



Harris County
HRRM
Human Resources &
Risk Management

EDITION

OCTOBER-DECEMBER 2023

Course Catalog

[CLICK TO BROWSE CATALOG](#)

**Human Resources & Risk Management
Learning and Development**

1111 Fannin Street, 6th Floor
Houston, TX 77002

For questions please email:

HRRMTraining@harriscountytexas.gov



COURSE CATALOG

CONTENT



CLASS REGISTRATION	3
FREQUENTLY ASKED QUESTIONS	4
COURSE CALENDARS	5
NEW EMPLOYEE ORIENTATION	8
RETIREMENT SEMINAR	9
KNOWLEDGECITY ONLINE TRAINING	10
ONLINE NOTARY TRAINING	11
COURSE DESCRIPTIONS	12
CONTACT LEARNING & DEVELOPMENT	20



Harris County
HRRM
Human Resources &
Risk Management



Class Registration



How do I register for a class?

Click on the following link: <https://webapps2.harriscountytexas.gov/hctraining/>

- Go to Human Resources & Risk Management and click the (+).
- Classes are listed by category, click the (+) to see all classes.
- Browse the class listing to determine a class to enroll in.
- Click on 'Register for this class!'
- Fill out the form and click the 'Submit' button.

*** Individuals should obtain their supervisor's approval prior to registering for a class.
Registered individuals will receive a confirmation within minutes of registration.**

To register for virtual classes

Register	Subevent Name	Venue	Date	Time	Sub Event Information
Register for this class!	Employees: Fostering a Respectful	Online	11/2/2023 - 11/2/2023	9:00 AM - 10:00 AM	View Details...
Register for this class!	Employees: Fostering a Respectful	Online	10/10/2023 - 10/10/2023	10:00 AM - 11:30 AM	View Details...
Register for this class!	Change Management	Online	10/9/2023 - 10/9/2023	12:00 PM - 2:00 PM	View Details...
Register for this class!	Change Management	Online	11/20/2023 - 11/20/2023	10:00 AM - 12:00 PM	View Details...
Register for this class!	Change Management	Online	12/11/2023 - 12/11/2023	11:00 AM - 1:00 PM	View Details...
Register for this class!	Communication Styles	Online	12/13/2023 - 12/13/2023	10:00 AM - 12:00 PM	View Details...
Register for this class!	Communication Styles	Online	10/25/2023 - 10/25/2023	10:00 AM - 12:00 PM	View Details...

To register for in-person classes

Register	Subevent Name	Venue	Date	Time	Sub Event Information
Register for this class!	CPR/AED	County Adminis	10/24/2023 - 10/24/2023	9:00 AM - 12:00 PM	View Details...
Register for this class!	CPR/AED	County Adminis	11/30/2023 - 11/30/2023	9:00 AM - 12:00 PM	View Details...
Register for this class!	CPR/AED	County Adminis	12/18/2023 - 12/18/2023	9:00 AM - 12:00 PM	View Details...
Register for this class!	Defensive Driving	Brighter Future	10/12/2023 - 10/12/2023	9:00 AM - 3:00 PM	View Details...
Register for this class!	Defensive Driving	Brighter Future	11/9/2023 - 11/9/2023	9:00 AM - 3:00 PM	View Details...
Register for this class!	Defensive Driving	Brighter Future	12/15/2023 - 12/15/2023	9:00 AM - 3:00 PM	View Details...



Frequently Asked Questions



What happens after I register for a virtual learning class?

Individuals registered for a virtual class will receive a confirmation within minutes of registration. You will also receive an email with instructions and login credentials the day prior to the class. All individuals logged into the training via zoom MUST be registered for the course.



What does it mean to be waitlisted?

If an individual is waitlisted, this means the class is currently full and you are not able to attend unless we receive a cancellation prior to the class. In this case, we will enroll the next person on the list and send an email confirmation.



Who should I contact if unable to attend a scheduled training?

Send an email to HRRMTraining@harriscountytexas.gov for cancellations and please include your full name, the class name and date.



