strategic government resources

ONLINE COURSE CATALOG

HCAO HRRM

COMPLIANCE
HARRIS COUNTY
TEXAS
INITIATIVE

SGR

Human Relations Classes
for relational leadership

Competencies:

Embracing Diversity in the Workplace
- integrity
- diversity management
- interpersonal communication
- citizen service

Anger and Stress Management
- interpersonal communication
- citizen service
- mediation and negotiation

Ethics: The Heart of Public Service
- integrity

Local Government 101
- integrity
- diversity management
- interpersonal communication
- citizen service
- citizen participation

HUMAN RELATIONS CLASSES

Human Relations classes are typically required for all of your employees to ensure compliance with various legal, regulatory or risk management laws and regulations.

01.GOC.06 Anger and Stress Management

With the pace of life so fast, it seems as if anger and stress can control our lives. It has been estimated that more than half of all doctor visits are due to anger or stress-related illnesses. When we do not have a healthy mechanism to deal with the frustrations in our lives, it can lead to serious health problems. If we take the time for purposeful and constructive action, the path that we take to deal with our anger and stress can actually be a positive one. *Anger and Stress Management* helps participants communicate anger in healthy ways and implement effective stress management techniques.

01.GOC.01 Embracing Diversity in the Workplace

The U.S. workplace is more diverse than ever before. Diversity brings many benefits, but it also creates a responsibility for supervisors and employees to learn how to nurture and encourage healthy and vibrant interactions and teamwork in such a diverse environment. *Embracing Diversity in the Workplace* trains participants how to create a productive, synergistic environment.

01.GOC.08 Ethics: The Heart of Public Service

Ethical behavior is the foundation of a successful organization. *Ethics: The Heart of Public Service* is an ethics overview that can be used for new employee orientation and an ethics refresher for tenured public sector employees. In this course, participants review the basic rules of ethical conduct in the public sector and learn how to utilize the HEART Ethical Decision Making Process©. The class also includes many practical applications and several worksheets, including Unethical Behaviors Public Sector Employees Should Avoid.

01.GOC.02.01 Honing Your Emotional Intelligence: Self-Awareness

In this module, you will learn the fundamentals of emotional intelligence, the benefits of developing emotional intelligence, and plan strategies to improve your self-awareness.

01.GOC.15 Local Government 101

Substantial differences exist between operating in a private company and in the very high visibility and accountability of local government. Local Government 101 assists new employees in understanding the legal, cultural, and political environments of local government. This course provides an overview of the types of local governments and discusses forms of municipal government, specifically focusing on the city manager-council form of government. Participants will also learn about municipal revenue sources, the annual budget process, and strategies for a successful career in local government.

Human Relations Classes
for relational leadership

Competencies:

Preventing Sexual Harassment
‣ integrity
‣ diversity management
‣ interpersonal communication

What Were You Thinking?!
‣ integrity
‣ personal development

Harassment Prevention
‣ integrity
‣ diversity management
‣ interpersonal communication

01.GOC.03 Preventing Workplace Violence

Violence of any sort has many roots. Typically, there are warning signs of workplace violence. During this course, we take a comprehensive look at workplace violence - how to prevent it on an individual and an organizational level, and how to respond if it does occur.

### 01.GOC.20 Sexual Harassment Prevention

Sexual harassment and discrimination in the workplace are issues that cannot be ignored. Not only is there a considerable amount of liability for an organization, but there can be personal liability for a public employee as well. *Sexual Harassment Prevention* provides a comprehensive overview of sexual harassment prevention for public sector employees and includes a test to recognize harassment, principles to create a safe environment and mitigate risks, and discussion of actual workplace scenarios.

01.GOC.21 What Were You Thinking?

What once were presumed to be commonly shared behavioral standards can no longer be taken for granted. This class uses humor to address inappropriate social behaviors, and helps prepare the employee to respond appropriately to a variety of workplace situations and circumstances. By clearly articulating social and behavioral expectations, organizations increase the potential for an employee's success.

