



LEARNING AND DEVELOPMENT 2021

As employees of Kent County, we work to serve the public. To improve service delivery, Kent County is dedicated to providing employees with opportunities for education, skill improvement and personal growth. Kent County's Learning & Development function provides opportunities to acquire, share and apply knowledge, skills, and values that help individuals, teams, departments and the whole organization improve performance that consistently aligns and supports the mission of Kent County.

Kent County Mission

Through responsible budgeting and thoughtful planning, Kent County's government is committed to providing resources and services that promote a high quality of life for the entire community.

Kent County Core Values

Act with Integrity

- Treat each other with respect and dignity
- Hold yourself accountable
- Honor and keep commitments to one another
- Be transparent

Serve as Responsible Stewards of County Resources

- Work efficiently to get great results
- Be innovative/creative
- Ensure fiscal responsibility

Provide High-Quality Service to Internal and External Customers

- Be passionate about service
- Provide and seek active feedback/input
- Communicate the right thing, at the right time, the right way, to the right people
- Solve problems
- Do your best to exceed customer expectations

Work Collaboratively

- Seek to understand and value others' point of view
- Work together to establish and achieve shared goals
- Encourage others to be engaged and involved
- Understand our collective roles and responsibilities

Embrace Diversity, Equity and Inclusion

- Leverage the many unique talents and strengths that exist in our workforce and community
- Value differences that exist in our workforce and community
- Set an example for others in the community to follow

Embrace Diversity, Equity and Inclusion

Cultural Intelligence Center, Cultural Insight Council (CIC) and more

In 2016 Kent County leaders and the Cultural Insight Council (CIC) engaged in strategic planning for our diversity, equity and inclusion efforts. As a result, specific training surrounding Cultural Intelligence (CQ) was recommended. In 2020-2021 most diversity, equity and inclusion offerings aligned with the strategic plan recommendations and were offered by invitation. Kent County employees can expect the continuance of varied diversity training topics to be offered in 2021 like our new session, *Managing Bias*, featured below.



Managing Bias

We live in a diverse community and serve a diverse population and we all have biases. This is a natural fact of being human, however there are ways to help manage those biases.

*In our new **Managing Bias** session, participants will revisit their Cultural Intelligence (CQ) report and draw upon the research-based findings to take a closer look at bias and how to best manage it. Participants will improve their self-awareness and develop the first steps for relating and working with others.*

Thursday, February 25, 2021	2:00 p.m. – 5:00 p.m.
Thursday, March 25, 2021	2:00 p.m. – 5:00 p.m.
Thursday, April 29, 2021	2:00 p.m. – 5:00 p.m.
Thursday, May 20, 2021	2:00 p.m. – 5:00 p.m.
Thursday, June 3, 2021	2:00 p.m. – 5:00 p.m.
Thursday, July 8, 2021	2:00 p.m. – 5:00 p.m.
Thursday, September 30, 2021	2:00 p.m. – 5:00 p.m.
Thursday, October 21, 2021	2:00 p.m. – 5:00 p.m.
Thursday, November 4, 2021	2:00 p.m. – 5:00 p.m.
Thursday, December 2, 2021	2:00 p.m. – 5:00 p.m.

LEARNING MANAGEMENT SYSTEM (LMS)

Kent County maintains a Learning Management System (LMS) that allows employees to review and register for learning opportunities online. The LMS is a web-based system that tracks employee activity, department activity, and overall organizational information regarding County-sponsored learning opportunities.

Employees can utilize the LMS to:

- View learning opportunities
- Register for offerings
- Set goals and plan for professional development
- View and print individual learning records

Supervisors can use the LMS to:

- Manage class registration for employees
- Register for offerings
- Encourage professional development for staff
- View employee learning records
- Reinforce performance management

Since the LMS is web-based, it allows all County employees easy access from home or work. You may access the LMS at <https://www.accesskent.com/LMS/>. You will be required to log in with a Username and Password.