Will I receive a certificate after each course?

Individuals must be an active participant in the course by joining the class on time (anyone over 5 minutes late is not eligible to receive a certificate) and engage in all activities such as discussions, polls and surveys to receive a certificate of completion. Certificates are provided via-email request to HRRMTraining@harriscountytexas.gov.



Who should I contact if I have questions?

If you have any questions or concerns, you may call 713-274-5435 or email HRRMTraining@harriscountytexas.gov.

OCTOBER 2023

COURSES WITH AN ASTERISK*
ARE OPEN TO **MANAGERS & SUPERVISORS ONLY.**

CLICK HERE



To Register for a Class

MON	TUE	WED	THU	FRI
<p><u>2</u></p> <p><u>Employees-Preventing Discrimination & Harassment</u> 9-10:30am</p> <p><u>Emotional Intelligence</u> 12-2pm</p>	<p><u>3</u></p> <p><u>Employees-Preventing Discrimination & Harassment</u> 9-10:30am</p> <p><u>EAP Sexual Harassment Awareness</u> 1-2pm</p>	<p><u>4</u></p> <p><u>New Employee Orientation</u> 8am-12pm</p> <p>* <u>Managers-Preventing Discrimination & Harassment</u> 1-3pm</p>	<p><u>5</u></p> <p>* <u>Manager's Guide: Sexual Harassment Awareness</u> 9-10am</p> <p><u>Crucial Conversations</u> 12-2pm</p>	<p><u>6</u></p>
<p><u>9</u></p> <p>* <u>Managers Guide: Psychological Safety at Work</u> 10-11am</p> <p><u>Change Management</u> 12-2pm</p>	<p><u>10</u></p> <p><u>Employees-Preventing Discrimination & Harassment</u> 10-11:30am</p> <p><u>Conquering Compassion Fatigue</u> 1-2pm</p>	<p><u>11</u></p> <p>* <u>Managers: Preventing Discrimination & Harassment</u> 10am-12pm</p>	<p><u>12</u></p> <p><u>The Pillars of Leadership</u> 10am-12pm</p>	<p><u>13</u></p> <p><u>Super Charge Your Invoice</u> 10-11:30am</p>
<p><u>16</u></p> <p><u>Dealing with Difficult People</u> 1-2pm</p>	<p><u>17</u></p> <p>* <u>Managers Guide: Mental Health at Work</u> 10-11am</p> <p>* <u>Managers-Preventing Discrimination & Harassment</u> 12-2pm</p>	<p><u>18</u></p> <p><u>New Employee Orientation</u> 8am-12pm</p>	<p><u>19</u></p> <p><u>Defensive Driving</u> In-Person 9am-3pm</p> <p><u>The Personas of Leadership</u> 12-2pm</p>	<p><u>20</u></p>
<p><u>23</u></p> <p><u>Managing Change Downsizing Jobloss</u> 9-10am</p>	<p><u>24</u></p> <p><u>Effective Teamwork; Strategies</u> 1-2pm</p> <p><u>CPR/AED</u> In-Person 9am-3pm</p>	<p><u>25</u></p> <p><u>Communication Styles</u> 10am-12pm</p> <p><u>Employees-Preventing Discrimination & Harassment</u> 1-2:30pm</p>	<p><u>26</u></p> <p><u>Retirement Seminar</u> 8am-4pm</p>	<p><u>27</u></p>
<p><u>30</u></p>	<p><u>31</u></p> <p>* <u>Managers-Preventing Discrimination & Harassment</u> 10am-12pm</p>			

CLICK ON CLASS NAME TO
READ CLASS DESCRIPTION!