01.GOC.22 Workplace Harassment Prevention

Workplace Harassment Prevention instructs participants in creating a place of mutual respect for all employees. This class educates employees at all levels of responsibility on what the law says about sexual and other types of harassment and what constitutes harassment. It also helps define what is and is not appropriate personal behavior in a variety of specific situations and circumstances.
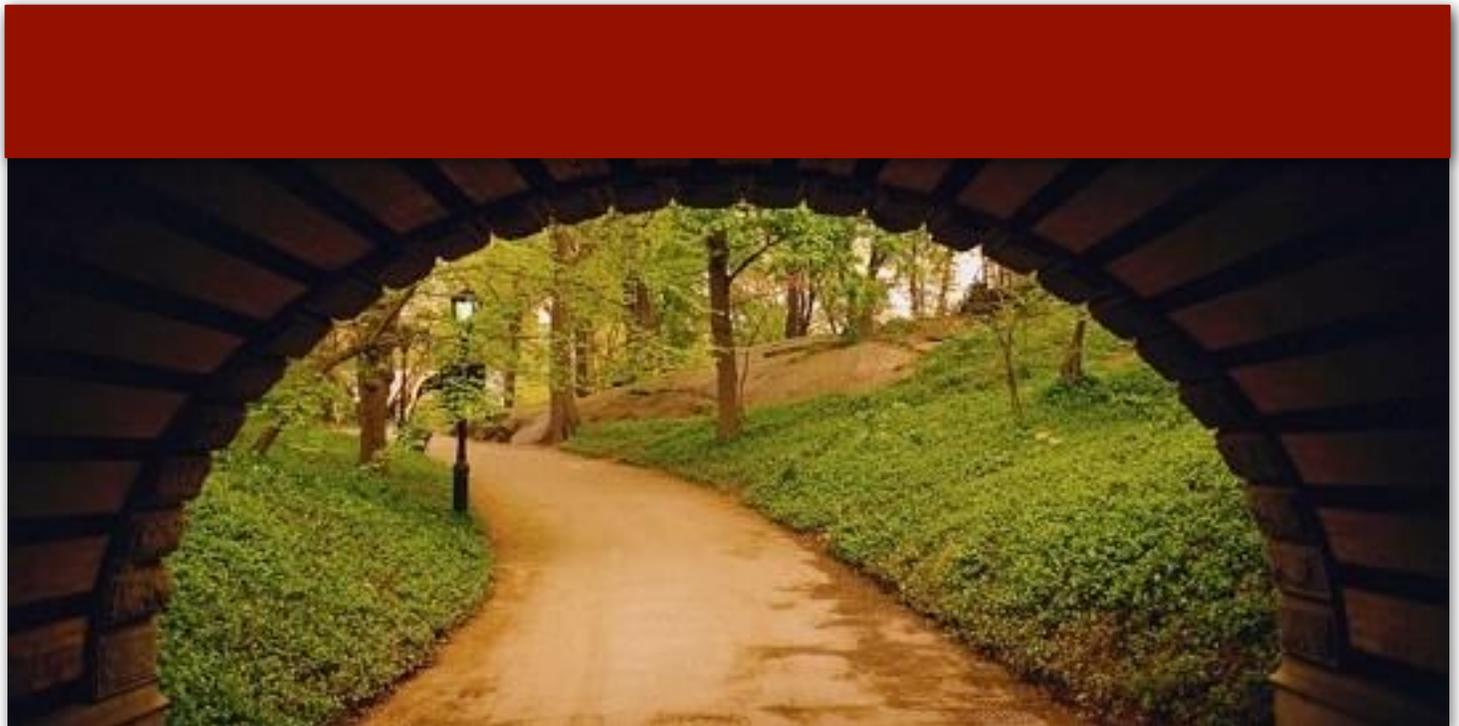
01.GOC.23.01 Building a Respectful Workplace – Defining Respect

This module leads participants to define respect in realistic terms and acknowledge the influence of respect. It is appropriate for frontline workers, supervisors, and managers.