- Your Username is your first initial and your last name, i.e. Joe Smith is jsmith (lowercase; no nicknames)
- Your Password is your Employee ID Number, i.e. 12345
- *Please ensure your phone number and email address are correct.*



LEARNING ENSURES ACHIEVEMENT PROGRAM

WHO SHOULD ATTEND?

Any employee looking to grow professionally and personally. LEAP consists of a curriculum designed to enhance interpersonal skills, produce a better understanding of our diverse residents and better understand and live our Core Values.

REGISTRATION

Pre-registration is required for all offerings. Space is limited, so registration is accepted on a first-come basis. Please register for offerings using the Learning Management System (LMS) at [https:// www.accesskent.com/LMS/](https://www.accesskent.com/LMS/). **Before registering for any offering please obtain supervisory approval.**

LEAP CERTIFICATION PROCESS

LEAP consists of many sessions that are offered several times throughout the year. Completing the LEAP curriculum is a significant accomplishment. Your willingness to grow professionally enriches not only the County as an organization but the services we provide and the interactions we have with residents. Remember that learning doesn't stop here. We encourage all employees to continue developing themselves on an ongoing basis.

To receive your Certificate of Achievement, compare the offerings on your curriculum tracking sheet with your History in the LMS. Send a copy of your completed LEAP tracking sheet to Tamber Bustance (Tamber.bustance@kentcountymi.gov) in the Human Resources Department.

LOCATION: VIRTUAL*

We will be using Zoom for our sessions. Zoom is a user-friendly platform, but for those of you who have not used Zoom, [click here](#) for a short video on how to log into Zoom.

Also, because some computers do not have video, we will not require video for our virtual sessions, however presenters prefer when you do have video that you have it on.

Please let us know if you need any special accommodations for the Zoom session.

If you have any questions concerning the content of any of the offerings please contact Tamber Bustance 632-7467 or by email Tamber.Bustance@kentcountymi.gov

Some sessions are tentatively planned in person. Please note special information following the date of a session for **Tentative in Person.*

PROGRAM CONTENT

BUILDING RELATIONAL SKILLS AT WORK

COMMUNICATION

Tarence Lauchie', T. Lauchie' & Associates

This interactive session will explore how the 5 clusters of building relational skills impact our effectiveness in the workplace: self-awareness, managing emotions, motivating oneself, empathy and social skills. Participants will gain knowledge and the tools to demonstrate positive Emotional Intelligence in various work environments and learn how to flex their approach when dealing with others.

Wednesday, April 28, 2021 **3:00 p.m. – 4:30 p.m.**

COMMUNICATION AND THE PREDICTIVE INDEX

COMMUNICATION

Tamber Bustance, Sr. Learning and Development Specialist and Jessica Hitchcock, L&D Team

Communication is more than talking and listening. Genuine communication requires a deep understanding of another person's perspective. But when you take into consideration all of our biases, behavioral idiosyncrasies, unspoken emotions, personal agendas and unshared assumptions, this can seem almost impossible. Using the [*Predictive Index*](#), Communication Effectiveness introduces participants to personal preference styles of behavior, helps them to create a greater self-awareness and discover simple ways to communicate more effectively. Participants will also learn to appreciate the communication preferences of different people, build strategies to adapt their behaviors for more effective communication and gain an empathic understanding for why their co-workers act the way they do.

Tuesday, March 16, 2021 **3:00 p.m. – 4:30 p.m.**

Tuesday, September 21, 2021 **3:00 p.m. – 4:30 p.m.**



COMPASSION FATIGUE AND MINDFULNESS

CUSTOMER SERVICE

Floyd Booker, Collaborative Training Solutions

Whether it's from the direct exposure of a traumatic event, working with someone in chronic despair, or witnessing a person's difficulty in overcoming catastrophic circumstances... compassion fatigue is a common condition among professionals who directly serve and support others. By the end of this workshop, participants will have accomplished these learning objectives:

- Define Compassion Fatigue and its causes.
- Recognize the signs and symptoms of Compassion Fatigue in themselves and in others.
- Identify healthy stress management and productive self-maintenance strategies.

