

GROWTH & DEVELOPMENT OPPORTUNITIES FOR 2017



**SCHEDULE OF CLASSES
OFFERED BY**

**CITY OF NEW ORLEANS
EMPLOYEE GROWTH & DEVELOPMENT DIVISION
CIVIL SERVICE DEPARTMENT
JANUARY - DECEMBER 2017**

AN EQUAL OPPORTUNITY EMPLOYER

Dear Employees:

The Civil Service Department is pleased to announce the 26th 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*

NEW FOR 2017

5 New Classes!!

1. GVOP 572- Civil Service Foundations Course
2. GVOP 573- ADP Enterprise & Manager Self-Service (MSS)
3. GVOP 574- ADP E-Time
4. GVOP 575 - Civil Service Human Resource Training Series
5. SUPV 671 - PERFORM (Performance Evaluations)

TABLE OF CONTENTS

I.	Lists of Courses <i>(includes the page number for the description of the course)</i>	
	List of Courses in Course Number Order	2-3
	List of Courses in Alphabetical Order	4-5
II.	About the Training Program	
	Application Process	6-8
	Application Form <i>(unnumbered)</i>	9
	Required Courses for Various Civil Service Classifications	10-22
	Supervisor's Certificate Program	23-24
	Instructors	25
III.	Course Descriptions <i>(in Course Code order)</i> <i>Alphabetical list is on page 4</i>	26-90
IV.	Additional Training Opportunities from Civil Service	91
V.	New Orleans Public Library (Learning Center)	92-93
VI.	Courses in Business Software Applications	94
VII.	List of Courses in Alphabetical Order <i>(repeated from pp.4-5)</i>	95-96

COURSES IN COURSE NUMBER ORDER

<u>COMMUNICATION (COMM 100-199)</u>	Course No.	Page No.
Reading Comprehension	COMM 100	26
Basic Grammar Usage and Proofreading I	COMM 111	27
Basic Grammar Usage and Proofreading II	COMM 112	28
Public Speaking and Oral Presentation	COMM 120	29
Enhancing One's Public Speaking Skills	COMM 121	30
Business Writing	COMM 130	31
Listening Skills: A Major Component of Good Communication	COMM 140	33
 <u>PUBLIC SERVICE (PBSV 200-299)</u>		
City Employee's Orientation	PBSV 200	34
Human Relations	PBSV 210	35
Techniques of Good Customer Service	PBSV 220	36
Telephone Techniques	PBSV 230	37
Understanding City Government	PBSV 240	38
 <u>GENERAL CLERICAL (GCLE 300-399)</u>		
Basic Office Skills	GCLE 310	39
 <u>COMPUTATION (COMP 400-499)</u>		
Basic Math for Utilities Supervisors	COMP 401	40
Business Mathematics	COMP 410	41
Basic Statistics (Using Numbers to Understand the Work We Do)	COMP 420	42
Introduction to Basic Principles of Accounting	COMP 430	43
 <u>GOVERNMENT OPERATIONS (GVOP 500-599)</u>		
Purchasing in City Government	GVOP 520	44
Accounting Process in City Government	GVOP 530	45
Civil Service Foundations Course	GVOP 572	46
ADP Enterprise & Manager Self Service (MSS) Training	GVOP 573	47
ADP eTime	GVOP 574	48
Civil Service Human Resource Training Series	GVOP 575	49
Retirement Planning & the Municipal Employees' Retirement System	GVOP 580	50
Advantage Financial (AFIN) – Basics	GVOP 590	51
Advantage Financial (AFIN) – Grants Management	GVOP 591	52
 <u>SUPERVISION (SUPV 600-699)</u>		
Employee On-boarding	SUPV 600	53
Introduction to Supervision	SUPV 610	54
Personnel Interviewing	SUPV 620	55
Introduction to Workplace Discipline for First Line Supervisors	SUPV 629	56
Managing Workplace Discipline	SUPV 630	57
Counseling and Coaching Employees	SUPV 640	58

COURSES IN COURSE NUMBER ORDER (*Continued*)

<u>SUPERVISION (SUPV 600-699) (continued)</u>	Course No.	Page No.
Team Building	SUPV 650	59
Performance Appraisals (The Service Rating Process)	SUPV 670	60
PERFORM (Performance Evaluations)	SUPV 671	61
Effective Crisis Intervention with Employees	SUPV 680	63
Conflict Management	SUPV 690	64
Sexual Harassment in the Workplace	SUPV 691	65
<u>ADMINISTRATION (ADMN 700-799)</u>		
Grant and Proposal Writing	ADMN 710	66
Contract Preparation and Administration	ADMN 720	67
Procurement and Purchasing	ADMN 721	68
Competitive Selection Procedure for Professional Services Contracts	ADMN 722	69
Executive Secretarial Skills	ADMN 730	70
<u>MANAGEMENT (MGMT 800-899)</u>		
Principles of Management	MGMT 810	71
Planning and Organizing	MGMT 820	72
Leadership	MGMT 830	73
Records Management	MGMT 840	74
The Office and Office Management	MGMT 850	75
Problem Solving and Decision Making	MGMT 870	76
Conducting Meetings	MGMT 871	77
Total Quality Management: an Overview	MGMT 872	78
<u>PERSONAL DEVELOPMENT (PDVP 900-999)</u>		
Basic Typing	PDVP 900	79
Advanced Typing	PDVP 901	80
Managing Stress	PDVP 920	81
Effective People Skills	PDVP 930	82
Simply Personal Finance	PDVP 950	83
<u>PROFESSIONAL AND ADMINISTRATIVE TRAINING (PAT 1120-1871)</u>		
Professional/Administrative Speaking and Presentation	PAT 1120	84
Professional/Administrative Writing	PAT 1130	85
Professional/Administrative Math and Statistics	PAT 1420	86
Professional/Administrative Supervision	PAT 1610	87
Professional/Administrative Managing Conflicts & Human Relations	PAT 1690	88
Professional/Administrative Creative Problem Solving & Decision Making	PAT 1870	89
Professional/ Administrative Productive Meetings	PAT 1871	90

COURSES IN ALPHABETICAL ORDER

Course Title	Course Code	Page #
Accounting Process in City Government	<u>GVOP 530</u>	45
ADP Enterprise & Manager Self-Service (MSS)	<u>GVOP 573</u>	47
ADP eTime	<u>GVOP 574</u>	48
Advanced Typing	<u>PDVP 901</u>	80
Advantage Financial (AFIN) – Basics	<u>GVOP 590</u>	51
Advantage Financial (AFIN) – Grants Management	<u>GVOP 591</u>	52
Basic Grammar Usage and Proofreading I	<u>COMM 111</u>	27
Basic Grammar Usage and Proofreading II	<u>COMM 112</u>	28
Basic Math for Utilities Supervisors	<u>COMP 401</u>	40
Basic Office Skills	<u>GCLE 310</u>	39
Basic Statistics	<u>COMP 420</u>	42
Basic Typing	<u>PDVP 900</u>	79
Business Mathematics	<u>COMP 410</u>	41
Business Writing	<u>COMM 130</u>	31
City Employees' Orientation	<u>PBSV 200</u>	34
Civil Service Foundations Course	<u>GVOP 572</u>	46
Civil Service Human Resources Training Series	<u>GVOP 575</u>	49
Competitive Selection Procedure for Professional Services Contracts	<u>ADMN 722</u>	69
Conducting Meetings	<u>MGMT 871</u>	77
Conflict Management	<u>SUPV 690</u>	64
Contract Preparation and Administration	<u>ADMN 720</u>	67
Counseling and Coaching Employees	<u>SUPV 640</u>	58
Effective Crisis Intervention with Employees	<u>SUPV 680</u>	63
Effective People Skills	<u>PDVP 930</u>	82
Employee On-Boarding	<u>SUPV 600</u>	53
Enhancing One's Public Speaking Skills	<u>COMM 121</u>	30
Executive Secretarial Skills	<u>ADMN 730</u>	70
Grant and Proposal Writing	<u>ADMN 710</u>	66
Human Relations	<u>PBSV 210</u>	35
Introduction to Basic Principles of Accounting	<u>COMP 430</u>	43
Introduction to Supervision	<u>SUPV 610</u>	54
Introduction to Workplace Discipline for First Line Supervisors	<u>SUPV 629</u>	56
Leadership	<u>MGMT 830</u>	73
Listening Skills: A Major Component of Good Communication	<u>COMM 140</u>	33
Managing Stress	<u>PDVP 920</u>	81
Managing Workplace Discipline	<u>SUPV 630</u>	57
PERFORM (Performance Evaluations)	<u>SUPV 671</u>	61
Performance Appraisals (The Service Rating Process)	<u>SUPV 670</u>	60
Personnel Interviewing	<u>SUPV 620</u>	55
Planning and Organizing	<u>MGMT 820</u>	72
Principles of Management	<u>MGMT 810</u>	71