01.GOC.23.02 Building a Respectful Workplace – Benefits of Respect

This module leads participants to recognize the benefits of a respectful workplace that can be experienced by employees, supervisors, and the organization.

01.GOC.23.03 Building a Respectful Workplace – Addressing Disrespect

This module leads participants to list and apply the elements of a healthy approach to addressing disrespect.

01.GOC.24 Recognizing and Responding to Workplace Bullying

All local government employees deserve a safe place to work. Workplace bullying is a threat to such an environment. This course is designed to help participants identify and address workplace bullying by defining, addressing, and preventing it.

01.GOC.25.01 What Were You Thinking – Communication Nation

This course explores the varying types of communication that can lead to a dysfunctional workplace. We go through the do's and don'ts of communication by analyzing scenarios that cover oversharing, gossiping, being negative, sharing opinions, and sharing information that is just plain inappropriate. We explain why certain manners of communication are not appropriate for the workplace and the possible consequences this can have.

01.GOC.25.02 What Were You Thinking – Social Media Fail

This module leads participants to recognize the need to carefully consider what they post on social media.

01.GOC.30.02 Honing Your Emotional Intelligence: Introduction to Self-Management

In this tutorial you will learn principles of self-management, a competency of emotional intelligence. You will also explore strategies to improve your self-management and develop a plan for success.

Customer Service Classes
for relational leadership

Competencies:

Extraordinary Customer Service
- integrity
- diversity management
- interpersonal communication
- citizen service
- citizen participation
- mediation and negotiation

Learning the Language of Multiple Generations
- diversity management
- interpersonal communication
- citizen service
- citizen participation
- mediation and negotiation

02.GOC.09 Extraordinary Customer Service

As the pressure increases to keep citizens happy and local business growing and thriving, it is more important than ever that local government employees know how to deliver customer service at the highest level. Extraordinary Customer Service is designed to give participants a broad overview of customer service and addresses dealing with both internal and external customers. This class instructs participants on topics including making great first impressions, professional phone etiquette, using email professionally, being respectful and responsive to customers' needs, and interacting with difficult customers.

02.GOC.14 Learning the Language of Multiple Generations

Now, more than any time in history, different generations with diverse outlooks are being asked to work together. Learning the Language of Multiple Generations helps employees understand the confusing differences between generations. In this course, participants overcome generational misconceptions and employ effective techniques for communicating with people of all ages, whether citizens or co-workers.

Customer Service Classes
for relational leadership

Competencies:

Pruning Negativity
- integrity
- interpersonal communication
- citizen service
- mediation and negotiation

Telephone Skills Training for Local Government Employees
- interpersonal communication
- citizen service
- mediation and negotiation

Time Management Through SMART Goals
- citizen service
- empowerment and delegation
- performance measurement
- change management
- vision, creativity, and innovation

02.GOC.18 Pruning Negativity

Negativity is a crushing, poisonous epidemic in the workplace that drains employees of energy and enthusiasm. *Pruning Negativity* trains participants how to handle negativity in themselves, their co-workers, and their customers appropriately and effectively, as well as how to prevent negativity in the future. This class uses the analogy of "Pruning the Negativity Tree."

02.GOC.23 Telephone Skills Training for Local Government Employees

In today's fast paced culture, it is critical that employees who answer the telephone are equipped to represent their organizations professionally and courteously. They should also be able to successfully transfer calls, answer customer inquiries, and reduce rework that results from insufficient information gathering. *Telephone Skills Training for Local Government Employees* prepares employees at all levels of employment to do just that. Additionally, this half-hour SGR online course prepares participants to streamline processes and maximize respect and accountability while creating a customer centric culture and reputation for excellence.

02.GOC.24 Time Management Through SMART Goals

It takes time to make time work for you. If you are truly going to make any difference in how you manage your time, you have to be prepared to make some changes. In rare cases, such changes may need to be radical. However, in most local government contexts, small shifts in time management today can lead to huge benefits over the long haul. *Time Management Through SMART Goals* can help you make subtle shifts that can lead to those huge benefits. Equip your employees to more effectively manage their time by incorporating goals that are: Specific, Measurable, Attainable, Relevant, and Timed.

