Course and Competency Grid			Pr									S					
Live, Instructor-Led Program			Problem-Solver and Decision-Maker									Skill &					
Livo, mondetor Loui rogiam		Tec	n-Sol									& Cai					
		Technically Knowledgeable	ver a	Effective Communicator		Pla	Interpersonally Effective	Initia		Ŧ		Career Development Coach					
2021-22	С	ally I	ınd D	tive		Planner and Organizer	perso	Initiator / Change Agent		Flexible / Adaptable		)eve	Po		R		Stı
	Customer Focus	\(\)now	ecisi)	Com	Tea	and	nally	Chai		ole /	Ac	lopm	Politically Astute		Results-Oriented		Strategic
	ner I	/ledg	on-N	muni.	m Bı	Orga	'Effe	nge /	Inno	Adap	coun	ent C	lly A	Res	-Ori	Et	c Th
	ocus	eable	1ake:	cator	Team Builder	nizeı	ctive	\gent	Innovator	table	Accountable	oach	stute	Resilient	ented	Ethical	Thinker
Course Titles Competencies												_					
Business Writing																	
Business Writing Basics: From Emails to Staff Reports	X	X		X			X										
Delivering Customer Service in Writing	X	X		X			X										
Editing and Proofreading	X	X		X			X										
Grammar / Punctuation Refresher	X	X		X			X										
Writing for the Workplace	X	X		X		X	X						X				
Career Development																	
Developing a Growth Mindset - <b>NEW</b>						X		X	X	X		X		X	X		X
Networking for Success		X		X	X	X	X	X			X		X	X	X		X
Nuts & Bolts of Applying for a County Position		X	X			X		X				X		X			X
Presenting Yourself Effectively in a Civil Service Interview Process		X	X	X		X	X	X			X	X	X	X			X
Seven Skills You Need for Workplace Success - <b>NEW</b>	X		X	X	X	X	X	X				X		X	X	X	X
Change Management																	
Creatively Managing Today's Constant Changes - <b>NEW</b>			X	X	X	X		X	X	X		X	X	X	X		X
Leading Change			X	X	X	X	X	X		X	X		X	X	X	X	X
Planning the Next Normal - <b>NEW</b>	X		X		X	X		X	X	X					X		X
Resilient Leadership: Best Practices for Leading Change			X	X	X	X	X	X		X	X		X	X	X		X
Communication																	
Building Effective Workplace Relationships	X			X	X		X			X			X		X		X
Emotional Intelligence:The Key to Success in Today's Workplace - <b>NEW</b>	X			X	X	X	X	X	X	X	X		X		X		X
Mastering the Communication Process	X	X		X	X	X	X			X	X				X	X	
Using DiSC Communication Styles to Create Rapport and Influence - <b>NEW</b>	X	X	X	X	X		X						X				
Conflict Managerment																	
Conflict Resolution for Teams - NEW	X	X	X	X	X	X	X			X	X		X		X		X
How to Resolve Conflicts Caused by Difficult Behaviors - <b>NEW</b>	X		X	X	X		X			X	X		X	X		X	X
Customer Service																	
CARE Approach to Customer Service	X	X		X	X		X			X	X		X	X			

Course and Competency Grid				Pro									S					
Live, Instructor-Led Program				Problem-Solver and Decision-Maker									Skill &					
			Tech	-Solv	Ħ			Ir	lı				Care					
2021.22			Technically Knowledgeable	er an	Effective Communicator		Plan	Interpersonally Effective	Initiator / Change Agent		Fl		Career Development Coach					
2021-22		Cus	ly Kı	d De	ve C	]	ner a	rson	or / C		exible		evelo	Polit		Resi		Strategic
		stome	nowle	cision	mmı	eam	nd Or	ally E	hang	In	e / Ac	Acco	pmen	ically	R	ılts-C		egic '
		Customer Focus	dgeal	ı-Mal	ınicat	Team Builder	Planner and Organizer	ffecti	e Age	Innovator	Flexible / Adaptable	Accountable	t Coa	Politically Astute	Resilient	Results-Oriented	Ethical	Thinker
Course Titles	Competencies	su	ble	cer	tor	ler	zer	ve	ent	tor	ole	ole	ıch	ıte	nt	ed	al	(er