Tuesday, February 23, 2021 **3:00 p.m. – 4:30 p.m.**

**COVID BRAIN****CONFLICT MANAGEMENT**

Denise VanEck, Cognitive Therapist and Founder and Owner of Thought Design

It's a real thing! The amount of control we are used to feeling has been disrupted. Amidst so much uncertainty, have you felt yourself teetering on the edge of threat and reward? What's going on in your brain can have a direct impact on your relationships, work effectiveness, and emotional buoyancy. In this workshop, Denise VanEck will:

- Explore the science behind "COVID Brain"
- Discover strategies to minimize the negative effects of COVID brain in your life and work
- Mentally prepare to end the year thriving and charge into 2021

Wednesday, February 17, 2021 10:00 a.m. – 11:00 a.m.

Wednesday, March 31, 2021 3:00 p.m. – 4:00 p.m.

**BUILDING BELONGING WITH INTERACTIONS****CUSTOMER SERVICE**

Floyd Booker, Collaborative Training Solutions

Research indicates that even the most conscientious individuals are often unaware of how their unconscious reactions to personal differences can send nonverbal messages, which can make their colleagues and customers feel:

This highly interactive workshop provides proven and practical strategies that disrupt unconscious reactions. As a result, participants will increase their capacity to initiate positive interactions that nurture connection and foster belonging.

Areas of concentration:

- How our non-verbals can instantly reveal our attitudes towards others.
- Shifting the focus from our intent to our impact.
- Intentional communication strategies to build connection and promote belonging

Wednesday, March 17, 2021 10:00 a.m. – 11:30 a.m.

**BUILDING BELONGING WITH OUR WORDS****CUSTOMER SERVICE**

Karyn Pelon, Health Educator and Tamber Bustance, Sr. Learning and Development Specialist

Have you ever found out later that you said the wrong thing, but didn't know it at the time? You are not alone. Language is constantly changing. Even the dictionary formally initiates new words every year as well as retires words. In Building Belonging with Our Words, we will look at how new words or phrases 'make it' into society and how others fall off or retire from our vocabulary. We will also talk about how the language we use can help build a stronger connection with the people we serve and ultimately our community.

Tuesday, April 13, 2021 3:00 p.m. – 4:15 p.m.

2 The Rescue

2 The Rescue's seminar and scenario-based trainings offer proven techniques that remove the employee from dangerous and unprofessional emotional confrontations before violence occurs. This session provides tested de-escalation techniques and communication skills, which will advance employee safety and improve customer service efficiency when dealing with agitated, unmanageable and potentially violent individuals in office settings, public forums and street environments. These MCOLES, EMS, MAA and STC approved programs explore proven techniques of awareness, recognition and reaction that remove employees from dangerous confrontations before it is too late.

This session will emphasize the following areas which are critical for your safety and survival:

- Customer Service Do's & Don'ts
- Situational Awareness
- Verbal and Non-Verbal Violence Indicators
- De-escalation Techniques
- Stance and Positioning
- Listening Skills
- Verbal Judo

Thursday, October 14, 2021

2:00 p.m. – 5:00 p.m.

FINANCIAL WELLNESS AND CREDIT AND DEBT MANAGEMENT

Jennifer Ortquist, MSU Extension

There is a lot of consumer confusion around "credit", and yet credit affects so many aspects of daily life. This workshop will address credit myths, explain the importance of credit reports, demystify credit scores and provide tips to build credit, manage debt and protect your identity.

Thursday, March 11, 2021

3:30 p.m. – 4:30 p.m.

HAPPINESS HAPPENS

CONFLICT MANAGEMENT

Tamber Bustance, Sr. Learning and Development Specialist and Jessica Hitchcock, L&D Team

Does happiness just happen? According to research, the Neurochemicals of Happiness are set off by intentional actions on our part. In this workshop, we will discuss how to improve wellness with simple actions and fun (proven) strategies of stressbusters.

Wednesday, February 10, 2021

3:00 p.m. – 4:30 p.m.

Tuesday, November 16, 2021

10:00 a.m. – 11:30 a.m.