02.GOC.25 Communication Processes: Effective Cycle of Communication I

Before we can communicate effectively, we must understand the basics of interpersonal communication. This course introduces participants to the components of an effective communication cycle. Participants will review the message, medium, feedback, inference, intention, and other foundations components of an effective communication cycle.

02.GOC.26 Overcoming Communication Barriers

Managing Communication Processes - Overcoming Communication Barriers is the second in a series of SGR courses dedicated to Effective Communication Processes. The course may be taken as a stand-alone, but is best experienced when taken after Managing Communication Processes - An Effective Communication Cycle.

02.GOC.27 Communication Processes – Supportive Conversations

Healthy communication is critical for a thriving workplace. There are many factors that contribute to healthy communication, but one of the most powerful ways is for workplace conversations to be supportive. This course which may be taken as a stand-alone or as a 3rd installment in SGR's Managing Communication Processes series. By the time supervisors complete this course, they will be in position to leverage the strength of supportive conversations in order to foster healthy relationships throughout an organization.

Supervisory Classes
for operational leadership

Managing Change
- citizen service
- mediation and negotiation
- team leadership
- facilitative leadership
- performance measurement
- change management
- strategic planning
- financial analysis
- vision, creativity, and innovation

03.GOC.16 Managing Change

For any change initiative to be effective, the change process must be aggressively managed. *Managing Change* instructs supervisors in the essential elements of change, including strategy, execution, and the all-important human element. This course offers participants an interactive approach to understanding the dynamics of individual and organization-wide changes great and small. In addition, participants gain a heightened awareness into their own processes of adapting to fundamental change, while acquiring tools in understanding and guiding others through change.

03.GOC.01.01 Supervisory Practice Lesson 1 – Traits and Responsibilities

Lesson 1 - Traits & Responsibilities is the first of six courses in the Supervisor Practices Series designed to help you better understand the roles and responsibilities of a supervisor in today's modern business world. This course leads you on a journey of self-discovery to understand how we feel about supervisory styles and our history working with supervisors.

03.GOC.01.02 Supervisory Practice Lesson 2 – Supervisor as Teacher

Lesson 2 - Supervisor as Teacher is the second of six courses in the Supervisory Practices Series designed to help you better understand the roles and responsibilities of a supervisor in today's organizations. This course specifically discusses the role of Teacher.

03.GOC.01.03 Supervisory Practice Lesson 3 – Supervisor as Motivator

Lesson 3 - Supervisor as Motivator is the third of six courses in the Supervisory Practices Series designed to help you better understand the roles and responsibilities of a supervisor in today's organizations. This course specifically discusses the role of Motivator.

03.GOC.01.04 Supervisory Practice Lesson 4 – Supervisor as Troubleshooter

Lesson 4 - Supervisor as Troubleshooter is the fourth of six courses in the Supervisory Practices Series designed to help you better understand the roles and responsibilities of a supervisor in today's organizations. This course specifically discusses the role of Troubleshooter.

03.GOC.01.05 Supervisory Practice Lesson 5 – Supervisor as Inspector

Lesson 5 - Supervisor as Inspector is the fifth of six courses in the Supervisory Practices Series designed to help you better understand the roles and responsibilities of a supervisor in today's organizations. This course specifically discusses the role of Inspector.

03.GOC.01.06 Supervisory Practice Lesson 6 – Practical Scenarios

Lesson 6 - Practical Scenarios is the sixth and final course in the Supervisory Practices Series. This course presents you with multiple different supervisory scenarios in which you will use the information you learned in the previous courses to determine what and where things went wrong.

Business Writing Skills
- interpersonal communication
- change management
- presentation skills
- media relations

04.GOC.12 Business Writing Skills

Business Writing Skills teaches participants to write clearly, concisely, and appropriately in a business context. This class is designed for those who prepare written presentations, letters, memos and emails and want to enhance their writing skills. The class includes grammar basics, exercises to enhance sentence structure, and overall improvement of written communication so that participants can convey their messages professionally.

