



Courses designed by Learning and Development

Class Title	Overview	Projected Length
Principles of Supervision: Defining Your New Role	An introductory look at the role of supervision identifying the four functions of the management process, essential supervisory skills and common pitfalls for new supervisors.	2.5 hours
Coaching to Enhance Performance: The Skill vs. Will Matrix	Provides strategies detailing how you decide what style to adopt for a particular person to help them become as effective as possible as quickly as possible using the "Skill vs. Will" matrix.	1.5 hours
Customer Service Recovery – Employee Version	Provides a refresher on customer service best-practices. After participating in this 3 hour workshop, employees will know how to appropriately respond to customers.	3.0 hours
Performance Appraisal – Not Just Another Meeting	Participants will learn how to: <ul style="list-style-type: none"> • Prepare and plan for each performance appraisal • Deliver performance feedback with care • Identify ways to turn performance concerns into opportunities for growth • Introduce the Foundational Skills Assessment Guide as a tool for reviewing current competencies and establishing individual development plans. 	2.0 hours
Understanding Your Personality Style	Using the Personality Styles Indicator (PSI), participants gain insight to one of sixteen personality types as defined by Myers-Briggs.	1.5 hours
After All, You're the Supervisor	Addresses such issues as supervising today's more diverse workforce; how to motivate team members who may have not had positive experiences with previous supervisors; even how to lead more experienced team members who may legitimately feel that they've "heard it all."	3.0 hours
A Clear Picture: Harassment in the Public Sector (Employee Version)	This training is designed to create an awareness of and test for employee understanding on Quid Pro Quo, Hostile Environment, Third Party Harassment, Outsider Harassment, Same-Sex Harassment and Reasonable Person Standard.	1.5 hours
Harassment for Managers: A New Look	This training is designed to create an awareness of and test for employee understanding on two types of harassment quid pro quo and hostile environment. Managers gain awareness of the steps to prevent harassment, including communicating policies, training employees and creating a respectful work environment.	1.5 hours
Who's Responsible for the Transfer of Learning	Training helps Leader's enhance their ability to: Promote staff readiness to learn, create and sustain a constructive learning environment within their area, and use transfer of learning strategies to promote staff members job performance.	1.0 hour

Class Title	Overview	Projected Length
Coaching with H.E.A.R.T.	Based on the best-selling book <i>Managing from the H.E.A.R.T.</i> by Hyler Bracy, Aubry Sanford and Roy Trueblood and the “Skill VS Will” matrix introduced by Max Landsberg. <u>Coaching with H.E.A.R.T.</u> shares key principals for leadership and provides an effective framework for coaching others.	2.5 hours
Drop by Drop	Designed to raise awareness and emphasize the importance of maintaining a thoughtful and respectful workplace while sharing the key concepts for creating an inclusive and productive work environment.	1.5 hours
Goal Setting and Feedback	Session focuses on how to effectively set SMART goals and provide balanced feedback to employees.	1.0 hour
Your Leadership Role	Expands and builds on “After All, You’re the Supervisor,” addressing the unique challenges of supervising, managing, and leading in today's world of work.	3.0 hours
The Unified Team: Conflict Resolution and Teambuilding Strategies for Managers	Explores a practical approach that any team leader can follow to deal with the symptoms, and the cure. This course focuses on strategies to assist the supervisor/manager in promoting the feeling of achieving, the feeling of belonging, and the feeling of contribution.	3.0 hours
Managing Change in the Workplace	This course will help develop the skills and knowledge required to promote the use and implementation of innovative work practices to effect change and manage changes so there is minimal work place disruption.	3.0 hours
Managing Generational Differences	Participants will learn how harnessing common ground and unique work habits can be beneficial when working across generations.	
Building Trust	Using the tools and techniques presented in this course, leaders learn how to effectively establish, enhance, or repair trust with others.	3.0 hours
Effective Communication	Helps participants develop their ability to focus on your outcome, tune in to your audience and develop your message for clarity and impact.	3.0 hours
Team and Group Facilitation	Designed to review the one-on-one meeting process and explore: the stages of team development, the types of meetings and their purposes, sources of team conflict, how to structure a team meeting and how to facilitate transitions leading to change.	

Class Title	Overview	Projected Length
Performance Appraisal Overview – Employee Version	Designed to promote understanding and support for the Performance Evaluation process and the Competency Assessment process.	1.5 hours
Performance Evaluation Workshop I	This workshop announces deadlines for performance evaluation completions, reviews key components of the evaluation process and provides tips on how to effectively craft narratives.	2.0 hours
Performance Evaluation Workshop II	This workshop reviews key components of the evaluation process. Using the Competency Assessment Guide, provides a hands-on tips on how to customize the guide for a specific job role.	2.0 hours
Customer Service: The Right Words at the Right Time	Helps Milwaukee County workers handle challenging customer service situations. It also will provide a refresher on customer service best-practices.	2.0