COURSES IN ALPHABETICAL ORDER *(Continued)*

Course Title	Course Code	Page #
Problem Solving and Decision Making	<u>MGMT 870</u>	76
Procurement & Purchasing	<u>ADMN 721</u>	68
Professional/Admin. Creative Problem Solving & Decision Making	<u>PAT 1870</u>	89
Professional/ Administrative Managing Conflicts & Human Relations	<u>PAT 1690</u>	88
Professional/Administrative Math and Statistics	<u>PAT 1420</u>	86
Professional/Administrative Productive Meetings	<u>PAT 1871</u>	90
Professional/Administrative Speaking and Presentation	<u>PAT 1120</u>	84
Professional/Administrative Supervision	<u>PAT 1610</u>	87
Professional/Administrative Writing	<u>PAT 1130</u>	85
Public Speaking and Oral Presentation	<u>COMM 120</u>	29
Purchasing In City Government	<u>GVOP 520</u>	44
Reading Comprehension	<u>COMM 100</u>	26
Records Management	<u>MGMT 840</u>	74
Retirement Planning & the Municipal Employees' Retirement System	<u>GVOP 580</u>	50
Sexual Harassment in the Workplace	<u>SUPV 691</u>	65
Simply Personal Finance	<u>PDVP 950</u>	83
Team Building	<u>SUPV 650</u>	59
Techniques of Good Customer Service	<u>PBSV 220</u>	36
Telephone Techniques	<u>PBSV 230</u>	37
The Office and Office Management	<u>MGMT 850</u>	75
Total Quality Management: an Overview	<u>MGMT 872</u>	78
Understanding City Government	<u>PBSV 240</u>	38

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, e-mail address, 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 2017 sessions become full, employees will automatically be scheduled for the next available sessions in 2018.
- 6) Those 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 the start date of the session.*** 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 (see 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 Veronica Washington, 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 and/or e-mails.
- 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 auditing is 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
Orleans Tower (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 Lab
1300 Perdido Street, City Hall Rm. BE15
- 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 |
| Bharati Belwalkar, PhD | 658-3508 |

**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 (Job Title) (req.): _____

Department-Division/Bureau: _____

Work Address (req.): _____

Work Phone: _____ E-mail (req.): _____ Home Phone: _____

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

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

1. Administrative Support Manager I

Basic Grammar Usage and Proofreading *(Note 1, p. 22)* (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.22)* (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 Supervisor I

Basic Grammar Usage and Proofreading <i>(Note 1, p. 22)</i>	(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 Supervisor II

Basic Grammar Usage and Proofreading *(Note 1, p. 22)*

(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 Supervisor III

Basic Grammar Usage and Proofreading *(Note 1, p. 22)*

(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. Administrative Support Supervisor IV

Basic Grammar Usage and Proofreading *(Note 1, p. 22)* (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/Admin. 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)

7. Airport Administrative Specialist I

Basic Grammar Usage & Proofreading *(Note 1, p. 22)* (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)
<u>8. Airport Administrative Specialist II</u>	
Basic Grammar Usage and Proofreading <i>(Note 1, p. 22)</i>	(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)
<u>9. Airport Administrative Specialist III</u>	
Basic Grammar Usage and Proofreading <i>(Note 1, p. 22)</i>	(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)
<u>10. Airport Administrative Specialist IV</u>	
Basic Grammar Usage and Proofreading <i>(Note 1, p. 22)</i>	(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)
<u>11. Airport Administrative Specialist V</u>	
Basic Grammar Usage and Proofreading <i>(Note 1, p. 22)</i>	(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)
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)

12. 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)

13. 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)

14. Assistant Payroll Supervisor

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

15. Auto Facility Supervisor

Basic Grammar Usage and Proofreading <i>(Note 1, p. 22)</i>	(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)
<u>16. Field Service Supervisor (Meter Reading)</u>	
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)
<u>17. Management Development Analyst II</u>	
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)
<u>18. Management Development Specialist I</u>	
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)
<u>19. Management Development Specialist II</u>	
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)
<u>20. Networks Maintenance Technician II</u>	
Reading Comprehension	(COMM 100)
Business Mathematics	(COMP 410)
<u>OR</u> Basic Math for Utilities Workers <i>(Note 2, p. 22)</i>	(COMP 400)
<u>21. Networks Master Maintenance Technician I</u>	
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)

22. 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)

23. 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)

24. 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)

25. Office Assistant II

Basic Grammar Usage and Proofreading <i>(Note 1, p. 22)</i>	(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)

26. Office Assistant III

Basic Grammar Usage and Proofreading <i>(Note 1, p. 22)</i>	(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)

27. Office Assistant IV

Basic Grammar Usage and Proofreading *(Note 1, p. 22)* (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)

28. Office Support Specialist

Basic Grammar Usage and Proofreading *(Note 1, p. 22)* (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)

29. Police Technician III

Basic Grammar Usage and Proofreading *(Note 1, p. 22)* (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)

30. Principal Office Support SpecialistBasic Grammar Usage and Proofreading *(Note 1, p. 22)*

(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 Two (2) of the following courses:

Public Speaking and Oral Presentation

(COMM 120)

Counseling and Coaching Employees

(SUPV 640)

Team Building

(SUPV 650)

Effective Crisis Intervention with Employees

(SUPV 680)

Conflict Management

(SUPV 690)

31. Public Works Maintenance Worker II

Reading Comprehension

(COMM 100)

Business Math

(COMP 410)

OR Basic Math for Utilities Workers *(Note 2, p. 22)*

(COMP 400)

32. Public Works Supervisor I (S&WB)**Either** Business Math

(COMP 410)

OR Basic Math for Utilities Workers *(Note 2, p. 22)*

(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)

33. Public Works Supervisor II (S&WB)**Either** Business Math

(COMP 410)

OR Basic Math for Utilities Workers *(Note 2, p. 22)*

(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)

34. Pumping Stations Supervisor, Assistant

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

35. Senior Office Support Specialist

Basic Grammar Usage and Proofreading <i>(Note 1, p. 22)</i>	(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)

36. Utilities Meter Services Manager

Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
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)
Purchasing in City Government	(GVOP 520)
Accounting Process in City Government	(GVOP 530)
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)

37. Utilities Meter Services Supervisor, Assistant

Human Relations	(PBSV 210)
Techniques of Good Customer Service	(PBSV 220)
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)

38. 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 department's 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.)

****Note: A new course, SUPV 671-PERFORM (Performance Evaluations), is being offered to reflect the new Performance Evaluation system. The current course, SUPV 670- Performance Appraisals (The Service Rating Process), will be phased out. Having taken either one of these two courses will be required for the Supervisory Certificate.***

**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.

To Be Completed By Civil Service Department

Processed by: _____

Date: _____

Eligible: Yes () No ()

Special Notes:

INSTRUCTORS

<i><u>NAME</u></i>	<i><u>TITLE</u></i>	<i><u>DEPARTMENT</u></i>
<i>Shawn Augustine (SA)</i>	<i>Accountant III</i>	<i>Finance</i>
<i>Courtney Bagneris (CB)</i>	<i>Asst. Chief Administrative Officer</i>	<i>C.A.O.</i>
<i>Bharati Belwalkar (BB)</i>	<i>Personnel Administrator</i>	<i>Civil Service</i>
<i>Antoinette Bradstreet (AB)</i>	<i>Principal Accountant</i>	<i>Finance</i>
<i>Michael Brenes (MB)</i>	<i>HRIS Coordinator</i>	<i>Finance</i>
<i>Roeling Byrnes (RFB)</i>	<i>Financial Systems Administrator</i>	<i>Finance</i>
<i>Wayne Carriere (WC)</i>	<i>Management Dev. Specialist II</i>	<i>Civil Service</i>
<i>Pamela M. Davis (PD)</i>	<i>Management Development Admin.</i>	<i>Off. of Comm. Dev.</i>
<i>Kim DeLarge, Jr. (KTD)</i>	<i>Capital Budget Director</i>	<i>Capital Projts (PDU)</i>
<i>Tomekia Dunkley (TD)</i>	<i>Budget Coordinator</i>	<i>Health</i>
<i>Kisha Gaudin (KG)</i>	<i>Management Dev. Specialist II</i>	<i>Public Works</i>
<i>Robert Hagman (RWH)</i>	<i>Personnel Administrator</i>	<i>Civil Service</i>
<i>Christina Hamilton (CH)</i>	<i>Chief Operations Manager</i>	<i>CAO</i>
<i>Tia Harrison (TH)</i>	<i>Management Dev. Specialist I</i>	<i>Civil Service</i>
<i>Leonard Hirsch (LH)</i>	<i>Engineer</i>	<i>S&WB</i>
<i>Kyle Homan (KH)</i>	<i>Database Analyst</i>	<i>Capital Projts (PDU)</i>
<i>Dexter Joseph (DJ)</i>	<i>Utilities Services Administrator</i>	<i>S&WB</i>
<i>Karl Kieffer (KK)</i>	<i>Elevator Inspector</i>	<i>Safety & Permits</i>
<i>Tim Lavelle (TL)</i>	<i>Management Services Admin.</i>	<i>Parks/Parkways</i>
<i>Allison Lee (AL)</i>	<i>Management Services Admin.</i>	<i>Finance</i>
<i>Madelyn Sanchez (MS)</i>	<i>Deputy Director</i>	<i>Off of Comm. Dev.</i>
<i>Shelly Stolp (SS)</i>	<i>Personnel Administrator</i>	<i>Civil Service</i>
<i>Johnny Stone (JMS)</i>	<i>Management Dev. Specialist I</i>	<i>CAO</i>
<i>Seleigh Taylor (ST)</i>	<i>Management Services Specialist</i>	<i>CAO</i>
<i>Denise Thomas (DT)</i>	<i>Police Lieutenant</i>	<i>Police</i>
<i>Patrice Vaughn (PV)</i>	<i>Chief Accountant</i>	<i>Finance</i>

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
1-17	March 15, 22, 29	8:30 a.m. – 12:30 p.m.	Orleans Tower	KG
2-17	June 8, 15, 22	8:30 a.m. – 12:30 p.m.	Orleans Tower	KG
3-17	October 5, 12, 19	8:30 a.m. – 12:30 p.m.	Orleans Tower	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.

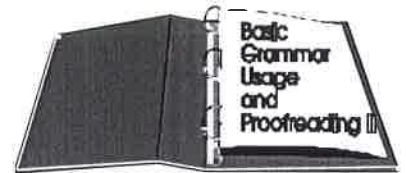
SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-17	March 21, 28	8:30 a.m. - 4:30 p.m.	Orleans Tower	MS
2-17	June 20, 27	8:30 a.m. - 4:30 p.m.	BW04	MS
3-17	August 1, 8	8:30 a.m. - 4:30 p.m.	Orleans Tower	MS
4-17	October 10, 17	8:30 a.m. - 4:30 p.m.	BW04	MS

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
1-17	April 11, 18, 25	8:30 a.m. - 4:30 p.m.	BW04	KK
2-17	June 8, 15, 22	8:30 a.m. - 4:30 p.m.	BW04	KK
3-17	July 28, August 4, 11	8:30 a.m. - 4:30 p.m.	BW04	KG
4-17	September 8, 15, 22	8:30 a.m. - 4:30 p.m.	Orleans Tower	KG
5-17	December 5, 12, 19	8:30 a.m. - 4:30 p.m.	BW04	TD

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
1-17	February 10, 17, 24	9:00 a.m. - 12:30 p.m.	Orleans Tower	KG
2-17	March 9, 16, 23	9:00 a.m. - 12:30 p.m.	BW04	KTD
3-17	July 6, 13, 20	9:00 a.m. - 12:30 p.m.	BW04	PD
4-17	Sept 12, 19, 26	9:00 a.m. - 12:30 p.m.	BW04	KTD
5-17	October 10, 17, 24	9:00 a.m. - 12:30 p.m.	Orleans Tower	KTD

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
1-17	May 9, 16, 23	9:00 a.m. - 12:30 p.m.	BW04	PD
2-17	Nov. 2, 9, 16	9:00 a.m. - 12:30 p.m.	Orleans Tower	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 54) or above,

AND

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

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-17	March. 6, 13	1:00 p.m. - 4:30 p.m.	BW04	JMS
	March 20, 27	1:00 p.m. - 4:30 p.m.	BW04	JMS
2-17	April 6, 13	1:00 p.m. - 4:30 p.m.	Orleans Tower	KH
	April 20, 27	1:00 p.m. - 4:30 p.m.	Orleans Tower	KH

(ADDITIONAL SESSIONS ON NEXT PAGE)

BUSINESS WRITING

(continued)

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
3-17	June 1, 8	1:00 p.m. - 4:30 p.m.	Orleans Tower	KH
	June 15, 22	1:00 p.m. - 4:30 p.m.	Orleans Tower	KH
4-17	Aug. 1, 8	1:00 p.m. - 4:30 p.m.	BW04	JMS
	Aug. 15, 22	1:00 p.m. - 4:30 p.m.	BW04	JMS
5-17	Sept. 20, 27	1:00 p.m. – 4:30 p.m.	Orleans Tower	JMS
	Oct. 4, 11	1:00 p.m. – 4:30 p.m.	Orleans Tower	JMS

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
1-17	April 20, 27	1:00 p.m. – 4:30 p.	BW04	ST
2-17	June 9, 16	9:00 a.m. – 12:30 p.m.	Orleans Tower	ST
3-17	Sept. 20, 27	9:00 a.m. – 12:30 p.m.	Orleans Tower	ST
4-17	Nov. 7, 14	9:00 a.m. – 12:30 p.m.	BW04	ST

(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
1-17	Feb. 10	9:00 a.m. – 12:00 p.m.	Orleans Tower	TH
2-17	May 19	9:00 a.m. – 12:00 p.m.	Orleans Tower	TH
3-17	July 21	9:00 a.m. – 12:00 p.m.	Orleans Tower	TH
4-17	Nov. 10	9:00 a.m. – 12:00 p.m.	Orleans Tower	TH

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
1-17	March 2, 9	9:00 a.m. - 12:30 p.m.	Orleans Tower	PD
2-17	April 19, 26	9:00 a.m. - 12:30 p.m.	BW04	PD
3-17	August 16, 23	9:00 a.m. - 12:30 p.m.	Orleans Tower	PD
4-17	December 6, 13	9:00 a.m. - 12:30 p.m.	Orleans Tower	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
1-17	May 5, 12	1:00 p.m. - 4:30 p.m.	BW04	AL
2-17	July 18, 25	9:00 a.m. - 12:30 p.m.	BW04	AL
3-17	Nov. 6, 13	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
1-17	March 7	8:30 a.m. - 12:30 p.m.	Orleans Tower	SA
2-17	May 11	1:00 p.m. - 5:00 p.m.	BW04	SA
3-17	July 6	1:00 p.m. - 5:00 p.m.	Orleans Tower	SA
4-17	August 24	1:00 p.m. - 5:00 p.m.	BW04	SA
5-17	October 18	8:30 a.m. - 12:30 p.m.	Orleans Tower	SA
6-17	December 6	1:00 p.m. - 5:00 p.m.	Orleans Tower	SA

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
1-17	April 21	1:00 p.m. – 4:30 p.m.	BW04	TD
2-17	June 30	1:00 p.m. – 4:30 p.m.	Orleans Tower	TD
3-17	August 24	9:00 a.m. – 12:30 p.m.	BW04	TD
4-17	October 11	9:00 a.m. – 12:30 p.m.	Orleans Tower	TD
5-17	November 15	1:00 p.m. – 4:30 p.m.	BW04	TD

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
1-17	February 15, 22	9:00 a.m. - 12:30 p.m.	Orleans Tower	SA
2-17	April 17, 24	1:00 p.m. - 4:30 p.m.	BW04	SA
3-17	June 9, 16	9:00 a.m. - 12:30 p.m.	BW04	SA
4-17	August 2, 9	1:00 p.m. - 4:30 p.m.	Orleans Tower	SA
5-17	September 6, 13	1:00 p.m. - 4:30 p.m.	BW04	SA
6-17	November 1, 8	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.