03.GOC.20.01 Leadership and Culture – Leveraging Diversity for Success Module 1: Lessons from a Coach

In this module, we explore how the importance of recognizing culture in a team can lead to greater success. We delve into how embracing diversity and giving greater recognition to this can impact teams positively. We do this by looking at the example of the actions taken by Greg Popovich and coaching approach with the San Antonio Spurs.

03.GOC.20.01 Leadership and Culture – Leveraging Diversity for Success Module 2: Statistics and Globalization

In this module, we take a statistical look at diversity shifts and explore what the numbers say about the way demographics are shifting nationwide. We take a look at some individual states with a special focus on Texas. This module also explores the concept of Globalization and how the processes of globalization have contributed to demographic shifts. Throughout the topics covered in this module we look at how these concepts and changes effect local government.

03.GOC.20.01 Leadership and Culture – Leveraging Diversity for Success Module 3: Tribalism and Hidden Bias

In this module, we explore the concepts of Tribalism and how it impacts society today. We compare what tribalism looked like historically and in today's world. We also delve into the concept of Implicit Bias and how it effects the way we interact with people on a daily basis. We explore what we, as leaders in public service, need to be aware of these concepts as it impacts every interaction we have.

03.GOC.20.01 Leadership and Culture – Leveraging Diversity for Success: So, How Much Do You Know?

Cultural understanding reduces frustration and improves communication. In this module, we conduct two exercises to analyze our current knowledge levels of the cultures that make up our workplaces and the communities that we serve. We do this in order to identify the gaps in our knowledge so that we can then address these gaps.

Systems Building Classes
for systems leadership

06.GOC.13 Introduction to Lean Management in Government

Doing more with less has become a way of life for many local governments. However, using traditional techniques of simply working harder offers limited opportunity for substantial improvements. Traditional approaches often result in decline in service levels and employee morale. *Introduction to Lean Management in Government* introduces principles that help organizations increase productivity by working smarter, not harder.

07.CPS.01 Do You Have an Effective Organizational Structure

In this webcast, Richard E. Mallory, MM, PMP, poses the question, "Do you have an effective organizational structure?" He addressed the following topics to help you answer that question: Modifying an Organizational Structure; Evaluating an Organizational Structure; Balanced Vertical Coordination; Balanced Horizontal Coordination; Symptoms of Inappropriate Structure; Testing Decision Dynamics; and Testing Relationship Dynamics. Learn who the right people are to create synergy to get desired outputs.

07.CPS.05 Coaching Through Difficult Situations

Coaching Through Difficult Situations features author, speaker, and Certified Executive Coach Sandra Crowe. Her books "Since Strangling Isn't an Option" and "I Didn't Sign Up for This!" have received rave reviews from readers in all professions. During this webcast, Sandra specifically speaks to supervisors and staff who are interested in a learning process to coach others - particularly during difficult situations. This webcast shows how coaching can be used to address difficult situations, while creating a trusting climate for collaborative problem solving.

07.CPS.07 Leveraging the Power of Employee Engagement

In this CPS HR Webcast, Presenter Robert J. Lavigna, author of the book, "Engaging Government Employees: Motivate and Inspire Your People to Achieve Superior Performance," walks HR professionals and local government managers through various components of employee engagement. Questions asked and answered during the webcast include: What is employee engagement? Why does it matter? How do we know if our employees are engaged? How can we achieve high levels of employee engagement?

07.CPS.08 Creating a Culture of Trust

Without mutual trust, work relationships suffer. When work relationships suffer, communication breaks down, productivity slows, and engagement on the job all but disappears. It is clear that creating, nurturing, and safeguarding trust may be the most important aspect of a work environment for manager and employee alike. In today's workplace, employee and manager often work remotely, whether in the field, down the hall, or in separate buildings altogether. More than ever, trust provides an essential ingredient to effective communication. This webinar touches on the value of trust, how to frame a culture where trust can thrive, and it offers tips and actions to both earn and maintain trusting relationships at work

07.CPS.10 Discovering and Working with Your Strengths and Talents

This one hour webcast featuring presenter Craig Twombly introduces participants to current research and the practice of strengths-based work from Gallup. Learning how focusing on your strengths or the strengths of your team can lead to peak performance and maximum job satisfaction. This webcast is suitable for employees at all levels of your organization.