CLICK HERE 

[To Register for a Class](#)

NOVEMBER 2023

COURSES WITH AN ASTERISK*
ARE OPEN TO **MANAGERS & SUPERVISORS ONLY.**

MON	TUE	WED	THU	FRI
		1 <u>New Employee Orientation</u> 8am-12pm	2 <u>Employees-Preventing Discrimination & Harassment</u> 9-10:30am <u>Emotional Intelligence</u> 10am-12pm <u>Managing Change Surviving Transition</u> 1-2pm	3
6 <u>The Pillars of Leadership</u> 10am-12pm <u>Presenting Your Best Professional Image</u> 1-2pm	7 <u>Managers Guide: Communication Toolkit</u> 10-11am * <u>Managers-Preventing Discrimination & Harassment</u> 12-2pm	8 <u>Work From Home, Maximize Your Success</u> 9-10am <u>The Personas of Leadership</u> 11am-1pm	9 <u>Retirement Seminar</u> 8am-4pm <u>Defensive Driving In-Person</u> 9am-3pm	10
13 <u>Communication Styles</u> 9-11am * <u>Managers Guide: Coaching in the Workplace</u> 1-2pm	14 <u>Stress in Customer Service Roles</u> 10-11am * <u>Managers-Preventing Discrimination & Harassment</u> 12-2pm	15 <u>New Employee Orientation</u> 8am-12pm <u>Super Charge Your Invoice</u> 10-11:30am	16 * <u>Managers Guide: Critical Incidents in the Workplace</u> 9-10am <u>Crucial Conversations</u> 12-2pm	17
20 <u>Change Management</u> 12-2pm	21	22	23	24
27	28	29 * <u>Managers Guide: Managing Conflict</u> 1-2pm	30 <u>CPR/AED In-Person</u> 9am-3pm	

CLICK ON CLASS NAME TO VIEW CLASS DESCRIPTION!



CLICK HERE



[To Register for a Class](#)

DECEMBER 2023

COURSES WITH AN ASTERISK*
ARE OPEN TO **MANAGERS & SUPERVISORS ONLY.**

MON

TUE

WED

THU

FRI

MON	TUE	WED	THU	FRI
				1
4 <u>Workplace Bullying</u> 11am-12pm	5 <u>Emotional Intelligence</u> 12-2pm	6 <u>New Employee Orientation</u> 8am-12pm	7 * <u>Managers Guide: Inclusive Leadership</u> 9-10am <u>Crucial Conversations</u> 12-2pm	8 <u>Defensive Driving</u> In-Person 9am-3pm
11 <u>Change Management</u> 11am-1pm	12 * <u>Managers Guide: Leading in Generations of Work</u> 10-11am	13 <u>Communication Styles</u> 10am-12pm	14 <u>Retirement Seminar</u> 8am-4pm	15
18 <u>CPR/AED</u> In-Person 9am-3pm <u>Workplace Conflict: Strategies and Solutions</u> 9-10am <u>The Pillars of Leadership</u> 12-2pm	19	20 <u>New Employee Orientation</u> 8am-12pm <u>Pay it Foward: A Guide to Giving Back</u> 1-2pm	21 <u>The Personas of Leadership</u> 10am-12pm	22
25	26	27	28 * <u>Manager's Guide to the EAP</u> 10am-12pm	29

CLICK ON CLASS NAME TO
VIEW CLASS DESCRIPTION!



NEW EMPLOYEE ORIENTATION



DATES

OCTOBER	NOVEMBER	DECEMBER
• 4TH	• 1ST	• 6TH
• 18TH	• 15TH	• 20TH



TIME

8:00 AM-12:00 PM

**PLEASE NOTE:
REGISTRATION IS REQUIRED!**



ALL NEW HARRIS COUNTY EMPLOYEES ARE WELCOME TO ATTEND ONE SESSION. LEARN ABOUT HARRIS COUNTY PERSONNEL POLICIES AND PROCEDURES, YOUR HEALTHCARE BENEFITS, PAYROLL, RETIREMENT BENEFITS, YOUR RIGHTS AND RESPONSIBILITIES AS AN EMPLOYEE, CAREER DEVELOPMENT PROGRAMS, AND OTHER HARRIS COUNTY SERVICES.