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
1-17	May 11, 18, 25	1:00 p.m. - 4:00 p.m.	Orleans Tower	AB
2-17	Aug. 3, 10, 17	1:00 p.m. - 4:00 p.m.	BW04	AB
3-17	Sept 14, 21, 28	9:00 a.m. - 12:00 p.m.	Orleans Tower	AB
4-17	Nov. 2, 9, 16	1:00 p.m. - 4:00 p.m.	BW04	AB
5-17	Dec. 8, 15, 22	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
1-17	March 3, 10, 17, 24	9:00 a.m. - 12:00 p.m.	BW04	PV
2-17	April 5, 12, 19, 26	1:00 p.m. - 4:00 p.m.	BW04	TL
3-17	June 5, 12, 19, 26	1:00 p.m. - 4:00 p.m.	BW04	LH
4-17	July 31, Aug. 7, 14, 21	1:00 p.m. - 4:00 p.m.	BW04	TL
5-17	Aug. 4, 11, 18, 25	9:00 a.m. - 12:00 p.m.	Orleans Tower	PV
6-17	Oct. 5, 12, 19, 26	1:00 p.m. - 4:00 p.m.	Orleans Tower	TL
7-17	Dec. 1, 8, 15, 22	9:00 a.m. - 12:00 p.m.	Orleans Tower	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
1-17	August 2, 9	1:00 p.m. - 4:30 p.m.	BW04	LH
	August 16, 23	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
1-17	May 3, 10, 24, 31	9:00 a.m. – 11:00 a.m.	Orleans Tower	PV
2-17	July 7, 14, 21, 28	9:00 a.m. – 11:00 a.m.	Orleans Tower	PV
3-17	Sept. 6, 13, 20, 27	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
1-17	May 19, 26	1:00 p.m. – 4:30 p.m.	BW04	RFB
2-17	Aug. 18, 25	1:00 p.m. – 4:30 p.m.	BW04	RFB
3-17	November 10, 17	1:00 p.m. – 4:30 p.m.	BW04	RFB

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
1-17	April 12	9:00 a.m. – 12:30 p.m.	BW04	PV
2-17	June 23	9:00 a.m. – 12:30 p.m.	Orleans Tower	PV
3-17	Nov. 8	9:00 a.m. – 12:30 p.m.	Orleans Tower	PV

CIVIL SERVICE FOUNDATIONS COURSE

COURSE NUMBER: GVOP 572

COURSE LENGTH: 2 ½ hours

This is a comprehensive course to provide information about the history of Civil Service, role of the Civil Service Commission and the Civil Service Department and the common myths associated with the Civil Service System. .

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

- Demonstrate knowledge of Civil Service history in Louisiana.
- Understand the functions of the Civil Service Commission.
- Understand the key functions of the Civil Service Department.
- Identify the basic differences between Classified and Unclassified employees.
- Know the importance of the Political Activities Rule.
- Identify the common Civil Service Myths.

THIS COURSE IS RECOMMENDED FOR:

All managers, Supervisors and employees who are interested in knowing how Civil Service functions within New Orleans City Government.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-17	May 22	1:00 p.m. - 3:30 p.m.	Orleans Tower*	TH
2-17	July 24	1:00 p.m. - 3:30 p.m.	Orleans Tower*	TH
3-17	Sept. 18	1:00 p.m. - 3:30 p.m.	Orleans Tower*	TH
4-17	Nov. 13	1:00 p.m. - 3:30 p.m.	Orleans Tower*	TH

**This class takes place in the Civil Service Commission Room, 9th Floor.*

ADP ENTERPRISE & MANAGER SELF-SERVICE (MSS)

**Maximum Class Size For This Class Is 10 Students.*

COURSE NUMBER: GVOP 573

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

This is a comprehensive course to provide information about using manager self-service to create personnel transactions and position control transactions.

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

- Navigate through ADP Portal including Employee Self-Service Transactions.
- Manage Work Events in MSS.
- Enter New Hires and Timing.
- Change Job and Salary Information Transactions.
- Change employment (Termination) and Job Status Transactions.
- Find Position Control and Approvals Information (Overview-level).
- Manage Payroll Data.

THIS COURSE IS LIMITED TO:

Human Resource personnel and all other employees who perform personnel transactions in ADP Manager Self-Serve... and who **have HR Manager access in ADP.**

***NOTE: Without this access:**

- ***You WILL NOT have access to the screens being taught;***
- ***You WILL NOT be able to view select information; and***
- ***You WILL be asked to immediately leave the class.***

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-17	March 17, 24, Apr. 7	9:00 a.m. - 12:30 p.m.	ITI (BE15)	MB
2-17	May 4, 18, 25	9:00 a.m. - 12:30 p.m.	ITI (BE15)	MB
3-17	July 7, 14, 21	9:00 a.m. - 12:30 p.m.	ITI (BE15)	MB
4-17	Sept. 7, 14, 21	9:00 a.m. - 12:30 p.m.	ITI (BE15)	MB

ADP eTime*

**Maximum Class Size For This Class Is 10 Students.*

COURSE NUMBER: GVOP 574

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

This course will train individuals to process payroll in ADP and review all the typical payroll actions and routine payroll issues.

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

- Learn about eTime and how it works in ADP.
- Manage departmental payroll in ADP.
- Manage approvals of time cards.
- Learn the key payroll codes crucial for processing payroll.
- Track annual and sick leave usage.
- Produce regular reports on time and attendance.
- Enter labor level entries.

THIS COURSE IS RECOMMENDED FOR:

All Human Resource personnel and other employees who process personnel and payroll transactions.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-17	April 13, 20	1:00 p.m. - 4:30 p.m.	ITI (BE15)	MB
2-17	June 8, 15	1:00 p.m. - 4:30 p.m.	ITI (BE15)	MB
3-17	August 9, 16	9:00 a.m. - 12:30 p.m.	ITI (BE15)	MB
4-17	Oct. 4, 11	1:00 p.m. - 4:30 p.m.	ITI (BE15)	MB

CIVIL SERVICE HUMAN RESOURCE TRAINING SERIES

COURSE NUMBER: GVOP 575

COURSE LENGTH: 2 hours for each of the special topics listed below.

This course has been specially designed to meet the specific work related needs of City employees responsible for human resources management functions. Join fellow HR professionals on the second Wednesday of each month at noon to meet and discuss interesting and timely topics. Areas chosen are relevant to both the human resource profession and to specific areas of concern of departmental personnel officers. One objective is to clarify and improve current rules, policies, and procedures. These human resource forums may feature a guest speaker or a panel discussion.

THIS COURSE IS A NON-CREDIT COURSE. THE SCHEDULING OF THIS COURSE IS DONE VIA E-MAIL. IF YOU ARE INTERESTING IN ATTENDING, PLEASE CONTACT THE INSTRUCTOR, ROBERT HAGMAN.

SESSION/TOPIC	DATE /	TIME	LOCATION / INSTRUCTOR
1-17 Welcome to the new I-9	3/8/17	2 p.m. - 4 p.m.	Orleans Tower* RWH
2-17 Intro to Compensation I	4/12/17	2 p.m. - 4 p.m.	Orleans Tower* RWH
3-17 Intro to Compensation II	5/10/17	2 p.m. - 4 p.m.	Orleans Tower* RWH
4-17 Proper Use of Sick and Annual Leave	6/14/17	2 p.m. - 4 p.m.	Orleans Tower* RWH
5-17 Where do I go from here? Career Planning w/CNO (City of N.O.)	7/12/17	2 p.m. - 4 p.m.	Orleans Tower* RWH
6-17 The Importance of Exit Interviews	8/9/17	2 p.m. - 4 p.m.	Orleans Tower* RWH
7-17 Temporary Pay Increases: Special Assignment Pay vs. Work in a higher class	9/13/17	2 p.m. - 4 p.m.	Orleans Tower* RWH
8-17 Classified vs. Unclassified Civil Service Status	10/11/17	2 p.m. - 4 p.m.	Orleans Tower* RWH
9-17 Departmental Issues Related to the FLSA	11/8/17	2 p.m. - 4 p.m.	Orleans Tower* RWH
10-17 FMLA: What employees and HR Managers must do	12/13/17	2 p.m. - 4 p.m.	Orleans Tower* RWH

**This class takes place in the Civil Service Commission Room, 9th Floor.*

RETIREMENT PLANNING & THE MUNICIPAL EMPLOYEES' RETIREMENT SYSTEM

COURSE NUMBER: GVOP 580

COURSE LENGTH: 3 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
1-17	March 17	9:00 a.m. – 12:00 a.m.	Orleans Tower	SA
2-17	May 4	1:00 p.m. – 4:00 p.m.	Orleans Tower	SA
3-17	TBA	TBA	TBA	SA
4-17	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.)