07.CPS.12 Team Development for Leaders

In this webcast, Michelle Andres introduces participants to the characteristics of the stages of team development. In addition, she provides insights related to understanding current team dynamics, the challenges associated with various stages of development, and creating strategy to move team members through the developmental stages.

07.CPS.13 Lead Like Your Life Depends On it

This one hour archived webcast focuses on how effective leadership WILL determine your organization's future success! Lance Guerra discusses why applying "progressive people practices" is not simply a good idea, but absolutely vital to the longevity and stability of public agencies.

Strategic Leadership Webinar Series
for strategic leadership

07.SLS.01 Secrets to Creating Real Change
Change is hard. And big change is overwhelming. Whether it's an unplanned change that's forced upon your organization (such as the economic crisis), or a planned change you are implementing (such as a culture change), you may face resistance and lack of motivation. Not only is this frustrating for everyone involved, but the changes that happen likely won't stick. But real, lasting change is possible – and not so painful – if you are able to align people's rational and emotional systems. Find out how in SGR's executive-level webinar, *Secrets to Creating Real Change*.

07.SLS.02 Getting the Most from Citizen Engagement
Local governments are in a unique position to take advantage of the "wisdom of crowds," by engaging citizens in public discussions that can bring enormous benefits to the community as a whole. It may come as a surprise to many of us that large groups of people are actually better at solving problems, fostering innovation, and coming to wise decisions. New Yorker columnist James Suroweicki, author of Wisdom of Crowds, says that, "under the right circumstances, groups are remarkably intelligent, and are often smarter than the smartest people in them." Find out what the right circumstances are, and how to apply this seemingly counter-intuitive concept to citizen engagement so that your local government can benefit from the wisdom of crowds.

07.SLS.03 Five Leadership Principles to Create the Ultimate Customer Experience for Citizens
This isn't your typical description of common sense "customer service" principles for local government organizations. Rather, this is a discussion of the uncommon leadership practices that transformed the UCLA Health System – and how you will apply the principles to create the ultimate customer experience in your local government. Register today for an executive–level webinar, Five Leadership Principles to Create the Ultimate Customer Experience for Citizens, in which Randy Mayeux and two local government leaders apply the principles from the New York Times #1 bestseller, Prescription for Excellence, to local government organizations. In Prescription for Excellence, author Joseph Michelli breaks down the UCLA approach into five principles to show readers how to achieve similar goals by translating these steps into any organization. Randy and our guest speakers will discuss each of these five principles and provide real- world examples that demonstrate the lessons that can be learned by local government organizations.

07.SLS.04 Coaching and Mentoring in Local Government: Leadership Lessons from a Legendary Coach
The legendary UCLA basketball coach, with a record 10 national titles in a 12-year period (seven in a row), and the first person to be voted into basketball's Hall of Fame as both a player and a coach, had a lot to teach us about leadership. You'll apply Coach John Wooden's 12 lessons in leadership and his acclaimed Pyramid of Success to your role as a coach/mentor in local government management, when you access the archived webinar, *Coaching and Mentoring in Local Government: Leadership Lessons from a Legendary Coach*.

Strategic Leadership Webinar Series
for strategic leadership

07.SLS.05 Seven Essential Leadership Strategies to Boost Employee Performance

Local governments have faced tough financial times over the past few years, working harder with fewer resources and under more stress. At the same time, government employees have been taking a beating in public opinion, with a noticeable rise in public distrust. All this takes a toll on productivity and morale. There's never been a greater need to encourage your employees! Bring your leadership team together for this executive-level webinar in which Randy Mayeux, along with two local government leaders, guides you through the principles of the leadership book, *Encouraging the Heart: A Leader's Guide to Rewarding and Encouraging Others*. This webinar shows you how to apply the practical strategies in the book to local government management, so that your leadership team can help people achieve higher goals of performance. You'll discover how to unleash the power that lies within a very simple principle of human performance: people like to be recognized for doing their best.

