who are interested in moving into office management positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 5	9:00 a.m. – 12:30 p.m.	BW04	MS
2-14	May 20	9:00 a.m. – 12:30 p.m.	AMOCO	MS
3-14	July 29	1:00 p.m. – 4:30 p.m.	BW04	MS
4-14	September 26	9:00 a.m. – 12:30 p.m.	BW04	MS

Note: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

PROBLEM SOLVING AND DECISION MAKING

COURSE NUMBER: MGMT 870
COURSE LENGTH: 7 hours (two - 3½ hour classes)

This course explores how to distinguish between situations and problems. It focuses on analyzing problems using organized thinking processes and appropriate resources to arrive at correct decisions through prioritizing the elements involved.

Upon completion of this course, participants will be able to:

- Distinguish between active and passive responses to problems in the workplace.
- Understand the importance of decisions made in the workplace.
- Analyze situations and distinguish their components.
- Recognize problems.
- Identify specific problem-solving techniques (creative, analytical and judgmental).

THIS COURSE IS LIMITED TO:

Supervisors, managers or clerical personnel in City jobs at the level of Administrative Support Specialist III (pay grade 55), or others who request and are granted permission to enroll in the course.

SESSION	DATE	TIME	LOCATION	INSTRUCTOR
1-14	March 14, 21	1:00 p.m. - 4:30 p.m.	AMOCO	MP
2-14	May 21, 28	9:00 a.m. - 12:30 p.m.	BW04	MP
3-14	August 13, 20	9:00 a.m. - 12:30 p.m.	BW04	MP
4-14	September 17, 24	1:00 p.m. - 4:30 p.m.	BW04	MP
5-14	November 12, 19	1:00 p.m. - 4:30 p.m.	AMOCO	MP

Note: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

CONDUCTING MEETINGS

COURSE NUMBER: MGMT 871
COURSE LENGTH: 3½ hours

This course develops participants' abilities to conduct meetings more effectively. Topics to be covered include selecting appropriate format for productive meetings, effectively presenting information, getting participation, and controlling the meeting. Pitfalls and solutions will also be addressed.

Upon completion of this course, participants will be able to:

- Determine when a meeting is necessary, or whether some other manner of delivering and gathering information is more suitable or practical.
- Determine which type of meeting is most appropriate to achieve the meeting's objectives.
- Use effective presentation skills to organize and deliver information.
- Control a meeting while still maintaining enthusiastic involvement from participants.
- Understand the common pitfalls of conducting meetings and how to remedy them.

THIS COURSE IS LIMITED TO:

Supervisors, managers or administrative personnel in City jobs at the level of Senior Office Support Specialist (pay grade 44) or higher, or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 3	1:00 p.m. - 4:30 p.m.	AMOCO	AB
2-14	July 30	9:00 a.m. - 12:30 p.m.	AMOCO	AB
3-14	October 15	1:00 p.m. - 4:30 p.m.	BW04	AB

TOTAL QUALITY MANAGEMENT: AN OVERVIEW

COURSE NUMBER: MGMT 872
COURSE LENGTH: 3½ hours

Total Quality Management (TQM) has received much attention as a management movement. Private companies and public agencies have hailed it as the tool of corporate survival for modern times. What does it advocate? What can the City draw from it? This course provides participants with an overview of the core concepts of TQM as well as some of its tools.

Upon completion of this course, participants will:

- Gain knowledge and understanding of the basic concepts of Total Quality Management.
- Understand how TQM principles can be applied to their own workplace to improve operations as well as employee morale.
- Be aware of some of the basic statistical process control tools of TQM.

THIS COURSE IS RECOMMENDED FOR:

Employees in professional, managerial, or supervisory-related positions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	June 4	1:00 p.m. - 4:30 p.m.	BW04	TL
2-14	Sept. 24	1:00 p.m. - 4:30 p.m.	AMOCO	TL
3-14	Dec. 10	1:00 p.m. – 4:30 p.m.	AMOCO	TL

BASIC TYPING

COURSE NUMBER: PDVP 900
COURSE LENGTH: 14 hours (four - 3 ½ hour classes)

This course was designed to teach city employees the basic typing skills necessary for successful typewriting and computer usage.