TENTATIVE IN PERSON

LISTEN TO UNDERSTAND, NOT TO SPEAK**COMMUNICATION**

Dave Weinandy, Ph.D., Aquinas College

Whether professionally or personally, frequently, we are fascinated with and attracted to people who never say a word! We spend more time listening than doing any other communication activity. This session will be a combination of covering applied listening research, as well as perfecting skills to make you a better listener and more powerful communicator. Come learn about the types of listening, how to create an atmosphere with your delivery and messaging that invites listening, as well as how to maintain focus when others are talking.

Thursday, April 1, 2021 **2:30 p.m. – 4:30 p.m.**

Thursday, August 26, 2021 **2:30 p.m. – 4:30 p.m.**

MANAGING DIFFERENT PERSPECTIVES IN THE WORKPLACE**CONFLICT**

Tarence Lauchie', T. Lauchie' and Associates

How do you handle it when others may have a different viewpoint? In this workshop, we will discuss good practices for working with others, who may have a different perspective, in the workplace.

Wednesday, May 19, 2021 **2:30 p.m. – 4:30 p.m.**

OVERCOMING THE BARRIERS TO CUSTOMER SERVICE**TENTATIVE IN PERSON**

2 The Rescue

The Overcoming the Barriers to Customer Service Workshop will provide tools on how to assess customer service needs and different strategies on how to overcome barriers when unexpected situations arise. We will share best practices and how to live our values while providing mandated services.

Tuesday, December 7, 2021 **10:00 a.m. – 12:00 p.m.**

LEARNING ENSURES ACHIEVEMENT PROGRAM (LEAP)

CURRICULUM TRACKING SHEET

REQUIRED CATEGORIES:

Communication Skills (requirement: 1)

Completion Date(s): _____

Customer Service (requirement: 1)

Completion Date(s): _____

Conflict Management (requirement: 1)

Completion Date(s): _____

REQUIRED COURSES:

Diversity: Managing Bias

Completion Date: _____

ALL EMPLOYEES MUST COMPLETE THREE ADDITIONAL COURSES FROM ANY CATEGORY:

Completion Date: _____

Completion Date: _____

Completion Date: _____

Please Print Name: _____

Department: _____

Supervisor's Name: _____

Department: _____

EMERGING LEADERS

WHO SHOULD ATTEND?

Emerging Leaders is a professional development series designed for individuals contemplating a role in leadership.

PROGRAM FORMAT

Emerging Leaders consists of different leadership sessions. Each session has been carefully chosen to offer a variety of leadership development opportunities. ***To be considered for completion you must attend 8 Emerging Leaders offerings.***

REGISTRATION

Pre-registration is required for all offerings. Space is limited so registration is accepted on a first-come basis. Please register for offerings using the Learning Management System (LMS) at <https://www.accesskent.com/LMS/>. **Before registering for any offering please obtain supervisory approval.**

EMERGING LEADERS CERTIFICATION PROCESS

Completing the Emerging Leaders curriculum is a significant accomplishment. Your willingness to grow professionally enriches not only the County as an organization but the services we provide and the interactions we have with our citizens. Remember that learning doesn't stop here. We encourage all employees to continue developing themselves on an ongoing basis.

LOCATION: VIRTUAL

We will be using Zoom for our sessions. Zoom is a user-friendly platform, but for those of you who have not used Zoom, [click here](#) for a short video on how to log into Zoom.

Also, because some computers do not have video, we will not require video for our virtual sessions, however presenters prefer when you do have video that you have it on.

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If you have any questions concerning the content of any of the offerings please contact Tamber Bustance 632-7467 or by email Tamber.Bustance@kentcountymi.gov

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PROGRAM CONTENT

BECOMING AN INFLUENTIAL LEADER

Tarence Lauchie', T. Lauchie' and Associates

Do you want to learn new skills in order to make a positive impact? In this workshop, we will practice the art of Influence, which is defined as the capacity to have an effect on the character, development, or behavior of someone or something.

Thursday, May 13, 2021 10:00 a.m. – 11:30 a.m.



EMPATHY GAP

Floyd Booker, Collaborative Training Solutions

In customer service, what can we do to recognize when our empathy is running low and we need a boost? In the workshop, participants will learn skills to increase empathy, which is defined as the ability to understand and share the feelings of another.

