

PROFESSIONAL DEVELOPMENT AND RECERTIFICATION CLASSES

-- Virtual and In Person --

FOR LOCAL GOVERNMENT, STATE AND NON-PROFIT PERSONNEL

## **Administrative Staff Professional Development: Managing Workplace Dynamics**

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Let's face it. Administrative professionals' responsibilities make the last line in the job description, "and all other assigned duties" look easy. For starters the hats they wear include: information gatekeeper, communication manager, tech "wizard", confidante and workplace relationship mediator. Each of these require the administrative professional to provide support, objectivity and confidentiality. Ultimately, these attributes help contribute to the overall success of daily county operations.

This program will focus on empowering the administrative professional to create a constructive workplace environment through an interactive learning experience. By applying the strategies discussed in this class you will continue to earn respect and credibility in your critical role and prove even more valuable to your coworkers, boss, and customers than you already are!

### **Objectives:**

- Identify office expectations and standards
- Learn how to manage challenging situations with difficult people
- Understand the power of positively influencing others

### **Learner Outcomes**

- Implement and maintain office standards
- Address challenging people and situations with confidence, tact and diplomacy
- Influence others in the workplace by modelling resilience, optimistic mindset and self-awareness

October 18 .....8:30 a.m. - noon

Instructor:..... Jennifer Pustizzi, Bach Training

3.5 hours/.35 CEU's.....Fee: \$99.00

Location: ..... Boca Raton

## **True Colors™**

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Miscommunication and conflicts are all too common — at work and home. The reason miscommunication and conflict are so common is that each of us has our own personality type, and it has a tremendous effect on how we interact with other people. So, if we're all so different, how can we successfully work and live together? In this interactive and engaging training participants explore their own distinctive personality strengths and stressors. You will also learn to respect and appreciate differences in the ways people function. This translates into better helping participants strengthen work relationships, improve teamwork, look for ways to reduce conflicts, and engage in more fluid communication.

November 8 .....8:30 a.m. – 12:00 noon  
 3 hours/.35 CEU's.....Fee: \$119  
 Instructor:.....Jessica Potter, Open Road Training  
 Location: ..... Coral Springs

## **In An Ever-Changing Environment - Virtual**

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Organizations need employees who are open to new ideas, flexible enough to work through challenging issues, and generally able to cope when things don't go as planned. Demonstrating adaptability through actions can gain you favor with co-workers and supervisors. Learn about change and its impact on performance and morale, the key characteristics of the adaptability process as it relates to job performance and morale and develop "Adapt-Ability" – the coping strategies necessary to learn, embrace change in any situation.

November 15 .....9:00 a.m. – 12:00 noon  
 3 hours/.3 CEU's.....Fee: \$99  
 Instructor:..... Traininnovations

## Certificate Program in Public Records Management

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This program is designed to inform and update public sector personnel about records management and maintenance under Florida law. The four modules will address new technologies and management systems in the field of records management.

**Module I** focus on the basics of records management and maintenance, including public records law in Florida, privacy vs. right-to-know, and records retention and destruction.

**Module II** addresses file management and design and includes an historical look at file management, equipment and supplies, and information storage and retrieval systems.

**Module III** covers imaging, with particular focus on legalities and standards related to microfilm and optical digitizing, computer retrieval systems, and costs analyses.

**Module IV** discusses disaster preparedness/recovery systems and contemporary records management issues, including off-site storage, facilities management, and vital records. A certificate will be awarded to those attending all four modules.

November 29 and 30 ..... 9:00 a.m. – 4:00 p.m.  
12 hours/1.2 CEU's..... Fee: \$195.00  
Instructor:..... Steve Lewis, President, SML, Inc.  
Location: .....FDOT, Fort Lauderdale

## Fantastic Facilitations: Skills and Strategies You Want (And Need) (Part 1 And 2)– Virtual

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Facilitating effectively requires preparation, planning, practice, and patience.

But where do you start? How do you develop an effective plan? What does practice look like? And, when challenging behaviors or situations arise during an event, what strategies will help you demonstrate patience? This interactive, practical workshop will unlock the keys to facilitating events that get results. It will also provide a structure for designing events, share tools and templates, and let you practice your facilitation skills.

Whether you are directing a project team or direct reports, seeking input from a group, leading a meeting, giving a presentation, or facilitating any other type of employee or community event, this two-part workshop will give you the know-how, strategies, and confidence you need to facilitate effectively.

With the skills developed in this workshop, you will be able to:

- Define outcomes to be achieved
- Build event “blueprints” designed to accomplish event goals
- Prepare the 3M’s needed for a successful event
- Control event dynamics, interaction, participation, and more
- Facilitate events with the confidence that comes from following a well-developed plan

December 6 and 13 ..... 9:30 – 12:00 noon  
5 hours/.5 CEU’s.....Fee: \$169  
Instructor:..... Kimberly Devlin, Poetic License

## **Environmental Awareness & Identifying Non-Compliance**

As our communities continue to grow in population, more businesses and residents will have the potential to cause negative impacts to our natural resources through their actions.

Environmental awareness will identify these natural resources, their benefits, current state and common impacts that threaten their quality.

Environmental compliance gives field inspectors, code officers and complaint/emergency responders some common non-compliant markers, which can lead to major environmental impacts, if not properly addressed. The combination of both modules will provide field personnel with important tools to be more aware of natural resources and identify non-compliant behaviors before they lead to major impacts.

December 12 ..... 8:30 a.m. – 12:30 p.m.  
4 hours/4 CEUs .....Fee: \$99  
Instructor:..... Jocelyn Brown, Environmental Compliance and  
Asset Manager, Hallandale Beach  
Location: ..... Oakland Park