

Training Matching each Competency/KSA

Job Specific Skills/Knowledge:

Public Speaking & Oral Presentation; Enhancing One's Speaking Skills; Business Writing; Listening Skills; Human Relations; Techniques of Customer Service; Telephone Techniques; Basic Office Skills; Basic Math for Utilities Supervisors; Business Mathematics; Basic Statistics; Purchasing in City Government; Accounting Process in City Government; AFIN-Basics; AFIN-Grants Management; Executive Secretarial Skills; Records Management; Basic Typing; Advanced Typing; Effective People Skills; PAT Speaking; PAT Writing; PAT Math & Stats

Communication:

Basic Grammar Usage & Proofreading I; Basic Grammar Usage & Proofreading II; Public Speaking & Oral Presentation; Enhancing One's Speaking Skills; Business Writing; Listening Skills; Human Relations; Techniques of Customer Service; Telephone Techniques; Counseling/Coaching Employees; Team Building; Performance Appraisals; Effective People Skills; PAT Speaking; PAT Writing

Problem Solving/Critical thinking:

Human Relations; Techniques of Customer Service; Basic Stats; Accounting Process in City Government; Counseling/Coaching Employees; Effective Crisis Intervention with Employees; Conflict Management; Problem Solving & Decision Making; PAT Math & Stats; PAT Problem Solving/Decision Making

(NOTE: The math-related courses are cited as having content which may involve critical thinking from a calculative perspective, as well as solving problems via calculative means/deductive reasoning.)

Fostering Diversity:

Human Relations; Personnel Interviewing; Procurement & Purchasing; Competitive Selection Procedure for Prof. Services Contracts
(NOTE: Some smaller aspect of these courses' materials address equality/fairness/consideration for inclusion of all ethnic groups)

Work Standard:

Intro to Workplace Discipline; Managing Workplace Discipline; Performance Appraisals; Total Quality Management

Respect for Others:

Listening Skills; Human Relations; Techniques of Customer Service; Telephone Techniques; Personnel Interviewing; Counseling/Coaching Employees; Team Building; Sexual Harassment in the Workplace; Leadership; Effective People Skills

Service Orientation:

Human Relations; Techniques of Customer Service; Executive Secretarial Skills; Total Quality Management; Effective People Skills

Process Improvement:

Purchasing in City Government; Accounting Process in City Government; AFIN-Basics; AFIN- Grants Management; Performance Appraisals; Procurement & Purchasing; Competitive Selection Procedure for Prof. Services Contracts; Grant & Proposal Writing; Contract Prep and Administration; Records Management; The Office & Office Management; Conducting Meetings; Total Quality Management; Basic Typing; Advanced Typing; Managing Stress; Effective People Skills; Simply Personal Finance; PAT Meetings

Leadership and Supervision:

Principles of Management; Planning/Organizing; Leadership; Problem Solving & Decision Making; Conducting Meetings; Total Quality Management; PAT Problem Solving & Decision Making; PAT Meetings; Employee Onboarding; Intro to Supervision; Personnel Interviewing; Intro to Workplace Discipline; Managing Workplace Discipline; Counseling/Coaching Employees; Team Building; Performance Appraisals; Effective Crisis Intervention with Employees; Conflict Management; Sexual Harassment in the Workplace; PAT Supervision; PAT Managing Conflicts & Human Relations

Learning Agility:

Reading Comprehension; Basic Grammar Usage & Proofreading I; Basic Grammar Usage & Proofreading II; Business Writing

Work Ethics:

Employee Onboarding; Intro to Workplace Discipline; Managing Workplace Discipline; Performance Appraisals; Sexual Harassment

Safety Orientation:

Effective Crisis Intervention; Conflict Management; Sexual Harassment in the Workplace; PAT Managing Conflicts/Human Relations
(NOTE: All of these courses take into consideration ways to uphold the 'safety' of the employee, from potential harm/injury from others on the job – not necessarily catastrophic/accident-related injuries.)

Proactivity:

City Employees' Orientation; Retirement Planning & Municipal Employees Retirement System; Employee Onboarding; Performance Appraisals; Planning and Organizing; Managing Stress; Simply Personal Finance; Total Quality Management
(NOTE: These courses might promote one to consider probing further into a possible resource/tool/Rule; utilizing a new approach; or trying to get a jump start on addressing a matter before the customary time frame.)
{These are things that are usually done by folks implementing initiative.}

Dependability:

Listening Skills; Employee Onboarding; Intro to Supervision; Team Building; Performance Appraisals; Principles of Management; Leadership; Effective People Skills

Regulatory Compliance:

Employee Onboarding; Intro to Workplace Discipline; Managing Workplace Discipline; Performance Appraisals; Sexual Harassment in the Workplace; Procurement and Purchasing; Competitive Selection Procedure for Prof. Services Contracts

Adaptability:

Public Speaking & Oral Presentation; Enhancing One's Speaking Skills; Listening Skills; Human Relations; Techniques of Customer Service; Effective Crisis Intervention; Conflict Management; Planning/Organizing; Leadership; Problem Solving & Decision Making; Conducting Meetings; Total Quality Management; Managing Stress; Effective People Skills; PAT Speaking; PAT Managing Conflicts/Human Relations; PAT Problem Solving/Decision Making; PAT Meetings
(NOTE: All of these courses have material that speaks to how you may need to make adaptations to regular/routine ways of doing things in order to accommodate special/mitigating circumstances that may occur, which may/may not be anticipated.)

Information Sharing:

Employee Orientation; Understanding City Government; Retirement Planning/Municipal Employees' Retirement System; Employee Onboarding; Procurement & Purchasing; Competitive Selection Procedure for Prof. Services Contracts; Records Management
(NOTE: Contract courses help to bring transparency to contract process; fosters equality and possibly mandates certain percentages of participation by select/minority ethnic groups)

Planning and Organization:

Basic Office Skills; Retirement Planning/Municipal Employees' Retirement System; Employee Onboarding; Intro to Supervision; Performance Appraisals; Planning/Organizing; The Office & Office Management; Conducting Meetings; PAT Supervision; PAT Meetings

Technology:

Business Software Application Training: Microsoft Word I – Basic; Microsoft Word II – Intermediate; Microsoft Excel I – Basic; Microsoft Excel II – Intermediate; Microsoft PowerPoint; Microsoft Outlook; Power User Courses (Advanced Courses)