07.SLS.06 Leadership - Your Leadership Playbook

In the "new normal" of fewer resources and budget cuts, you could make the choice of cutting services or increasing the tax burden. Or you could pursue a more value-oriented agenda that will put you on a path of higher performance. Discover how to fortify your leadership skills to help your organization through the transformational change needed to succeed in this "new normal." Register today for an inspiring and fun webinar that uses America's favorite pastime – football – to demonstrate a series of synchronized leadership practices that will propel your organization and workforce forward to the end zone. Your Leadership Playbook, designed and presented by Patrick Ibarra, a former city manager and founder of the Mejorando Group, hands you a series of forward-thinking leadership practices guaranteed to help you lead your team to victory.

07.SLS.07 Managing in the New Normal: Future-Proof Your Organization

You've survived the economic recession, likely by changing how your local government does business, reducing spending, cutting budgets, and more. But change continues to happen rapidly all around us, including new social, mobile, and cloud technologies that bring new opportunities, as well as challenges. How can you ensure your organization will survive in a world of relentless change, where what works today will not work tomorrow? In other words, how can you future-proof your organization? Find out in this thought-provoking and insightful webinar.

07.SLS.08 Strategic Planning - Creating Strategy for Powerful Results

Before you take your leadership team into your next strategic planning session, make sure you understand the difference between good strategy and bad strategy. You and your staff may be surprised to learn that good strategy is rare. Most organizations – private or public sector, for-profit or nonprofit – think they have a strategy, but they don't. They have strategic goals, they have objectives, and they have buzzwords. There's too much at stake for your local government to fall into the same trap. Bring your entire leadership team to discover how to have "good strategy" in this webinar.

Career Management Classes
for professional competency

09.GOC.07 Crafting a Winning Transmittal Letter

Crafting a Winning Transmittal Letter is designed to walk local government job seekers through the first stage of the application submission process. This course reviews, "stand out from the crowd" email submission techniques, a successful transmittal letter crafting process, and transmittal letter spoilers that must be avoided. This course is a must for the first time public sector job seeker or the seasoned local government professional seeking to transition to a new job or advance his/her career.

09.GOC.17 Mastering the Online Interview

Mastering the Online Interview is designed to walk local government job seekers through preparation and execution of a successful online interview. In this course, participants will learn the purpose of an online interview, recognize the tools needed to succeed, and identify how to set the stage in order to "stand out from the crowd." In addition, this course teaches participants how to prepare for an online interview and identifies common pitfalls to avoid.

Other Position-Specific Classes
for professional competency

09.GOC.04 DOT Alcohol Testing and Reasonable Suspicion Training for Supervisors

Department of Transportation (DOT) Alcohol Testing and Reasonable Suspicion Training for Supervisors has been developed by Strategic Government Resources to ensure that local government supervisors meet mandated DOT alcohol testing training requirements. The online course defines reasonable suspicion, reviews DOT alcohol testing regulations for supervisors, specific compliance steps, record keeping regulations, and frequently asked questions.

09.GOC.05 DOT Drug Testing and Reasonable Suspicion Training for Supervisors

Department of Transportation (DOT) Drug Testing and Reasonable Suspicion Training for Supervisors has been developed by Strategic Government Resources to ensure that local government supervisors meet mandated DOT training requirements. The online course defines reasonable suspicion, reviews DOT drug testing regulations for supervisors, specific compliance steps, record keeping regulations, and frequently asked questions.

09.GOC.10 FMLA Compliance Guidelines for Supervisors

FMLA Compliance Guidelines for Supervisors provides a comprehensive overview of the Family and Medical Leave Act for employees at the supervisory level. In addition, the class familiarizes supervisors with the history of FMLA, reviews FMLA notice requirements, reviews the supervisor's role in FMLA compliance, and reviews multiple FMLA frequently asked questions and clarifies answers.