Thursday, April 22, 2021 2:30 p.m. – 4:30 p.m.

Thursday, June 24, 2021 2:30 p.m. – 4:30 p.m.



4 RULES RELATED TO AGREEMENTS

Denise VanEck, Cognitive Behavior Therapist and Principal Thought Design

When life feels messy, the source is often a problem with expectations that someone is holding that are not getting met. As humans, we're always making agreements that lead to expectation - with others and with ourselves - and as it turns out, we're not often very good at it. When expectations aren't met, resentment builds, tension flares, conversations turn into arguments, and we're left wondering where we went wrong.

We will discuss four simple, yet seldom followed rules that will allow you to:

- Drastically reduce conflict, misunderstandings and breakdowns in relationships
- Communicate through difficult conversations without excuses, blaming or switch-tracking
- Get more done more quickly and with less stress
- Navigate the most difficult relationships with ease and grace
- Create deeper connections that lead to a better understanding and mutual respect within your relationships

When you understand these four rules and how to use the tools we've created, you can revolutionize how you cultivate your connections to others, clearly communicate your needs and wants, and handle the sticky situations, big and small, when they do arise.

Wednesday, April 14, 2021 3:30 p.m. – 4:30 p.m.

Wednesday, September 22, 2021 3:30 p.m. – 4:30 p.m.

GIVING AND RECEIVING FEEDBACK

Lynne Goede

Research shows that giving and receiving feedback is one of the least favorite things for people to do, however it is also one of the things that we will **have** to do on a regular basis. In this workshop, we look at the research on giving and receiving feedback, and practice tools for delivering effective, respectful feedback as well as preparing to be a good receiver.

Tuesday, March 9, 2021

3:00 p.m. – 4:30 p.m.

Tuesday, July 20, 2021

10:00 a.m. – 11:30 a.m.

INTERGENERATIONAL CONNECTIONS AND THE PREDICTIVE INDEX

Tamber Bustance, Sr. Learning and Development Specialist and Jessica Hitchcock, L&D Team

Never before have we had five generations of people together in the workplace. Because of this shift in employee demographics, the need to create safe places to discuss intergenerational communication is necessary. It is also important to remember that people do not always fit neatly into categories. In this Generational Diversity workplace, we will look at the historical factors (events and norms of the day) that may provide commonality for generational groupings, while at the same time incorporate how personality drivers may steer people beyond traditional groupings.

We will utilize the Predictive Index tool, which measures four core drives that predict workplace behaviors and motivators and discuss how these drives may impact generational categories.

Tuesday, April 20, 2021

10:00 a.m. – 11:30 a.m.

LEADING IN CRISIS

Erica Curry Van Ee, MPA, President of Urban Curry Consulting, LLC.

Leadership in the Age of Pandemic has challenged us like never before to consider who we are, why we are here, and how we work. This shared global experience is a defining moment for every living individual on our planet, and the most significant event of this century. Have you taken time to pause and re-evaluate what matters most as you lead through these times? Who do you want to be? What are the skillsets, mindsets and technologies you will need to thrive in a post-Covid world? This webinar will help you think more deeply about these questions and more.

Wednesday, March 24, 2021

3:00 p.m. – 5:00 p.m.

MASTERING CONFLICT

Dave Weinandy, Ph.D., Aquinas College

Whether at work, in relationships, or interpersonal conflict can destroy relationships or it can strengthen them. In this session, we will learn how to positively manage confrontation.

Specifically, we will cover:

- Different types of conflict we experience and the importance of defining the conflict situation in the same manner.
- Practical factors that can affect how/whether the conflict will be resolved.
- The assessment of each participant's preferred method for resolving conflict, as well as the implications of the results.
- The steps and strategies one should follow (proactively and reactively) when engaged in a conflict episode.
- What to do when communicating with difficult people.
- The role forgiveness plays in the aftermath of conflict, as well as (potential) future conflict.