Upon completion of this course, participants will:

- Know the standard arrangement of keys.
- Know the correct keystroking techniques.
- Be able to demonstrate the eyes-on-copy approach.
- Be able to type from a rough draft using common proofreader marks.
- Be able to type a least 20-25 words per minute.
- Develop speed and accuracy through practice drills.
- Know preventive measures to avoid Carpal Tunnel Syndrome and Tendonitis.

THIS COURSE IS RECOMMENDED FOR:

All interested city employees.

SESSIONS	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 19, 26	9:00 a.m. - 12:30 p.m.	MIS	AL
	April 2, 9	9:00 a.m. – 12:30 p.m.	MIS	AL
2-14	Sept. 3, 10	9:00 a.m. - 12:30 p.m.	MIS	AL
	Sept. 17, 24	9:00 a.m. - 12:30 p.m.	MIS	AL

ADVANCED TYPING

COURSE NUMBER: PDVP 901
COURSE LENGTH: 14 hours (four - 3 ½ hour classes)

This course was designed to give clerical employees knowledge as well as speed and accuracy in typing.

Upon completion of this course, participants will:

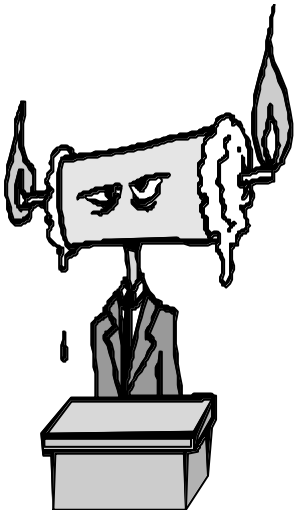
- Know the keyboard
- Know how to check errors and count wpm.
- Be able to demonstrate the eyes-on-copy approach.
- Be able to type from a rough draft, letter formatting and sentence structure.
- Be able to type a least 30-40 words per minute.
- Develop accuracy through conditioning practice and stroking techniques.
- Increase speed through one, three and five minute time writings.

THIS COURSE IS RECOMMENDED FOR:

All interested city employees.

SESSIONS	DATES	TIME	LOCATION	INSTRUCTOR
1-14	June 4, 11	9:00 a.m. - 12:30 p.m.	MIS	AL
	June 18, 25	9:00 a.m. - 12:30 p.m.	MIS	AL
2-14	October 1, 8	9:00 a.m. - 12:30 p.m.	MIS	AL
	October 15, 22	9:00 a.m. - 12:30 p.m.	MIS	AL

MANAGING STRESS



COURSE NUMBER: PDVP 920
COURSE LENGTH: 3½ hours

This course is designed to empower City employees with the tools necessary to master stress. This course will teach employees to effectively identify those situations and circumstances in the workplace and the home that cause stress and to determine the best ways to resolve them.

Upon completion of this course, participants will be able to:

- Identify those situations that generally cause stress.
- Use appropriate communication styles to manage stressful situations successfully.
- Use relaxation techniques and understand how diet and exercise affect stress.
- Understand how successful time management techniques can help reduce stress.
- Identify ways to effectively repel and/or manage stress.
- Understand the elements of stress, burnout and pressure.

THIS COURSE IS RECOMMENDED FOR:

All interested City employees.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 10	9:00 a.m. – 12:30 p.m.	AMOCO	CH
2-14	August 27	9:00 a.m. – 12:30 p.m.	BW04	CH
3-14	November 19	9:00 a.m. – 12:30 p.m.	AMOCO	CH

EFFECTIVE PEOPLE SKILLS

COURSE NUMBER: PDVP 930
COURSE LENGTH: 3½ hours

This course is designed to improve the daily interactions between people and to insure productive, positive encounters. It will assist employees in: working successfully with a variety of people; propelling their careers; boosting their productivity and that of their company; and guaranteeing them job satisfaction.

Upon completion of this course, participants will be able to:

- "Read people" (recognize their body language).
- Recognize personality types.
- Listen more accurately.
- Communicate better verbally and non-verbally.
- React or respond to others more positively.
- Predict responses of others.
- Manage and/or diminish conflict via negotiation ("win-win" approach).
- Recognize examples of interpersonal skills and their effective use.
- Understand the meaning (definitions) of interpersonal skills.
- Understand the meaning of interpersonal styles.
- Determine what is each person's style.
- Develop alternative styles when desirable.