***NEW EMPLOYEE ORIENTATION IS OFFERED VIRTUALLY VIA ZOOM.**

EMAIL FOR INFORMATION



RETIREMENT SEMINAR

**October
26th**

**November
9th**

**December
14th**

**8:00AM-4:00PM
VIRTUAL SEMINAR**

**REGISTRATION IS BY INVITATION ONLY
Eligible employees may attend once on County time.**

LEARN ABOUT

- **YOUR TCDRS ACCOUNT**
- **POST-RETIREMENT BENEFITS AND INSURANCE**
- **HEALTH AND WELLNESS ISSUES**
- **SOCIAL SECURITY**
- **WILLS AND PROBATE**
- **THE REQUIRED FORMS AND PROCESSES**
- **OTHER SERVICES FOR FUTURE RETIREES**

***IF YOU PREVIOUSLY
ATTENDED, YOU MAY
REGISTER FOR A
SUBSEQUENT CLASS ON
YOUR OWN TIME.**



KnowledgeCity

Online Training

Participate in online training at your convenience with internet access.

[View Catalog](#) >



**FOR ACCESS TO KNOWLEDGECITY,
PLEASE SEND AN EMAIL TO:
HRRMTRAINING@HARRISCOUNTYTX.GOV**



Knowledge
Empowers
You



Texas Online Notary Training

This online course will review the steps required to become a Texas Notary. Learn the nine basic steps every notary must follow when performing notarial acts, along with the powers and duties as authorized by Texas law.

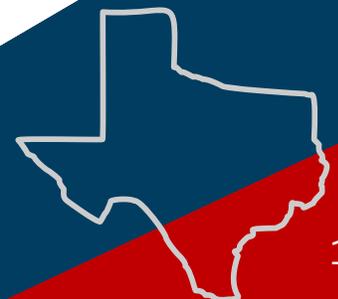
LEARN HOW TO:

- IDENTIFY PROHIBITED NOTARIAL ACTS AND AVOID NOTARIAL MISCONDUCT
- AVOID CONFLICTS OF INTEREST WHEN PERFORMING NOTARIAL ACTS
- HANDLE UNLAWFUL NOTARIAL REQUESTS
- IDENTIFY THE THREE ALLOWABLE METHODS FOR A DOCUMENT'S SIGNER
- DETECT ALTERED IDENTIFICATION DOCUMENTS
- PROPERLY USE YOUR TEXAS NOTARY STAMP, SEAL, AND RECORD BOOK
- RECORD THE REQUIRED INFORMATION IN YOUR NOTARY RECORD BOOK
- PROPERLY CORRECT NOTARIAL RECORD BOOK ENTRIES
- IDENTIFY DIFFERENT TYPES OF NOTARIAL ACTS
- IDENTIFY WHICH DOCUMENTS CAN AND CANNOT BE NOTARIZED AND WHEN TO REFUSE
- COMPLY WITH ELECTRONIC NOTARIZATION LAWS

**Please acquire management approval
prior to registration.**

For Registration, Please Email:

HRRMTraining@harriscountytexas.gov



Course Descriptions

COURSES WITH AN ASTERISK*
ARE OPEN TO **MANAGERS &
SUPERVISORS ONLY.**

Topics and presenters are subject to change or cancel without notice.

Change Management

Instructor: Kim Bennett

Virtual

This program is valid for 2.0 PDC for the SHRM-CP® or SHRM-SCP®.

What is your approach to take on the velocity and pace of change happening around you? Do you feel equipped to lead yourself and others through change? Understanding "how" you approach change is the first step in creating the framework for managing change events that are beyond your control. And seeking to understand how others adapt to change invites a cohesive and supportive alliance for dealing with change together.

Communication Styles

Instructor: Kim Bennett



Virtual

This program is valid for 2.0 PDC for the SHRM-CP® or SHRM-SCP®.

Is your workplace Communication Style as effective as it could be? According to Harvard Division of Continuing Education, knowing your personal communication style—and adapting that style to the needs of your team—will help avoid misunderstandings and keep your team operating at peak effectiveness. Your communication style can have a tremendous impact, either positive or negative, on your ability to lead. Developing the ability to adapt your communication style to meet the diverse needs of your colleagues will help you to create a positive workplace culture that fosters both motivation and collaboration toward a common goal.