***(NOTE:** This course involves information that is specifically geared toward employees in the NOMERS retirement system. This excludes those at the S&WB, NOPD, and NOFD – which have separate retirement systems. If you are in any of these excluded departments, please consult your Personnel Officer in order to get the relevant information for these retirement systems.)

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
1-17 March 3	1:00 p.m. – 4:30 p.m.	ITI (BE15)	RFB
March 10, 17	1:00 p.m. – 4:30 p.m.	ITI (BE15)	RFB
2-17 June 2	1:00 p.m. – 4:30 p.m.	ITI (BE15)	RFB
June 9, 16	1:00 p.m. – 4:30 p.m.	ITI (BE15)	RFB
3-17 October 13	1:00 p.m. – 4:30 p.m.	ITI (BE15)	RFB
October 20, 27	1:00 p.m. – 4:30 p.m.	ITI (BE15)	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
1-17	April 7, 14	1:00 p.m. – 4:30 p.m.	ITI (BE15)	RFB
2-17	July 21, 28	1:00 p.m. – 4:30 p.m.	ITI (BE15)	RFB
3-17	September 15, 22	1:00 p.m. – 4:30 p.m.	ITI (BE15)	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.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-17	April 13	1:00 p.m. – 4:30 p.m.	BW04	TD
2-17	May 4	1:00 p.m. – 4:30 p.m.	BW04	TD
3-17	July 12	9:00 a.m. – 12:30 p.m.	Orleans Tower	TD
4-17	Sept. 8	9:00 a.m. – 12:30 p.m.	BW04	TD
5-17	Oct. 24	1:00 p.m. – 4:30 p.m.	BW04	TD

(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
1-17	March 21, 28	9:00 a.m.- 12:30 p.m.	BW04	DJ
2-17	May 18, 25	1:00 p.m.- 4:30 p.m.	BW04	DJ
3-17	July 18, 25	1:00 p.m.- 4:30 p.m.	Orleans Tower	DJ
4-17	September 12, 19	9:00 a.m.- 12:30 p.m.	Orleans Tower	DJ
5-17	October 13, 20	9:00 a.m.- 12:30 p.m.	BW04	DJ
6-17	December 7, 14	1:00 p.m.- 4:30 p.m.	Orleans Tower	DJ

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
1-17	February 21	9:00 a.m. - 12:30 p.m.	Orleans Tower	JMS
2-17	April 10	1:00 p.m. - 4:30 p.m.	BW04	JMS
3-17	May 11	9:00 a.m. - 12:30 p.m.	BW04	JMS
4-17	July 11	9:00 a.m. - 12:30 p.m.	BW04	JMS
5-17	September 11	1:00 p.m. - 4:30 p.m.	BW04	JMS
6-17	October 12	1:00 p.m. - 4:30 p.m.	BW04	JMS
7-17	November 14	1:00 p.m. - 4:30 p.m.	Orleans Tower	JMS

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
1-17	May 10	1:00 p.m. – 4:30 p.m.	Orleans Tower	DT
2-17	July 19	9:00 a.m. – 12:30 p.m.	Orleans Tower	DT
3-17	September 13	1:00 p.m. – 4:30 p.m.	Orleans Tower	DT
4-17	November 2	9:00 a.m. – 12:30 p.m.	BW04	

DT

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
1-17	May 25	9:00 a.m. – 12:30 p.m.	BW04	DT
2-17	July 27	1:00 p.m. – 4:30 p.m.	BW04	DT
3-17	Dec. 21	9:00 a.m. – 12:30 p.m.	Orleans Tower	DT

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
1-17	April 4	1:00 p.m. - 4:30 p.m.	Orleans Tower	KTD
2-17	May 2	9:00 a.m. - 12:30 p.m.	Orleans Tower	KTD
3-17	July 27	9:00 a.m. - 12:30 p.m.	Orleans Tower	KTD
4-17	Nov. 9	9:00 a.m. - 12:30 p.m.	BW04	KTD
5-17	Dec. 14	9:00 a.m. - 12:30 pm.	Orleans Tower	KTD

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
1-17	March 14	9:00 a.m. – 12:30 p.m.	BW04	TD
2-17	May 16	1:00 p.m. – 4:30 p.m.	BW04	TD
3-17	August 10	1:00 p.m. – 4:30 p.m.	Orleans Tower	TD
4-17	September 18	1:00 p.m. – 4:30 p.m.	BW04	TD
5-17	November 3	9:00 a.m. – 12:30 p.m.	BW04	TD

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)

NOTE: This course is being replaced by SUPV 671 described on the next page.

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
1-17	January 21	9:00 a.m. - 12:30 p.m.	BW04	WC
2-17	January 29	9:00 a.m. – 12:30 p.m.	BW04	WC

PERFORM (Performance Evaluations)

(Done in PERFORM system)

COURSE NUMBER: SUPV 671

COURSE LENGTH: 3 hours – (two – 1 ½ hour classes)

This Course has been designed to cover the two most significant aspects of the PERFORM evaluation system, which has replaced the previous (Service Ratings) evaluation system. These are:

A. PERFORM Planning Session

The first date of the session will focus on the “planning” aspect of the system. During the planning portion of performance appraisal, the supervisor and employee come together to discuss goals, tasks, competencies, and other areas of employee performance management.

B. PERFORM Evaluation Session

The second date of the session will focus on the “evaluation” aspect of the system. During the evaluation portion of performance appraisal, the supervisor and employee come together again to discuss how effective the employee has been at carrying out-through the evaluation period – the standards (goals, tasks, competencies, etc.) that were devised through the Planning Session.

Upon completion of the first session (on Planning), participants will be able to:

- Feel comfortable about sitting down with subordinates to go over key information needed to fill out the form, and devise goals/ tasks/ competencies for inclusion on the form.
- Make links between tasks/ competencies back to previously devised goals, as well as keep consistency between goals/ tasks/ competencies with the mission / vision/ objectives of the department.
- NOTE: This session will involve working on performance planning for one’s own (or one’s subordinate’s) position descriptions.

Upon completion of the second session (on Evaluation), participants will be able to:

- Accurately provide assessments of employees’ performance based on what was observed through the evaluation period, as well as expectations conveyed through the planning period.
- Determine which categories / levels of performance that certain behaviors will fall, and conclude what an employee’s overall evaluation should be.
- Decide whether further commentary is needed to share with the employee which could guide the employee’s performance going forward into the next performance planning period.
- NOTE: Participants will be required to bring in completed work that was assigned in the first session.

PERFORM (Performance Evaluations) - *continued*

(Done in PERFORM system)

“Help Sessions”

These are sessions that will be conducted on an “as needed” basis, in order to bring further clarity to any information that was not absorbed thoroughly through the regular PERFORM Training sessions. These sessions will require that the employee/ student contact the instructor by phone (504-658-3508) to get scheduled for this session. The session is contingent on the needs of the attendees, and it may involve the sharing of further examples to help bring home certain points, as well as monitoring how one applies the principles taught to specific scenarios applicable to the employee’s circumstances.