THIS COURSE IS RECOMMENDED FOR:

All employees who want to improve their "people skills" in order to ensure quality relationships with minimal, if any, conflict.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 8	1:00 p.m. - 4:30 p.m.	AMOCO	RAW
2-14	June 3	9:00 a.m. - 12:30 p.m.	AMOCO	RAW
3-14	August 14	1:00 p.m. - 4:30 p.m.	BW04	RAW
4-14	October 1	1:00 p.m. - 4:30 p.m.	BW04	RAW
5-14	November 7	1:00 p.m. - 4:30 p.m.	BW04	RAW

SIMPLY PERSONAL FINANCE

COURSE NUMBER: PDVP 950
COURSE LENGTH: 3 ½ hours

This course is designed to teach the basic elements of managing one's personal finances. It will teach the skills necessary to budget one's real income, save regularly and avoid unnecessary expenses. It will offer techniques to control spending and evaluate paying instruments such as charge cards, checking accounts, money orders and short term loans.

Upon completion of this course, participants will be able to understand:

- How to budget and live within that budget on a regular basis.
- The importance of and reasons for savings.
- How one should determine how much one should save.
- The many ways one can save.
- How to evaluate paying instruments and credit instruments.
- How one should plan for the future, in particular, retirement.

THIS COURSE IS RECOMMENDED FOR:

Employees at the level of laborers, skilled workers, equipment operators, clerical support staff etc. who feel a need or desire to better manage their money.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	July 8	9:00 a.m. - 12:30 p.m.	BW04	TBA
2-14	September 24	9:00 a.m. - 12:30 p.m.	AMOCO	TBA
3-14	December 4	9:00 a.m. – 12:30 p.m.	AMOCO	TBA

PROFESSIONAL/ADMINISTRATIVE SPEAKING AND PRESENTATION

COURSE NUMBER: PAT 1120
COURSE LENGTH: 14 hours (four - 3½ hour classes)

This course is designed to teach the skills of public speaking and oral presentation to professional and administrative employees in order for the participants to communicate more effectively with those in their own department, other departments, and the public.

Upon successful completion of this course, participants will be able to:

- Give talks or presentations to other City departments, the public, etc.
- Act as a communication link to other departments, outside agencies, etc.
- Plan and develop an effective speech or presentation.
- Identify and use effective delivery skills.
- Deliver a planned presentation including all necessary information.
- Recognize the proper enunciation of commonly mispronounced words.
- Use audio/visual aids that could assist in the demonstration of information being given.
- Develop, practice, and improve speaking and presentation skills.

THIS COURSE IS LIMITED TO:

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 3, 10	9:00 a.m. - 12:30 p.m.	BW04	KD
	April 17, 24	9:00 a.m. - 12:30 p.m.	BW04	KD
2-14	July 31, Aug.7	9:00 a.m. - 12:30 p.m.	AMOCO	KD
	Aug. 21, 28	9:00 a.m. - 12:30 p.m.	AMOCO	KD

PROFESSIONAL/ADMINISTRATIVE WRITING

COURSE NUMBER: PAT 1130
COURSE LENGTH: 14 hours (four - 3½ hour classes)

This course is designed to teach professional and administrative employees how to comprehend written materials and write informational letters, reports, memorandums, etc., clearly and effectively, using the appropriate style, format, grammar, and tone in formal and informal business communications.

Upon successful completion of this course, participants will be able to:

- Recognize and use the correct basic rules of grammar.
- Write business letters, reports, memorandums, policies, etc. addressed to members of the participant's department, members of other departments, and to agencies and individuals outside city government.
- Comprehend and interpret written materials such as reports, memoranda, rules and regulations, etc.

THIS COURSE IS LIMITED TO:

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	May 1, 8	9:00 a.m. – 12:30 p.m.	AMOCO	YS
	May 15, 22	9:00 a.m. – 12:30 p.m.	AMOCO	YS
2-14	Sept. 4, 11	1:00 p.m. – 4:30 p.m.	BW04	YS
	Sept. 18, 25	1:00 p.m. – 4:30 p.m.	BW04	YS
3-14	Nov. 4, 11, 18	1:00 p.m. – 4:30 p.m.	AMOCO	YS
	Dec. 2	1:00 p.m. – 4:30 p.m.	AMOCO	YS

PROFESSIONAL/ADMINISTRATIVE MATH AND STATISTICS

COURSE NUMBER: PAT 1420
COURSE LENGTH: 12 hours (four - 3 hour classes)

This course is designed to teach professional and administrative employees the basic mathematical and statistical skills required to analyze data and solve problems.