Conquering Compassion and Fatigue

Instructor: Bill Prasad

Virtual

This program is valid for 1.0 PDC for the SHRM-CP® or SHRM-SCP®.

When caring and compassion are at the core of your job description, you may be at risk for a particular form of burnout called “compassion fatigue.” Join us to explore the factors that can contribute to it and how to recognize the signs. We’ll discuss the added impact of trauma exposure and talk about how to maintain healthy emotional boundaries. We’ll review strategies that can help you reclaim balance and build compassion resilience in your professional and personal life..

CPR/AED

Instructor: Cynthia Alvarez

In-Person

The CPR/AED course provides clear, concise direction on how to perform CPR and use an AED in an emergency situation. You will gather knowledge of CPR for victims of all ages and sizes. You will also learn how to easily and appropriately use an (AED) automated external defibrillator, and alleviate choking (foreign-body airway obstruction.)The course focus is on the ability to recognize, respond to, and treat emergencies such as sudden cardiac arrest.

Crucial Conversations

Instructor: Kim Bennett

Virtual

This program is valid for 2.0 PDC for the SHRM-CP® or SHRM-SCP®.

Think about how you feel when an important conversation needs to take place. Do you look forward to that conversation or would you rather avoid it? Most of us know that feeling when someone says, "we need to talk," or when your boss approaches you and says, "I need to talk to you about something." Maybe your heart starts racing and fear sets in. Perhaps you begin to second guess your strategy or feel ill prepared. Although we realize these conversations are necessary, we often don't look forward to having them for various reasons. We may not know where to start, or what to say, or how to say it. We may even delay it because the thought of it scares us, and this may result in avoidance.

Dealing With Difficult People

Instructor: Bill Prasad

Virtual

This program is valid for 1.0 PDC for the SHRM-CP® or SHRM-SCP®.

We all have certain people who "push our buttons." Challenging work styles, personality traits, and ways of communicating can be sources of workplace stress that seem hard to resolve. This seminar can help. Discover the power you have to positively shape difficult interactions – in person and virtually. We'll explore strategies for defusing conflict and managing the impact in emotionally healthy ways.

Defensive Driving

Instructor: Bright Ihezue

In-Person

An interactive learning environment where participants will analyze real driving situations, spot driving hazards and identify and execute the correct defenses. Participants will learn the five characteristics of a defensive driver, discuss the 3-basic principal of defensive driving and review the eight labels that are attached to drivers. The course will also focus on collision prevention and Fleet safety management.

Developing the Leader within You: The Pillars of Leadership

Instructor: Kim Bennett

Virtual

This program is valid for 2.0 PDC's for the SHRM-CP® or SHRM-SCP®.

"Follow the Leader" is a common expression most of us are familiar with. But what is a Leader? What compels us to "follow the leader?" With leadership being an integral part of organizational success, it is important to understand how our leadership influences others. Have you ever asked yourself, "Why would someone want to follow me?" Does the way you lead improve relationships and business performance? Who are the leaders you admire? What are the qualities that make them great leaders? The answers to these questions highlight the skills we may need to develop in order to become the leaders we want to be, and the good news is leadership is a skill that can be developed in all of us.

Course Descriptions

Continued...

Developing the Leader within You 2.0: The Personas of Leadership

Instructor: Kim Bennett

Virtual

This program is valid for 2.0 PDC for the SHRM-CP® or SHRM-SCP®.

As a leader, how often do you ask yourself, "How am I being perceived?" Take a moment to consider the persona you believe your team sees versus the one they actually perceive. Leadership is a delicate dance, and the perception of those you lead can be a powerful force in achieving success. By understanding how your leadership is perceived, you can cultivate a positive and productive environment that supports your team's growth and success. We all have our known personas, the unique blend of personality, attitude, and behavior that we present to the world. Reflecting on these personas can reveal blind spots in your leadership style and help you understand the energy, effect, and influence you have on your team.