- **NOTE ON HELP SESSIONS: You may only request scheduling into a Help Session if you have already attended / completed a full session – which includes both dates/ sections – of the regular PERFORM Training (which will be verified before allowing you into the session).**

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-17	May 12, 26	1:00 p.m. – 2:30 p.m.	Orleans Tower	BB
2-17	June 9, 23	1:00 p.m. – 2:30 p.m.	Orleans Tower	BB
3-17	July 7, 21	1:00 p.m. – 2:30 p.m.	Orleans Tower	BB
4-17	August 4, 18	1:00 p.m. – 2:30 p.m.	Orleans Tower	BB
5-17	Sept. 22, 29	1:00 p.m. – 2:30 p.m.	Orleans Tower	BB
6-17	Oct. 13, 27	1:00 p.m. – 2:30 p.m.	Orleans Tower	BB
7-17	Nov. 10, 17	1:00 p.m. – 2:30 p.m.	Orleans Tower	BB
8-17	Dec. (TBA)	1:00 p.m. – 2:30 p.m.	Orleans Tower	BB

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 56) or higher, or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-17	March 16	9:00 a.m. – 12:00 p.m.	Orleans Tower	CH
2-17	May 23	9:00 a.m. – 12:00 p.m.	Orleans Tower	CH
3-17	Sept. 13	9:00 a.m. – 12:00 p.m.	Orleans Tower	CH
4-17	Oct. 26	9:00 a.m. – 12:00 p.m.	Orleans Tower	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
1-17	March 30	9:00 a.m. - 12:30 p.m.	Orleans Tower	RAW
2-17	May 1	1:00 p.m. - 4:30 p.m.	Orleans Tower	DT
3-17	July 6	9:00 a.m. - 12:30 p.m.	Orleans Tower	DT
4-17	September 7	1:00 p.m. - 4:30 p.m.	Orleans Tower	DT
5-17	October 25	1:00 p.m. - 4:30 p.m.	BW04	DT
6-17	December 4	1:00 p.m. - 4:30 p.m.	BW04	DT

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 54), or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-17	TBA	TBA	TBA	SS
2-17	TBA	TBA	TBA	SS
3-17	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 56), or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-17	June 7, 14, 21	9:00 a.m. - 12:00 p.m.	Orleans Tower	PD
2-17	Sept. 14, 21, 28	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
1-17	July 12, 19	1:00 p.m. – 4:00 p.m.	Orleans Tower	CB
2-17	Nov. 10, 17	9:00 a.m. – 12:00 p.m.	BW04	CB

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
1-17	May 19	8:30 a.m. - 12:30 p.m.	BW04	CB
2-17	June 20	8:30 a.m. - 12:30 p.m.	Orleans Tower	CB
3-17	August 17	1:00 p.m. - 5:00 p.m.	Orleans Tower	CB
4-17	October 3	8:30 a.m. - 12:30 p.m.	BW04	CB
5-17	December 5	8:30 a.m. - 12:30 p.m.	Orleans Tower	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
1-17	May 11	8:30 a.m. – 12:30 p.m.	BW04	CB
2-17	June 2	8:30 a.m. – 12:30 p.m.	Orleans Tower	CB
3-17	Aug. 3	1:00 p.m. – 5:00 p.m.	Orleans Tower	CB
4-17	Oct. 25	8:30 a.m. – 12:30 p.m.	BW04	CB
5-17	Dec. 20	1:00 p.m. – 5:00 p.m.	Orleans Tower	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
1-17	April 27	8:30 a.m. – 12:30 p.m.	Orleans Tower	CH
2-17	June 23	8:30 a.m. – 12:30 p.m.	BW04	CH
3-17	Oct. 10	8:30 a.m. – 12:30 p.m.	Orleans Tower	CH
4-17	Nov. 10	8:30 a.m. – 12:30 p.m.	Orleans Tower	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
1-17	March 8	9:00 a.m. – 12:30 p.m.	Orleans Tower	CH
2-17	July 14	9:00 a.m. – 12:30 p.m.	BW04	CH
3-17	September 13	9:00 a.m. – 12:30 p.m.	Orleans Tower	CH
4-17	December 1	9:00 a.m. – 12:30 p.m.	BW04	CH

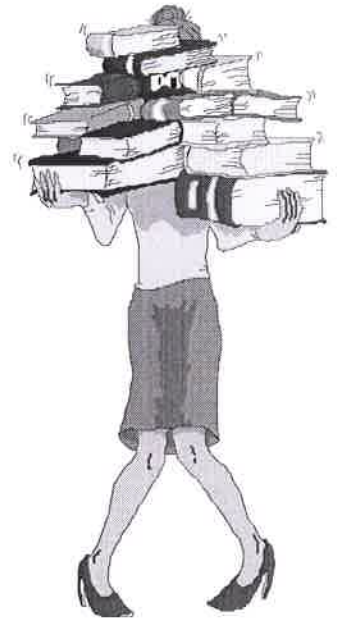
Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

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
1-17	March 7	1:00 p.m. - 4:30 p.m.	Orleans Tower	TL
2-17	May 8	1:00 p.m. - 4:30 p.m.	BW04	TL
3-17	September 14	1:00 p.m. - 4:30 p.m.	Orleans Tower	TL
4-17	November 1	1:00 p.m. - 4:30 p.m.	Orleans Tower	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
1-17	April 28	1:00 p.m. - 4:30 p.m.	BW04	LH
2-17	June 29	1:00 p.m. - 4:30 p.m.	BW04	LH
3-17	Sept. 22	1:00 p.m. - 4:30 p.m.	BW04	LH
4-17	Dec. 21	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
1-17	March 23	9:00 a.m. - 12:30 p.m.	Orleans Tower	CB
2-17	May 1	1:00 p.m. - 4:30 p.m.	BW04	CB
3-17	July 25	9:00 a.m. - 12:30 p.m.	Orleans Tower	CB
4-17	September 6	9:00 a.m. - 12:30 p.m.	Orleans Tower	CB
5-17	October 19	1:00 p.m. - 4:30 p.m.	BW04	CB
6-17	December 12	1:00 p.m. - 4:30 p.m.	Orleans Tower	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
1-17	March 1	9:00 a.m. – 12:30 p.m.	BW04	MS
2-17	May 17	9:00 a.m. – 12:30 p.m.	Orleans Tower	MS
3-17	July 26	1:00 p.m. – 4:30 p.m.	BW04	MS
4-17	September 29	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 67), or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-17	March 10, 17	1:00 p.m. - 4:30 p.m.	Orleans Tower	KK
2-17	May 24, 31	9:00 a.m. - 12:30 p.m.	BW04	KK
3-17	August 9, 16	9:00 a.m. - 12:30 p.m.	BW04	KK
4-17	December 6,13	9:00 a.m. - 12:30 p.m.	BW04	KK

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 56) or higher, or others who request and are granted permission to enroll in the course.

SESSION	DATES	TIME	LOCATION	INSTRUCTOR
1-17	May 2	9:00 a.m. - 12:30 p.m.	BW04	AB
2-17	July 13	9:00 a.m. - 12:30 p.m.	Orleans Tower	AB
3-17	October 11	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
1-17	June 7	1:00 p.m. - 4:30 p.m.	BW04	TL
2-17	Sept. 28	1:00 p.m. - 4:30 p.m.	Orleans Tower	TL
3-17	Dec. 13	1:00 p.m. - 4:30 p.m.	Orleans Tower	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
1-17	April 5, 12	9:00 a.m. - 12:30 p.m.	ITI (BE15)	AL
	April 19, 26	9:00 a.m. - 12:30 p.m.	ITI (BE15)	AL
2-17	Sept. 8, 15	9:00 a.m. - 12:30 p.m.	ITI (BE15)	AL
	Sept. 22, 29	9:00 a.m. - 12:30 p.m.	ITI (BE15)	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.

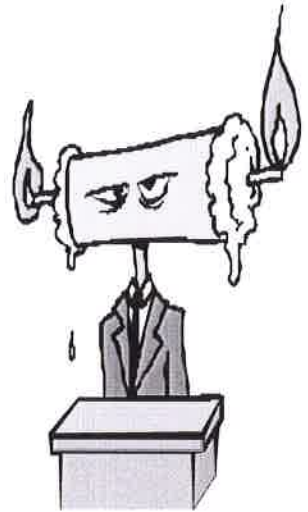
SESSIONS	DATES	TIME	LOCATION	INSTRUCTOR
1-17	June 6, 13	9:00 a.m. - 12:30 p.m.	ITI (BE15)	AL
	June 20, 27	9:00 a.m. - 12:30 p.m.	ITI (BE15)	AL
2-17	October 4, 11	9:00 a.m. - 12:30 p.m.	ITI (BE15)	AL
	October 18, 25	9:00 a.m. - 12:30 p.m.	ITI (BE15)	AL

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
1-17	April 13	9:00 a.m. – 12:30 p.m.	Orleans Tower	CH
2-17	August 23	9:00 a.m. – 12:30 p.m.	BW04	CH
3-17	November 15	9:00 a.m. – 12:30 p.m.	BW04	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
1-17	March 24	1:00 p.m. - 4:30 p.m.	BW04	DT
2-17	April 25	1:00 p.m. - 4:30 p.m.	Orleans Tower	DT
3-17	June 14	9:00 a.m. - 12:30 p.m.	BW04	DT
4-17	August 10	9:00 a.m. - 12:30 p.m.	BW04	DT
5-17	October 18	1:00 p.m. - 4:30 p.m.	Orleans Tower	DT
6-17	November 16	1:00 p.m. - 4:30 p.m.	Orleans Tower	DT

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
1-17	May 22	1:00 p.m. – 4:30 p.m.	BW04	ST
2-17	July 26	9:00 a.m. – 12:30 p.m.	BW04	ST
3-17	Sept. 1	9:00 a.m. – 12:30 p.m.	BW04	ST
4-17	Dec. 14	9:00 a.m. – 12:30 p.m.	BW04	ST

(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.)