Upon successful completion of this course, participants will be able to:

- Perform basic business mathematical computations.
- Analyze numerical data using basic statistics.
- Appropriately apply statistical principles and numerical techniques to management problems.
- Interpret tables, reports, graphs, statistical data, etc.

THIS COURSE IS LIMITED TO:

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 30, May 7	1:00 p.m. - 4:00 p.m.	BW04	LH
	May 14, May 28	1:00 p.m. - 4:00 p.m.	BW04	LH
2-14	Oct. 6, 13	1:00 p.m. - 4:00 p.m.	BW04	LH
	Oct. 20, 27	1:00 p.m. - 4:00 p.m.	BW04	LH

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

PROFESSIONAL/ADMINISTRATIVE SUPERVISION

COURSE NUMBER: PAT 1610
COURSE LENGTH: 10½ hours (three 3½ hour classes)

This course is designed to teach professional and administrative employees how to accomplish group or organizational goals through the effective action of others.

Upon successful completion of this course, participants will be able to:

- Delegate tasks appropriately to subordinates and oversee their work performance.
- Keep communication lines open with subordinates, peers, and supervisors.
- Recognize when training is necessary and act upon it.
- Take disciplinary action when necessary.
- Coordinate projects with subordinates, peers, and/or supervisors.
- Plan and organize projects and programs by determining critical activities, time requirements, areas of responsibility, etc.

THIS COURSE IS LIMITED TO:

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 1, 8, 15	9:00 a.m. - 12:30 p.m.	AMOCO	LC
2-14	Aug. 12, 19, 26	9:00 a.m. - 12:30 p.m.	BW04	LC
3-14	Nov. 4, 11, 18	9:00 a.m. - 12:30 p.m.	AMOCO	LC

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

PROFESSIONAL/ADMINISTRATIVE MANAGING CONFLICTS & HUMAN RELATIONS

COURSE NUMBER: PAT 1690
COURSE LENGTH: 7 hours (two - 3½ hour classes)

This course is designed to teach professional and administrative employees how to productively handle conflict to enhance the quality of decisions and arrive at constructive solutions, while maintaining positive working relationships by considering feelings and opinions of others.

Upon successful completion of this course, participants will be able to:

- Identify conflict in the work place among peers, supervisors, and subordinates.
- Identify situations that could possibly create conflict.
- Plan and organize methods of handling conflict situations.
- Recognize and use communication styles that are beneficial in handling conflict.
- Develop and implement a plan to resolve destructive conflict (e.g., discussing with subordinates and applying guidelines for them that may be useful in resolving conflict).
- Use active listening skills to avoid misunderstandings.

THIS COURSE IS LIMITED TO:

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 13, 20	9:00 a.m. - 12:30 p.m.	BW04	FA
2-14	May 7, 14	9:00 a.m. - 12:30 p.m.	BW04	TBA
3-14	Aug. 5, 12	9:00 a.m. - 12:30 p.m.	AMOCO	TBA
4-14	Oct. 16, 23	9:00 a.m. - 12:30 p.m.	BW04	TBA

PROFESSIONAL/ADMINISTRATIVE CREATIVE PROBLEM SOLVING & DECISION MAKING

COURSE NUMBER: PAT 1870
COURSE LENGTH: 7 hours (two - 3½ hour classes)

This course is designed to teach professional and administrative employees how to identify problems, recognize symptoms and causes of problems, use problem solving methods, and develop original and innovative solutions.

Upon successful completion of this course, participants will be able to:

- Explain problem solving and decision making strategies.
- Identify information needed to solve a problem.
- Locate the cause of a problem and search for solutions.
- Effectively encourage the creativity of subordinates and others.
- Draw on large pools of diverse sources of information to formulate new approaches or solutions.
- Develop a plan or policy to solve a problem or to set a plan into motion if a problem arises.
- Research for creative solutions.

THIS COURSE IS LIMITED TO:

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	April 22, 29	9:00 a.m. - 12:30 p.m.	AMOCO	MP
2-14	July 7, 14	1:00 p.m. - 4:30 p.m.	BW04	MP
3-14	Dec. 3, 10	9:00 a.m. - 12:30 p.m.	BW04	MP

Note: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

PROFESSIONAL/ADMINISTRATIVE PRODUCTIVE MEETINGS

COURSE NUMBER: PAT 1871
COURSE LENGTH: 3½ hours

This course is designed to teach professional and administrative employees how to plan and conduct professional, goal-oriented meetings with the most productive results.