Effective Communication Skills

Instructor: Cynthia Kay

Virtual

This program is valid for 1.0 PDC's for the SHRM-CP® or SHRM-SCP®.

You may feel that you're a good communicator, but is the message you're sending the same one your listeners are receiving? Join us to brush-up on verbal, non-verbal, and electronic communication skills. Get tips that can boost your listening skills and discuss how to stay on track when communication gets complicated.

Effective Teamwork: Strategies for Working Together

Instructor: Cynthia Kay

Virtual

This program is valid for 1.0 PDC for the SHRM-CP® or SHRM-SCP®.

There's no "I" in "team," but each of us does play a role in creating a strong and effective team. In this seminar, we'll discuss what makes a team work. Learn about psychological safety and how it shapes an effective team. Explore the idea of productive conflict. And review several simple, but powerful ways to improve your team dynamic, starting today.

Emotional Intelligence

Instructor: Kim Bennett

Virtual

This program is valid for 2.0 PDC's for the SHRM-CP® or SHRM-SCP®.

We all encounter stressful, challenging, and demanding situations that can raise strong emotions. Most of us have been there, when unpredictable and uncontrollable events occur at work, and we struggle to stay calm under pressure or to respond effectively when emotions overwhelm us! It's important we understand how our emotions impact the way we work and interact with others. People who demonstrate Emotional Intelligence (EQ) are better able to deal with and manage emotions within themselves and be more socially aware of the emotions of others to more effectively communicate and collaborate.

Employees: Fostering a Respectful Workplace: Preventing Discrimination & Harassment

Instructor: Erika Owens

Virtual

This program is valid for 1.5 PDC's for the SHRM-CP® or SHRM-SCP®.

Harris County is committed to ensuring that we have a respectful workplace environment. A workplace free of discrimination and harassment. In this session, we will cover the elements of a respectful workplace and relevant County policies, including a review of what constitutes unlawful discrimination and harassment.

***Managers: Fostering a Respectful Workplace: Preventing Discrimination & Harassment**

Instructor: Erika Owens

Virtual

This program is valid for 2.0 PDC for the SHRM-CP® or SHRM-SCP®.

Harris County is committed to ensuring that we have a respectful workplace environment. A workplace free of discrimination and harassment. In this session, we will cover the elements of a respectful workplace and relevant County policies, including a review of what constitutes unlawful discrimination and harassment.

Managing Change Downsizing Job Loss

Instructor: Brent O'Bannon

Virtual

This program is valid for 1.0 PDC for the SHRM-CP® or SHRM-SCP®.

Change may be a given but adapting to it isn't – it takes effort. Changes in the workplace, where we have so much of ourselves invested, can be especially challenging. In this seminar, we'll unpack the experience of change. We'll talk about why it can feel hard and how to manage those feelings. We'll discuss how to tap your natural resilience and share strategies for navigating from old to new. And we'll explore what you can do to begin claiming the future you want.

Managing Change Surviving Transitions

Instructor: Brent O'Bannon

Virtual

This program is valid for 1.0 PDC's for the SHRM-CP® or SHRM-SCP®.

Change may be a given but adapting to it isn't – it takes effort. Changes in the workplace, where we have so much of ourselves invested, can be especially challenging. In this seminar, we'll unpack the experience of change. We'll talk about why it can feel hard and how to manage those feelings. We'll discuss how to tap your natural resilience and share strategies for navigating from old to new. And we'll explore what you can do to begin claiming the future you want.

Course Descriptions

Continued...

***Managers Guide: Coaching in the Workplace**

Instructor: Brent O'Bannon

Virtual

This program is valid for 1.0 PDC for the SHRM-CP® or SHRM-SCP®.

Looking for a way to boost performance on your team? Coaching might be the solution for you! Research shows a coaching approach can help increase productivity, work performance, and strengthen job satisfaction. This seminar will walk you through key coaching concepts. We'll review who is a good candidate for coaching and how to apply a coaching strategy. We'll also practice the skills needed to support coaching success.