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
1-17 April 13, 20	9:00 a.m. - 12:30 p.m.	BW04	KTD
April 27, May 4	9:00 a.m. - 12:30 p.m.	BW04	KTD
2-17 Aug. 3, 10	9:00 a.m. - 12:30 p.m.	Orleans Tower	KTD
Aug. 17, 24	9:00 a.m. - 12:30 p.m.	Orleans Tower	KTD

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
1-17 May 2, 9	1:00 p.m. – 4:30 p.m.	Orleans Tower	KH
May 16, 30	1:00 p.m. – 4:30 p.m.	Orleans Tower	KH
2-17 Sept. 7, 14	1:00 p.m. – 4:30 p.m.	BW04	KH
Sept. 21, 28	1:00 p.m. – 4:30 p.m.	BW04	KH
3-17 Dec. 1, 8	1:00 p.m. – 4:30 p.m.	Orleans Tower	KH
Dec. 15, 22	1:00 p.m. – 4:30 p.m.	Orleans Tower	KH

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
1-17	May 3, 10	1:00 p.m. - 4:00 p.m.	BW04	LH
	May 17, 24	1:00 p.m. - 4:00 p.m.	BW04	LH
2-17	Oct. 2, 9	1:00 p.m. - 4:00 p.m.	BW04	LH
	Oct. 16, 23	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
1-17	April 21, 28, May 5	9:00 a.m. - 12:30 p.m.	BW04	DJ
2-17	June 13, 20, 27	1:00 p.m. - 4:30 p.m.	Orleans Tower	DJ
3-17	Aug. 15, 22, 29	1:00 p.m. - 4:30 p.m.	Orleans Tower	DJ

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
1-17	May 2, 9	1:00 p.m. – 4:30 p.m.	BW04	ST
2-17	June 21, 28	1:00 p.m. – 4:30 p.m.	BW04	ST
3-17	Aug. 22, 29	9:00 a.m. – 12:30 p.m.	BW04	ST
4-17	Oct. 24, 31	9:00 a.m. – 12:30 p.m.	BW04	ST

(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.)

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
1-17	May 3, 10	9:00 a.m. - 12:30 p.m.	BW04	KK
2-17	July 17, 24	1:00 p.m. - 4:30 p.m.	BW04	KK
3-17	Oct. 20, 27	9:00 a.m. - 12:30 p.m.	Orleans Tower	KK

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
1-17	April 21	1:00 p.m. – 4:30 p.m.	Orleans Tower	AB
2-17	June 21	9:00 a.m. - 12:30 p.m.	BW04	AB
3-17	Aug. 22	9:00 a.m. - 12:30 p.m.	Orleans Tower	AB
4-17	Oct. 20	1:00 p.m. - 4:30 p.m.	Orleans Tower	AB



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.

H₂O CLUB

Come and visit the Sewerage & Water Board Toastmaster (H₂O 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.



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 Street, NOLA, 70112, 658-3529.

CIVIL SERVICE INSTRUCTOR VACANCIES

The Civil Service Department is always open to increasing the pool of prospective training candidates. If a vacancy arises, an email blast will be sent out so that all employees are informed and able to compete for this position.

Resources:

Print Resources: The New Orleans Public Library offers a wide range of print materials to facilitate adult learning. To explore the entire print collection, visit nolalibrary.org.

Digital Resources: There are many resources available through the New Orleans Public Library and the State Library of Louisiana available at nolalibrary.org. These are just a small sampling of what is available.

- **Homework Louisiana** - Live Online Tutor, Skills Builder, Homework help and tutoring for K through basic college level, Writing Center, Career Center, and Adult Education Center
- **Learning Express 3.0** - A comprehensive interactive learning platform of tests, courses, software tutorials, and career preparation for students and adults.
- **Louisiana Jobs & Career Center** - A collection of resources for those seeking new careers, changing jobs, needing a little extra help preparing for the job market, online one-on-one tutoring and access to free workforce development classes.
- **Lynda.com** - The Lynda.com online training library is a massive online training resource where patrons are able to learn — self-paced and on-demand content. Learn business, software, technology and creative skills with online video tutorials taught by recognized industry professionals. Finish a course and receive a certificate of completion that you can download or email.
- **Pronunciator** - Choose from 80 languages to learn, practice English as a Second Language or study for the citizenship test.

Services:

- **Career Online High School** - Earn an Accredited High School Diploma online. This program is designed to provide adults the opportunity to complete their high school education.
- **Citizenship Class at Keller Library & Community Center** – one-on-one tutoring in preparation for U.S. Citizenship test
- **Computer Assistance at all library locations** – one-on-one instruction using public computers, accessing and navigating the internet and digital resources available from NOPL, using email, etc.
- **HiSet Tutoring at Hubbell Library** - one-on-one HiSET tutoring available by appointment.
- **YMCA Educational Services (YES!) at Main Library and East New Orleans Regional Library** - YES! provides quality instruction to adults ages 16 and older in reading, math, and language. The goal is to give adults the skills they need to find better jobs, help children with homework, or effectively manage household finances. YES! serves adults who read at the 8th grade level or below.

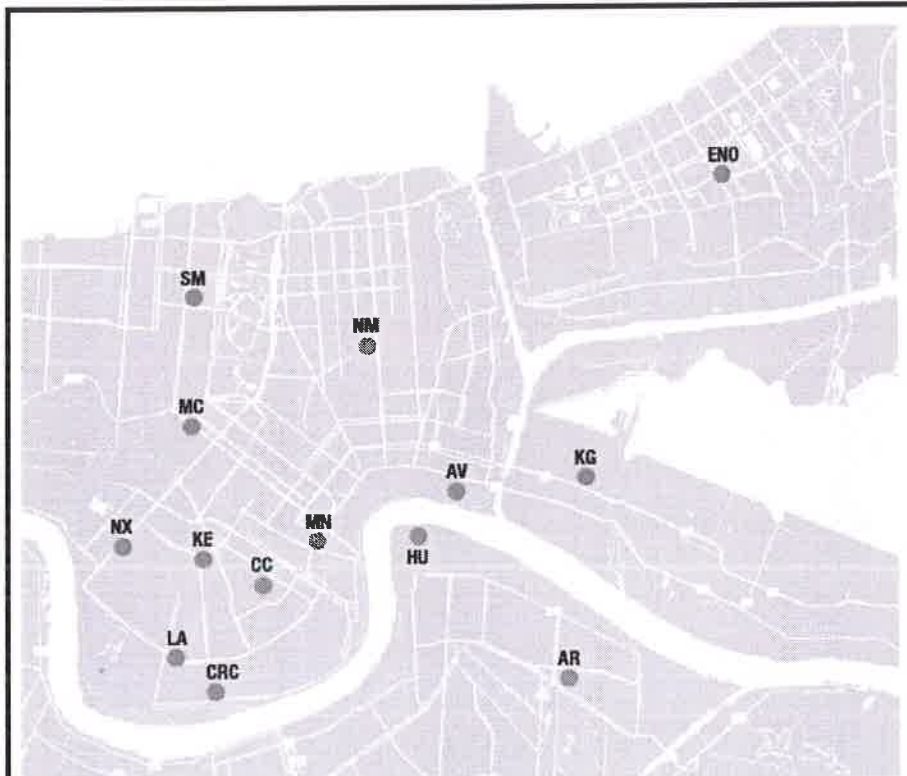
Programs:

- **Career Workshops at several libraries** – These workshops provide the strategies and techniques to find the right job and career for jobseekers. The series includes personal branding, resume building, interview strategies, and professional networking and is routinely scheduled at multiple locations.
- **Computer Literacy Classes at most libraries** – database training, basic tutoring, technology q&a, etc. Delivery and topics vary by location.
- **Historical Research Training from Louisiana Division** – Regularly schedule instructional workshops include Introduction to Property Research Resources, Navigating Times Picayune online, Preserving Your Memories, Obituaries for Beginners, etc. and are offered for both staff and public audiences.
- **Local Art, Culture, Historic, and Literary Events at all locations** – These programs offer adults opportunities to learn and engage through entertaining and informative presentations. Delivery and topics vary by location.