Upon successful completion of this course, participants will be able to:

- Determine the purpose of a specific meeting.
- Choose the most appropriate type of meeting to conduct.
- Specify individuals' roles in a meeting.
- Determine the objective, participants, time, place, etc.
- Use the collective resources of the individuals involved in the meeting in order to achieve the set objective.
- Make the most out of the time available for the meeting.

THIS COURSE IS LIMITED TO:

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-14	March 17	1:00 p.m. – 4:30 p.m.	AMOCO	AB
2-14	June 6	9:00 a.m. - 12:30 p.m.	BW04	AB
3-14	Aug. 6	9:00 a.m. - 12:30 p.m.	BW04	AB
4-14	Oct. 7	1:00 p.m. - 4:30 p.m.	BW04	AB

(**NOTE**: **TBA** (To Be Announced) Please submit applications ASAP, if interested in these sessions, in order for us to determine the urgency/frequency at which we'll schedule sessions for this year.)

ADDITIONAL TRAINING OPPORTUNITIES

CUSTOMIZED TRAINING

If you have a group of employees who need some training in a specific area, we can work with you to present Civil Service training courses to your group at a date, time and place convenient to you.

Some examples include training in areas such as Sexual Harassment in the Workplace, Employees' Orientation, or Performance Appraisals.

H_2O CLUB

Come and visit the Sewerage & Water Board Toastmaster H_2O Club, which meets on the second and fourth Thursday of every month at the Sewerage & Water Board, 625 St. Joseph Street; Room 112, noon to 1:30 p.m.

For more information contact Sewerage & Water Board Training Department at 585-2028 or Elaine McClain at 585-2029.

Big Easy TOASTERS

The city chapter of Toastmaster's International, an organization committed to the development of communication and leadership skills in a supportive environment. Big Easy Toasters meets on the second and fourth Wednesday of each month in the Purchasing Conference Room, Room 4W05, in City Hall from 12:00 noon to 1:00 p.m. All interested prospects are welcome to attend the meetings and join the organization.

For further information on these training opportunities, please contact Wayne Carriere, Toastmaster Mentor, Employee Growth and Development, Civil Service Department, Suite 900 - 1340 Poydras, 658-3529.

NEW ORLEANS PUBLIC LIBRARY

The Learning Center

The Learning Center is an educational program providing individualized and computer-assisted instruction to adults in the following areas:

Literacy for the new reader

GED preparation

Commercial Driver's License (CDL) preparation

Enrichment in reading, mathematics, and language arts

Test-taking skills

Sessions are conducted Monday through Thursday and on Saturday. Registration is required.

Instruction and materials are free of charge to adults in the Greater New Orleans area.

All students are evaluated to determine placement. Learning is self-paced. Evaluations continue throughout the students' enrollment.

The non-threatening environment of the Learning Center enables all students to work comfortably and free of embarrassment.

City employees are encouraged to take courses at the Learning Center. Employees may register themselves, but must have supervisory approval to attend classes during work hours. Supervisors may also refer employees to the Learning Center.

For more information about class times and registration, call:

Main Library
219 Loyola Avenue
New Orleans, LA 70112
596-3841/2
596-2610 (Fax)

Martin Luther King Branch
1611 Caffin Avenue
New Orleans, LA 70117
596-2697
596-2699 (Fax)

CITY COURSES IN BUSINESS SOFTWARE APPLICATIONS

The City is pleased to announce that several Civil Service approved courses in computer business applications will resume in 2014. Basic, Intermediate, and Advanced courses will now be offered at least four times per month in Microsoft Word, Microsoft Excel and Microsoft Outlook.

REGISTRATION FOR 2014

Courses will last four hours in one skill level only. Employees make take the entire series of Basic, Intermediate and Advanced courses, or just the courses that best suit their needs. Course listings and descriptions are available at nola.gov/employees/trainingcourses.

To register for a course, please complete the form at nola.gov/employees/trainingcourses, print it to obtain your supervisor's hardcopy approval (or even better – have your supervisor place his or her electronic signature on the form in the space provided and save the document as a PDF!) and submit the completed form via email to training@nola.gov. You will receive an email with the date, time and location that your course will be offered.