***Managers Guide: Communication Toolkit**

Instructor: Bill Prasad

Virtual

This program is valid for 1.0 PDC for the SHRM-CP® or SHRM-SCP®.

Communication is one of the most valuable tools you have as a leader. As with any tool, it's important to learn how to use it most effectively. This seminar aligns communication strategies with managerial roles and goals to help you maximize your effectiveness. We'll review key verbal, non-verbal, and virtual skills. And share helpful tips for better listening.

***Managers Guide: Critical Incidents in the Workplace**

Instructor: Cynthia Kay

Virtual

This program is valid for 1.0 PDC for the SHRM-CP® or SHRM-SCP®.

A traumatic event at or in the area of your workplace can have a wide-reaching effect. Responding quickly and effectively can help the workforce navigate the stress with resilience and reduce long-term impacts. As a manager, there are many tools and strategies you can use to do this. In this seminar, we'll explore trauma reactions. You'll learn about all the resources available to support you and your employees if a crisis occurs. In addition, we'll teach you how you can help employees cope immediately after a critical incident and in the weeks and months that follow.

***Managers Guide: Inclusive Leadership**

Instructor: Cynthia Kay

Virtual

This program is valid for 1.0 PDC for the SHRM-CP® or SHRM-SCP®.

Today's workplaces are growing more and more diverse. With a diverse set of people comes a diverse set of styles – styles of working, communicating, and cooperating – along with new perspectives and ideas. Diversity can have big payoffs but can be challenging to manage. In this seminar, we'll discuss the importance of inclusive leadership and what it looks like. We'll explore the role of bias in management decisions and talk about the concept of cultural humility and how to approach interactions with openness. Join us as we discover ways to promote team cohesion and equity in the workplace with inclusive leadership.

***Managers Guide: Leading in Generations at Work**

Instructor: Brent O'Bannon

Virtual

This program is valid for 1.0 PDC's for the SHRM-CP® or SHRM-SCP®.

Understanding the influence of generational traits can help you bring out the best in your employees. Join us to explore the factors that helped shape the generations and how these can play out in preferences and styles at work. Learn what drives generational disconnects and how your actions can reduce friction and maximize the assets of your team.

***Managers Guide: Managing Workplace Conflict**

Instructor: Brent O'Bannon

Virtual

This program is valid for 1.0 PDC's for the SHRM-CP® or SHRM-SCP®.

Conflict – it happens. But leaving disagreements unresolved can lead to a stressful, even toxic, work environment. As a manager, being able to address and defuse conflict is key. In this seminar you will learn the steps necessary to effectively evaluate signs of conflict and facilitate solutions to disruptive disputes. We'll explore the value of constructive conflict and how to empower employees to make productive resolutions the norm.

***Managers Guide: Mental Health at Work**

Instructor: Bill Prasad

Virtual

This program is valid for 1.0 PDC's for the SHRM-CP® or SHRM-SCP®.

Anyone can be at risk for a mental health condition, such as depression, an anxiety disorder, substance disorder, psychosis, or thoughts of suicide. Your ability to recognize and respond appropriately to signs of mental health distress in the workplace is an important way to support your employees. In this seminar, we'll look at the impact of stigma and the challenges of starting a conversation. We'll explore different scenarios and discuss what you might see and how to respond.

***Managers Guide: Psychological Safety At Work**

Instructor: Bill Prasad

Virtual

This program is valid for 1.0 PDC's for the SHRM-CP® or SHRM-SCP®.

How would you describe your team culture? Innovative? Driven? How about safe? While we all understand the importance of physical safety at work, research tells us that psychological safety also plays a vital role in a healthy workplace. In this seminar, we'll explore key skills, such as open communication, giving and receiving feedback, and goal-setting. Join us to learn how to empower employees to ask questions, use mistakes as learning opportunities, and innovate with new ideas!

***Managers Guide to the EAP**

Instructor: Bill Prasad

Virtual

You've probably heard that we offer an Employee Assistance Program as a company benefit. But you may not be familiar with the wide range of real-world benefits it provides. Join us to explore all the ways that your EAP can support you – as a manager and an employee.