Exceptional Customer Service: Putting People First	·	X		X	X			X			X	Х					X	х
Employee Engagement																		
How to Stay Engaged at Work			X		X	X		X	X		X	X				X		X
Making Great Days at Work			X		X	X		X	X		X	X				X		X
Essential Supervisor Skills																		
ESS: Coaching for Performance and Development			X	X	X			X			X		X			X		X
ESS: Providing Effective Feedback to Guide Performance			X	X	X	X			X				X	X		X		X
ESS: Setting Goals to Achieve Performance and Development			X	X						X	X		X		X	X		X
ESS: Preparing Meaningful Performance Evaluations					X		X						X	X		X		X
ESS: Creating a Culture of Wellness			X				X		X	X	X		X			X		X
Leadership Skills		_	•	_	1	•		1		•	1			•	•	1	,	
How to Delegate Virtually for Successful Outcomes - <b>NEW</b>				X		X		X					X			X		X
Leadership Essentials - <b>NEW</b>					X	X		X	X		X		X	X			X	X
Management Essentials - <b>NEW</b>			X		X	X	X	X	X		X		X	X			X	X
Re-opening the Workplace After COVID-19 - <b>NEW</b>			X	X	X		X				X				X	X		X
Meeting Management																		
Leading an Effective Hybrid Meeting - <b>NEW</b>			X		X	X	X		X					X	X	X		
Leading an Engaging Virtual Meeting			X	X	X	X	X	X						X	X			
Meeting Management: The Art of Making Meetings Work - <b>NEW</b>			X		X	X	X									X		X
Running Effective Meetings			X		X		X				X					X		
Microsoft Office Suite		_		<u> </u>	1			T			ı					T	ı	
Excel Advanced			X															
Excel Calculations			X															
Excel Intermediate			X															
Excel Introduction			X															
Microsoft Publisher			X															
OneNote			X															

Course and Competency Grid			Pro									S					
Live, Instructor-Led Program			blem									Skill &					
2021-22	Customer Focus	Technically Knowledgeable	Problem-Solver and Decision-Maker	Effective Communicator	Team Builder	Planner and Organizer	Interpersonally Effective	Initiator / Change Agent	Innovator	Flexible / Adaptable	Accountable	z Career Development Coach	Politically Astute	Resilient	Results-Oriented	Ethical	Strategic Thinker
Course Titles Competencies																	
Outlook		X															Ш
Word Advanced		X															
Word Intermediate		X															
Word Introduction		X															
Presentation Skills																	
Delivering an Impactful Presentation - <b>NEW</b>	X	X		X		X	X		X			X			X		X
Presenting Virtually	X	X		X					X	X					X		X
Putting Your Presentation Together for Remote Audiences - <b>NEW</b>	X	X		X		X				X					X		X
Productivity Skills																	
Best Practices for Working Remotely - <b>NEW</b>		X				X					X			X	X		X
Get Organized for Peak Performance		X				X				X	X				X		
Project Management for Non-Project Managers - <b>NEW</b>		X			X	X			X			X		X	X		X
Time Management - <b>NEW</b>	X	X	X									X			X		
Time Management and Organization - <b>NEW</b>	X	X	X									X			X		
Self-Care																	
Manage Your Mood to Reduce Stress and Improve Well-Being - <b>NEW</b>				X			X			X							
Using Stress Positively				X			X			X							
Team Development & Collaboration																	
Building Great Remote and Hybrid Teams - <b>NEW</b>		X		X	X	X	X			X		X			X		X
Collaboration and Brainstorming with Remote Teams - <b>NEW</b>		X	X	X	X	X	X	X	X	X		X			X		X
Getting Your Team to Work Together in Today's Hybrid Environment - <b>NEW</b>		X		X	X	X	X			X		X			X		
Launching Effective Project Teams Remotely - <b>NEW</b>		Х		Х	X	X	X		X	X		X			X		