FUTURE COURSES

In the future, we plan to add additional courses in Microsoft Powerpoint and Access, as well as other business applications that help us work smarter and faster. If there are software applications that you would like to learn, please email your suggestions to the Chief Administrative Office's Business Training Unit at training@nola.gov.

POLICIES

We encourage all employees (unclassified, classified, full-time, or part-time) to take advantage of this opportunity. We will make every attempt to prioritize course enrollment for those who will benefit most and accommodate the requests for training that we receive. Please make every effort to attend the class for which you register. Employees who register for a class but fail to attend will not receive priority enrollment in the future.

These courses are not currently required by the Department of Civil Service. However, the courses were previously required for promotions to the Office Assistant IV, Office Support Specialist, Senior Office Support Specialist, Administrative Support Specialist I/II/III, and Administrative Support Manager I/II. Moreover, the courses would be highly useful for the Management Development Analysts/Specialists classifications, as well as those working in Finance, Budget, and many other fields.

COURSES IN ALPHABETICAL ORDER

Course Title	Course Code	Page #
Accounting Process in City Government	GVOP 530	43
Advanced Typing	PDVP 901	74
Advantage Financial (AFIN) – Basics	GVOP 590	47
Advantage Financial (AFIN) – Grants Management	GVOP 591	48
Basic Grammar Usage and Proofreading I	COMM 111	25
Basic Grammar Usage and Proofreading II	COMM 112	26
Basic Math for Utilities Supervisors	COMP 401	38
Basic Office Skills	GCLE 310	37
Basic Statistics	COMP 420	40
Basic Typing	PDVP 900	73
Business Mathematics	COMP 410	39
Business Writing	COMM 130	29
City Employees' Orientation	PBSV 200	32
Competitive Selection Procedure for Professional Services Contracts	ADMN 722	63
Conducting Meetings	MGMT 871	71
Conflict Management	SUPV 690	58
Contract Preparation and Administration	ADMN 720	61
Counseling and Coaching Employees	SUPV 640	54
Effective Crisis Intervention with Employees	SUPV 680	57
Effective People Skills	PDVP 930	76
Employee On-Boarding	SUPV 600	49
Enhancing One's Public Speaking Skills	COMM 121	28
Executive Secretarial Skills	ADMN 730	64
Grant and Proposal Writing	ADMN 710	60
Human Relations	PBSV 210	33
Introduction to Basic Principles of Accounting	COMP 430	41
Introduction to Supervision	SUPV 610	50

COURSES IN ALPHABETICAL ORDER *(Continued)*

Course Title	Course Code	Page #
Introduction to Workplace Discipline for First Line Supervisors	SUPV 629	52
Leadership	MGMT 830	67
Listening Skills: A Major Component of Good Communication	COMM 140	31
Managing Stress	PDVP 920	75
Managing Workplace Discipline	SUPV 630	53
Performance Appraisals (The Service Rating Process)	SUPV 670	56
Personnel Interviewing	SUPV 620	51
Planning and Organizing	MGMT 820	66
Principles of Management	MGMT 810	65
Problem Solving and Decision Making	MGMT 870	70
Procurement & Purchasing	ADMN 721	62
Professional/Admin. Creative Problem Solving & Decision Making	PAT 1870	83
Professional/ Administrative Managing Conflicts & Human Relations	PAT 1690	82
Professional/Administrative Math and Statistics	PAT 1420	80
Professional/Administrative Productive Meetings	PAT 1871	84
Professional/Administrative Speaking and Presentation	PAT 1120	78
Professional/Administrative Supervision	PAT 1610	81
Professional/Administrative Writing	PAT 1130	79
Public Speaking and Oral Presentation	COMM 120	27
Purchasing In City Government	GVOP 520	42
Reading Comprehension	COMM 100	24
Records Management	MGMT 840	68
Retirement Planning & the Municipal Employees' Retirement System	GVOP 580	46
Sexual Harassment in the Workplace	SUPV 691	59
Simply Personal Finance	PDVP 950	77
Special Topics in Human Resources	GVOP 570	44
Team Building	SUPV 650	55
Techniques of Good Customer Service	PBSV 220	34
Telephone Techniques	PBSV 230	35
The Office and Office Management	MGMT 850	69
Total Quality Management: an Overview	MGMT 872	72
Understanding City Government	PBSV 240	36