Pay It Forward, a Guide to Giving Back

Instructor: Cynthia Kay

Virtual

This program is valid for 1.0 PDC for the SHRM-CP® or SHRM-SCP®.

Our lives are shaped by the kindness of others. We can't always pay them back, but we have the power to pass it on. From small random acts to volunteering, you have a chance to make life better for others. In this seminar, we'll learn about the benefits of doing good, explore the many ways one can make a difference, and talk about how to get started.

Presenting Your Best Professional Image

Instructor: Cynthia Kay

Virtual

This program is valid for 1.0 PDC for the SHRM-CP® or SHRM-SCP®.

It's true. People start forming an impression of you as soon as you walk into a room. In this seminar, we'll teach you how to make your first impression – and every one that follows – positive and professional. We'll also talk about the importance of non-verbal communication and share tips for virtual environments, as well as explore the value of personal branding. From appearance to actions to attitude, you'll learn how to project a confident, professional image every day.

Sexual Harassment Awareness

Instructors: Bill Prasad, Cynthia Kay

Virtual

This program is valid for 1.0 PDC's for the SHRM-CP® or SHRM-SCP®.

If you have experienced or witnessed harassment in the workplace, you know how destructive it can be. Often going unreported, it affects both women and men. Join us for this seminar to get a clear picture of what sexual harassment is. Learn what you can do if you are dealing with it at work.

Stress in Customer Service Roles

Instructor: Brent O'Bannon

Virtual

This program is valid for 1.0 PDC's for the SHRM-CP® or SHRM-SCP®.

Delivering customer satisfaction is rewarding, but it also comes with a unique set of demands. In this seminar, we'll help you identify what causes stress in your role. We'll talk about the tools you have to manage that stress in the moment and to release the tension after difficult interactions. Finally, get strategies to get ahead of stress and bring your best to work each day.

Super Charge Your Invoice

Instructor: Porter Broyles

Virtual

This program is valid for 1.0 PDC for the SHRM-CP® or SHRM-SCP®.

The County Auditor's Audit Data Analytics team has created two dashboards that are designed to improve the efficiency of invoice processing. The Vendor Payment Dashboard helps departmental Accounts Payable staff identify open invoices or vouchers and provides Key Performance Indicators (KPIs) to assess their status. The Management Vendor Payment Dashboard provides management with an overview of invoice processing and allows them to assess their department's efficiency. These dashboards are available for departmental use and are powerful tools for enhancing invoice processing workflows.

Work from Home, Maximize Your Success

Instructor: Cynthia Kay

Virtual

This program is valid for 1.0 PDC for the SHRM-CP® or SHRM-SCP®.

Whether you're transitioning to work at home for the first time or are a seasoned virtual worker, it's important to understand how to maximize your experience. We'll cover the basics and explore how to stay focused, motivated, and connected to your team.

Workplace Bullying

Instructor: Cynthia Kay

Virtual

This program is valid for 1.0 PDC's for the SHRM-CP® or SHRM-SCP®.

Have you ever worked with a bully? A bully in the workplace can lead to emotional strain and affect performance. In this seminar you'll learn to recognize workplace bullying and understand its impact. We'll discuss coping skills and share responses that can help you maintain your personal integrity when faced with bullying.

Workplace Conflict: Strategies and Solutions

Instructor: Brent O'Bannon

Virtual

This program is valid for 1.0 PDC's for the SHRM-CP® or SHRM-SCP®.

Work is challenging enough without the tension of a conflict. In this seminar, we'll explore conflict triggers. You'll find out how to prevent small conflicts from turning into big ones. Learn how to better manage difficult relationships. And get pointers on how to discuss things openly without anger or hurt feelings.



Thank you for viewing the course catalog!

For questions email:

HRRMTraining@harriscountytexas.gov

or Call:

(713) 274-5435

To register please visit:

<https://webapps2.harriscountytexas.gov/hctraining/>

