Course and Competency Grid
Live, Instructor-Led Program

2021-22

Course Titles / Competencies	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	Skill & Career Development Coach	Politically Astute	Resilient	Results-Oriented	Ethical	Strategic Thinker
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 - **NEW**							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 - **NEW**	X		X	X	X	X	X	X				X		X	X	X	X
Change Management																	
Creatively Managing Today's Constant Changes - **NEW**			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 - **NEW**	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 - **NEW**	X		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 - **NEW**	X	X	X	X	X		X						X				
Conflict Management																	
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 - **NEW**	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			

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Exceptional Customer Service: Putting People First	X		X	X			X			X	X					X	X
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																	
How to Delegate Virtually for Successful Outcomes - **NEW**			X		X		X					X			X		X
Leadership Essentials - **NEW**				X	X		X	X		X		X	X			X	X
Management Essentials - **NEW**		X		X	X	X	X	X		X		X	X			X	X
Re-opening the Workplace After COVID-19 - **NEW**		X	X	X		X				X				X	X		X
Meeting Management																	
Leading an Effective Hybrid Meeting - **NEW**		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 - **NEW**		X		X	X	X									X		X
Running Effective Meetings		X		X		X				X					X		
Microsoft Office Suite																	
Excel Advanced		X															
Excel Calculations		X															
Excel Intermediate		X															
Excel Introduction		X															
Microsoft Publisher		X															
OneNote		X															

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Outlook		X															
Word Advanced		X															
Word Intermediate		X															
Word Introduction		X															
Presentation Skills																	
Delivering an Impactful Presentation - **NEW**	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 - **NEW**	X	X		X		X				X					X		X
Productivity Skills																	
Best Practices for Working Remotely - **NEW**		X				X					X			X	X		X
Get Organized for Peak Performance		X				X				X	X				X		
Project Management for Non-Project Managers - **NEW**		X			X	X			X			X		X	X		X
Time Management - **NEW**	X	X	X									X			X		
Time Management and Organization - **NEW**	X	X	X									X			X		
Self-Care																	
Manage Your Mood to Reduce Stress and Improve Well-Being - **NEW**				X			X			X							
Using Stress Positively				X			X			X							
Team Development & Collaboration																	
Building Great Remote and Hybrid Teams - **NEW**		X		X	X	X	X			X		X			X		X
Collaboration and Brainstorming with Remote Teams - **NEW**		X	X	X	X	X	X	X	X	X		X			X		X
Getting Your Team to Work Together in Today's Hybrid Environment - **NEW**		X		X	X	X	X			X		X			X		
Launching Effective Project Teams Remotely - **NEW**		X		X	X	X	X		X	X		X			X		