Courses Coordinated and offered by Learning and Development

Class Title	Overview	Delivered by
Budgeting and Saving for Retirement	This training is designed to help all Milwaukee County Employees with Budgeting and saving for retirement.	Great West
Civil Service Rules for Hiring	This session provides an overview of Civil Service; outline the tasks conducted from Employment & Staffing division to get a position posted to delivering a list of certification.	Angie Nixon, Employment and Staffing
Dos and Don'ts of Interviewing	Learn many techniques on how to find out information from the applicant and discover why applications look the way they do and legally the questions that you can and cannot ask during an interview.	Vance Forest, Aegis Corporation
Eat Right and Exercise for Productivity	Training discusses how nutrition and exercise can affect your productivity in everyday life.	Claire Schuenke, Wellness Coordinator
Mindfulness for Maximum Productivity	Training provides strategies and skills to use in the work place to help you be more engaged, focused on the present, and better able to handle stress.	Claire Schuenke, Wellness Coordinator
Enrollment and Plan Overview; Comparing Before Tax and ROTH Contributions	Learn the difference between a before tax and a ROTH contribution and the impact each has on you and your money.	Great West
Stress? What Stress?	This training will help you learn how to appropriately manage your stress to not only improve your work life, but also your health and personal life.	Claire Schuenke, Wellness Coordinator

Basic Investment Education	This seminar discusses stocks, bonds, cash equivalents and mutual funds, how they work, and the different types of risk.	Great West
Milwaukee County Labor Relations Update	Provides participants with the most current information and guidance on labor related issues within Milwaukee County.	Fred Bau, DHR
One Thing Leads to Another: Bullying and Violence in the Workplace	Participants learn about the various state and federal laws that address harassment in the workplace and how costly it can be both in the monetary sense and in the destructive nature of the work environment.	Vance Forest, Aegis Corporation

Leadership Excellence: Courses Coordinated and offered by Learning and Development

Course Title	Session Facilitator	Module Duration
Managing Differences: Resolving Conflicts	Mary Wacker and Associates	8 hours
Leadership without Easy Answers	Mary Wacker and Associates	8 hours
The Power of Trust	RDR Group	4 hours
Developing Resilience	RDR Group	4 hours
Leadership Development Plan for Success (DISC)	Cheryl DeBerry, MRA	4 hours
Performance Appraisal and Coaching	Cheryl DeBerry, MRA	4 hours
Continuous Improvement (Lean)	Laurie Stoveken, Optima Associates	8 hours

Learning Management System (LMS): Documents

Document Title	Document Type
LMS Custom Reports	Training Guide/Job Aid
LMS Events Cheat Sheet	Training Guide/Job Aid
LMS for Employees	Training Guide/Job Aid
LMS for Department Administrators	Training Guide/Job Aid
LMS for Managers	Training Guide/Job Aid
LMS Icons and Statuses	Training Guide/Job Aid
LMS Password Reset Cheat Sheet	Training Guide/Job Aid
Pilot Launch Guide	Training Guide/Job Aid
Saving and Inserting YouTube Videos in PowerPoint	Training Guide/Job Aid

Learning Management System (LMS): Aegis Training Revised and Uploaded to LMS

Training Name	Training Type
Accident Investigation	Online
Auger Safety	Online
Avoiding Sexual Harassment in the Workplace	Online
Avoiding Slips, Trips & Falls	Online
Bloodborne Pathogens	Online
Bullying in the Workplace	Online
Chain Saw Safety	Online
Confined Spaces	Online
Data Breaches & IT Security Response Plans	Online
DeEscalation & Defense	Online
Defensive Driving	Online
Diversity & Ethics in the Workplace	Online
Drug & Alcohol Awareness for Supervisors	Online
Emergency Action Plan	Online
Ergonomics and Work Station Design	Online
Excavation Awareness	Online
Fire Investigations Part 1	Online
Fire Investigations Part 2	Online
Fire Investigations Part 3	Online
Forklift Safety	Online
GHS - Hazard Communication	Online
Hearing Conservation	Online
Human Resources: The Hiring Process & FMLA	Online
Hybrid Vehicle Safety	Online
Ladder Safety	Online
Lawn Mower Safety	Online
Lockout/Tagout	Online
Office Safety	Online
Open Meetings & Public Records	Online
Personal Protective Equipment	Online
Playground Safety & Maintenance	Online
Pool Safety	Online
Protect your Back!	Online
Respirator Safety & Fit Testing	Online
Responding to the Media - Short Version	Online
Responding to the Media for Law Enforcement	Online
Safe Use of Fire Extinguishers	Online
Safety Committees	Online
Understanding Stress	Online
Violence in the Workplace	Online
Wisconsin State Statute 893.80	Online
Wood Chipper Safety	Online
Work Zone Safety	Online

Learning Management System (LMS): Custom Designed Training

Training Name	Training Type
Intro to Lean and Continuous Improvement	Online
LMS Project Toolkit	Online
LMS Web Demo	Online
Milwaukee County Training and Development Center Tutorial	Online