09.GOC.11 HIPAA Compliance Training for Supervisors

HIPAA Compliance for Supervisors reviews federal compliance guidelines for local government supervisors responsible for Health Insurance Portability and Accountability Act employee awareness, pattern, and practice.

09.GOC.19 Red Flags Rule: Identity Theft Prevention

Identity Theft is the fastest growing crime in the United States, and the second most common form of identity theft is utilities fraud. Participants receive hands-on training regarding the types and categories of Red Flags in order to assist employees in identifying and detecting Red Flags, as well as how to prevent and mitigate identity theft by protecting sensitive customer information.

for professional competency

09.COH.01 A Simple Way to Decrease Healthcare Costs

The City of Mesquite, Texas, is raising the bar on employee healthcare and winning praise from its employees. Human Resource Director Brian Dickerson and Dr. Eric Bricker, Chief Medical Officer with Compass Professional Health Services, will introduce you to a new concept for employee healthcare benefits that is truly a game-changer. Rising healthcare costs create challenges for cities and organizations across the nation. From providing quality insurance benefit packages to making sure employees have access to exceptional health services, more and more cities are looking for ways to leverage their healthcare dollars. Learn how one Texas city has saved over $800K in less than two years with an innovative approach to employee healthcare benefits.

09.COH.02 Integrating Your Community and Social Media

The nature of communication is rapidly changing. Take the guess work out of using social media as a dynamic communication tool. Whether your organization is fully engaged in social media or just beginning, find out how to leverage the various social media applications to enhance your communication plan. You'll discover why more and more local governments are turning to social media to engage their residents in two-way communication.

09.COH.03 Self-Supporting Recreation

In 2009, the Town of Cedarburg, Wisconsin, Town Administrator Jim Culotta was tasked by the Town Board to create a self-sustaining recreation program for the community. At the time, Cedarburg residents paid taxes annually to support a shared service agreement for recreation with a neighboring city, and also paid a "user fee" for each program, essentially paying for the same service twice. Using innovative ideas and partnering with businesses, schools, and others in the community, Jim was able to lead the creation of an award-winning recreation program for Cedarburg that is now 100% self-supporting. Since 2010, this program has saved tax payers over $256,000, and generated over $100,000 in revenue. SGR's webinar *Self-Supporting Recreation* offers an inside look at how one community met the challenge of providing quality recreation programs at no cost to the Town or taxpayers.

09.COH.04 Understanding Zoning 101

Learn the basics of zoning ordinances and the zoning process! Carl Stephani has 35 years of local government experience and authored the book *Zoning 101*. Stephani discusses the basic elements of zoning that focus on land use, development standards, non-conformities, permit evaluation, and more. This information will also provide an informative overview for city staff members who need to be familiar with zoning, but may not need in-depth training.

09.COH.05 Outside the Box: New Ways to Engage Your Citizens

When the City of Cedar Park, Texas, noticed that younger residents and busy families in this Austin suburb were not attending Town Hall meetings, the staff began developing a plan to increase citizen engagement. Understanding that this segment of the community was technologically savvy and needed 24/7 access to information, Cedar Park implemented several web-based platforms and applications that increased citizen interaction, improved service delivery, and enhanced communication. SGR's webinar *Outside the Box: New Ways to Engage Your Citizens* demonstrates how local governments can utilize technology to reach and engage citizens to gain valuable feedback on what residents really want and need from their City leaders.

09.COH.07 Strategic Planning Process

This On-Demand Webinar is a conversation between Bernadette Hughes with the City of Tamarac, Florida, and Ron Holifield, CEO of SGR. Tamarac implemented an exceptional strategic planning process eight years ago and they have kept it fresh and innovative along the way. Bernadette and Ron will talk about what is working in Tamarac and how you can apply their methods to achieve great strategic planning results. Discover how to create a "High Performing" organization through a strategic planning process based on city-wide performance excellence.

- Coping and Stress Profile®
- Discovering Diversity Profile®
- Personal Development Profile®
- Personal Listening Profile®
- Personal Learning Insights Profile®
- Time Mastery Profile®
- Work Expectations Profile