Wednesday, February 24, 2021 **10:00 a.m. – 12:00 p.m.**

Wednesday, July 28, 2021 **2:30 p.m. – 4:30 p.m.**



RESILIENCE AND BUILDING A BETTER YOU

Tarence Lauchie', T. Lauchie' & Associates

Whether it's from the direct exposure of a traumatic event, working with someone in chronic despair, or witnessing a person's difficulty in overcoming catastrophic circumstances... compassion fatigue is a common condition among professionals who directly serve and support others. By the end of this workshop, participants will have accomplished these learning objectives:

- Define Compassion Fatigue and its causes.
- Recognize the signs and symptoms of Compassion Fatigue in themselves and in others.
- Identify healthy stress management and productive self-maintenance strategies.

Tuesday, April 27, 2021 **3:00 p.m. – 4:30 p.m.**

Thursday, July 22, 2021 **10:00 a.m. – 11:30 a.m.**

VICARIOUS TRAUMA AND SELF CARE

Erica Curry Van Ee, MPA, President of Urban Curry Consulting, LLC.

How can you better identify when you are being affected by vicarious trauma? What are some of the researched responses to help you? Join us as we discuss good practices in resiliency and self-care.

Tuesday, October 19, 2021 10:00 a.m. – 12:00 p.m.

TENTATIVE IN PERSON

EMERGING LEADERS

CURRICULUM TRACKING SHEET

COURSE TITLES:

_____ Completion Date: _____

_____ Completion Date: _____

_____ Completion Date: _____

_____ Completion Date: _____

_____ Completion Date: _____

_____ Completion Date: _____

_____ Completion Date: _____

Managing Bias

_____ Completion Date: _____

To be considered for completion you must attend 7 Emerging Leaders offerings and the required Managing Bias course.

Please Print Name: _____

Department: _____

Supervisor's Name: _____

Department: _____

THE FRONT LINE

WHO SHOULD ATTEND?

All new supervisors will be enrolled in **The Front Line** immediately upon hire or promotion and prior to being able to enroll in the LEAD program. The Front Line curriculum is designed to allow participants to “jump in” at any point during the year, allowing for timely skill development. Seasoned supervisors are also encouraged to attend any topics that are of interest.

PROGRAM FORMAT:

The Front Line consists of ten critical management topics that will be offered annually to allow participants to attend the entire series within their first year of transition.*

*some exceptions may apply

REGISTRATION

Pre-registration is required. You will be automatically enrolled in all sessions upon hire or promotion.

LOCATION: VIRTUAL

We will be using Zoom for our sessions. Zoom is a user-friendly platform, but for those of you who have not used Zoom, [click here](#) for a short video on how to log into Zoom.

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Please let us know if you need any special accommodations for the Zoom session.

If you have any questions concerning the content of any of the offerings please contact Tamber Bustance 632-7467 or by email Tamber.Bustance@kentcountymi.gov

Some sessions are tentatively planned in person. Please note special information following the date of a session for *Tentative in Person.

PROGRAM CONTENT

The Front Line focuses on the unique challenges that County supervisors face in these critical areas:

ENCOMPASS FOR LEADERS

Jessi Zielinski, Encompass

During these sessions, County leaders will receive an overview of ENCOMPASS benefits, from a supervisor's perspective. This interactive discussion will inform supervisors how ENCOMPASS can support them through difficult situations; referrals, procedures and coaching, as well as explain the ENCOMPASS services available to all employees. These services include ENCOMPASS' enhanced work-life web tools, financial and legal resources and enhanced supervisory and management tools.

Tuesday, March 23, 2021 **3:00 p.m. – 4:00 p.m.**
Tuesday, August 31, 2021 **11:00 a.m. – 12:00 p.m.**

KENT COUNTY POLICIES, PROCEDURES & RETIREMENT OVERVIEW

Darius Quinn, Human Resources Manager & Michelle Balcom, Pension Plan Administrator

This session provides an overview of the Human Resources Policies and Procedures Manual. These County-established rules and regulations are intended for all employees as a guide to govern conduct and behavior. Additionally, this session will touch upon the County's pension plan and other retirement-related matters.