NEW ORLEANS

PUBLIC LIBRARY



Main Library – MN
219 Loyola Ave. • 596-2560

Algiers Regional Library – AR
3014 Holiday Dr. • 596-2641

Alvar Library – AV
913 Alvar St. • 596-2667

Central City Library – CC
2405 Jackson Ave. • 596-3110

Children’s Resource Center Library – CRC
913 Napoleon Ave. • 596-2628

East New Orleans Regional Library – ENO
5641 Read Blvd. • 596-0200

Cita Dennis Hubbell Library – HU
725 Pelican Ave. • 596-3113

Rosa F. Keller Library & Community Center – KE
4300 S. Broad St. • 596-2660

Martin Luther King Library – KG
1611 Caffin Ave. • 596-2695

Milton H. Latter Library – LA
5120 St. Charles Ave. • 596-2625

Mid-City Library – MC
4140 Canal St. • 596-2641

Norman Mayer Library – NM
3100 Gentilly Blvd. • 596-3100

Nix Library – NX
1401 S. Carrollton Ave. • 596-2630

Robert E. Smith Library – SM
6301 Canal Blvd. • 596-2638

YMCA Educational Services (YES!) are available at the Main Library and the East New Orleans Regional Library
YES! provides quality instruction to adults ages 16 and older in reading, math, and language. The goal is to give adults the skills they need to find better jobs, help children with homework, or effectively manage household finances.
YES! serves adults who read at the 8th grade level or below.

To find Library hours, programs, and event information, visit nolalibrary.org.

CITY COURSES IN BUSINESS SOFTWARE APPLICATIONS

The City is pleased to announce that Civil Service approved courses in Business Software Applications resumed in 2016 through the CAO Training Unit. Basic and Intermediate courses are offered in Microsoft Word, Microsoft Excel and Microsoft Outlook. Also, a *Microsoft PowerPoint course was recently added.*

OVERVIEW

Training will last 4 hours per class date, and will be offered once per week. Each skill level will be offered as a standalone class/session and will span 3 class dates. Schedules will be provided once classes are filled. Employees may take the entire series of Basic and Intermediate courses, or just the courses that best suit their needs.

Those with access to the City's IT Network may visit the Neutral Ground employee website at employee.nola.gov/work/training/ for information on a variety of training opportunities...or use <http://employee.nola.gov/work/training/business-software.aspx/> for course listings and descriptions related specifically to business software training.

If you do not have access to the City's IT Network, you may send a message indicating your interest in a particular training at training@nola.gov, and we will respond with further details on your specified training request.

REGISTRATION

To register via the Neutral Ground website, visit <http://employee.nola.gov/work/training/business-software.aspx/> and follow the instructions for "**Registration**" listed at the bottom of the page. Please print and have your supervisor sign the registration form and return via email, phone, or by dropping it off at Service and Innovation (1300 Perdido Street, Rm. BE13, NOLA, 70112) attention CAO Training Unit. You may also scan and submit via email if you so choose. 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 Access, as well as other business applications that help employees work smarter and faster. If there are software applications that you would like to learn, please email your suggestions to training@nola.gov.

POLICIES

We encourage all employees (unclassified, classified, full-time, or part-time) to take advantage of this opportunity. These courses are not currently required by the Department of Civil Service. However, courses are useful for most positions in occupational series.

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. For more information, please contact the CAO Training Unit at training@nola.gov.

COURSES IN ALPHABETICAL ORDER *(repeated from pages 4-5)*

Course Title	Course Code	Page #
Accounting Process in City Government	<u>GVOP 530</u>	45
ADP Enterprise & Manager Self-Service (MSS)	<u>GVOP 573</u>	47
ADP eTime	<u>GVOP 574</u>	48
Advanced Typing	<u>PDVP 901</u>	80
Advantage Financial (AFIN) – Basics	<u>GVOP 590</u>	51
Advantage Financial (AFIN) – Grants Management	<u>GVOP 591</u>	52
Basic Grammar Usage and Proofreading I	<u>COMM 111</u>	27
Basic Grammar Usage and Proofreading II	<u>COMM 112</u>	28
Basic Math for Utilities Supervisors	<u>COMP 401</u>	40
Basic Office Skills	<u>GCLE 310</u>	39
Basic Statistics	<u>COMP 420</u>	42
Basic Typing	<u>PDVP 900</u>	79
Business Mathematics	<u>COMP 410</u>	41
Business Writing	<u>COMM 130</u>	31
City Employees' Orientation	<u>PBSV 200</u>	34
Civil Service Foundations Course	<u>GVOP 572</u>	46
Civil Service Human Resources Training Series	<u>GVOP 575</u>	49
Competitive Selection Procedure for Professional Services Contracts	<u>ADMN 722</u>	69
Conducting Meetings	<u>MGMT 871</u>	77
Conflict Management	<u>SUPV 690</u>	64
Contract Preparation and Administration	<u>ADMN 720</u>	67
Counseling and Coaching Employees	<u>SUPV 640</u>	58
Effective Crisis Intervention with Employees	<u>SUPV 680</u>	63
Effective People Skills	<u>PDVP 930</u>	82
Employee On-Boarding	<u>SUPV 600</u>	53
Enhancing One's Public Speaking Skills	<u>COMM 121</u>	30
Executive Secretarial Skills	<u>ADMN 730</u>	70
Grant and Proposal Writing	<u>ADMN 710</u>	66
Human Relations	<u>PBSV 210</u>	35
Introduction to Basic Principles of Accounting	<u>COMP 430</u>	43
Introduction to Supervision	<u>SUPV 610</u>	54
Introduction to Workplace Discipline for First Line Supervisors	<u>SUPV 629</u>	56
Leadership	<u>MGMT 830</u>	73
Listening Skills: A Major Component of Good Communication	<u>COMM 140</u>	33
Managing Stress	<u>PDVP 920</u>	81
Managing Workplace Discipline	<u>SUPV 630</u>	57
PERFORM (Performance Evaluations)	<u>SUPV 671</u>	61
Performance Appraisals (The Service Rating Process)	<u>SUPV 670</u>	60
Personnel Interviewing	<u>SUPV 620</u>	55
Planning and Organizing	<u>MGMT 820</u>	72
Principles of Management	<u>MGMT 810</u>	71

COURSES IN ALPHABETICAL ORDER *(Continued)*

Course Title	Course Code	Page #
Problem Solving and Decision Making	<u>MGMT 870</u>	76
Procurement & Purchasing	<u>ADMN 721</u>	68
Professional/Admin. Creative Problem Solving & Decision Making	<u>PAT 1870</u>	89
Professional/ Administrative Managing Conflicts & Human Relations	<u>PAT 1690</u>	88
Professional/Administrative Math and Statistics	<u>PAT 1420</u>	86
Professional/Administrative Productive Meetings	<u>PAT 1871</u>	90
Professional/Administrative Speaking and Presentation	<u>PAT 1120</u>	84
Professional/Administrative Supervision	<u>PAT 1610</u>	87
Professional/Administrative Writing	<u>PAT 1130</u>	85
Public Speaking and Oral Presentation	<u>COMM 120</u>	29
Purchasing In City Government	<u>GVOP 520</u>	44
Reading Comprehension	<u>COMM 100</u>	26
Records Management	<u>MGMT 840</u>	74
Retirement Planning & the Municipal Employees' Retirement System	<u>GVOP 580</u>	50
Sexual Harassment in the Workplace	<u>SUPV 691</u>	65
Simply Personal Finance	<u>PDVP 950</u>	83
Team Building	<u>SUPV 650</u>	59
Techniques of Good Customer Service	<u>PBSV 220</u>	36
Telephone Techniques	<u>PBSV 230</u>	37
The Office and Office Management	<u>MGMT 850</u>	75
Total Quality Management: an Overview	<u>MGMT 872</u>	78
Understanding City Government	<u>PBSV 240</u>	38