Wednesday, March 10, 2021 **9:00 a.m. – 12:00 p.m.**
Wednesday, October 27, 2021 **9:00 a.m. – 12:00 p.m.** **TENTATIVE IN PERSON**

LEAVES OF ABSENCE MANAGEMENT, FMLA BASICS

Holly Hartley, Human Resources Mgr. Benefits/Compensation/HRIS

Learn how to coordinate employees taking time off in conjunction with The Family and Medical Leave Act (FMLA), Americans with Disabilities Act, Workers Compensation and the Counties' Policies and Procedures.

Wednesday, March 3, 2021 **9:00 a.m. – 11:00 a.m.**
Tuesday, August 17, 2021 **9:00 a.m. – 11:00 a.m.**

LEGAL & EFFECTIVE HIRING FROM START TO FINISH

Stephanie Hernandez, Human Resources Manager

What every supervisor needs to know to effectively recruit, interview and hire the right employees from start to finish. This session will also include an overview of the County's Neogov applicant tracking system.

Wednesday, June 2, 2021 9:00 a.m. – 12:00 p.m.

Wednesday, November 17, 2021 9:00 a.m. – 12:00 p.m.

Tentative in Person

PERFORMANCE EVALUATION, FEEDBACK & THE CORRECTIVE ACTION PROCESS

Darius Quinn, Human Resources Manager

Feedback is a useful tool for indicating when things are going in the right direction and for redirecting problem performance. This session includes tips for conducting fair and constructive performance evaluations as well as an overview of administering disciplinary action and implementing improvement plans that promote growth and continuous learning. You will be provided with templates to help you write effective discipline and administer it in accordance with collective bargaining agreements.

Wednesday, May 5, 2021 9:00 a.m. – 12:00 p.m.

Wednesday, December 1, 2021 9:00 a.m. – 12:00 p.m.

Tentative in Person

THE TOUGHEST SUPERVISOR CHALLENGES AND HOW TO OVERCOME THEM

Darius Quinn, Human Resources Manager & Stephanie Hernandez, Human Resources Manager

What is your toughest challenge as a supervisor?

Every job has its challenges. What sets your job apart is that you manage people; your toughest challenges are likely to be employee-related issues. In this interactive session, Kent County supervisors will focus on:

- Resolving conflicts between employees effectively
- Dealing with employees' personal problems with sensitivity and fairness
- Showing support for employees with performance issues while building a defensible case for discipline and/or termination if necessary
- Other supervisory challenges that arise in Kent County

Wednesday, February 3, 2021 8:00 a.m. – 12:00 p.m.

Wednesday, September 15, 2021 8:00 a.m. – 12:00 p.m.

RECORDED AND REQUIRED SESSIONS

KENT COUNTY'S LEGAL ENVIRONMENT

Recorded - Linda Powell, Corporate Counsel

In this session you will learn the basic principles of the Freedom of Information Act (FOIA), the FOIA Online Services, and various employment laws and how to protect yourself and the County from liability by assessing risk appropriately. This session will help you develop an inner compass to do the right thing and make the appropriate decisions in accordance with applicable laws.

<http://kcintranet.kc.gov/training.asp>

Human Resources Department - Learning PowerPoint Presentations

LIVING OUR VALUES AND PREVENTING HARASSMENT

Recorded – Various Kent County Leaders

The goal of this recorded webinar is to help you determine your role, as a supervisor, in providing an environment free of harassment. You will learn how to define, recognize and prevent harassment in our workplace. In addition, you will learn how to respond if an employee reports harassment.

<http://kcintranet.kc.gov/training.asp>

Human Resources Training Videos

THE FRONT LINE

CURRICULUM TRACKING SHEET

COURSE TITLES:

- ✓ _____ Completion Date: _____
- ✓ _____ Completion Date: _____
- ✓ _____ Completion Date: _____
- ✓ _____ Completion Date: _____
- ✓ _____ Completion Date: _____
- ✓ _____ Completion Date: _____

Recorded: Legal Issues Webinar Completion Date: _____

Recorded: Living Our Values and Preventing Harassment Webinar
Completion Date: _____

Managing Bias Completion Date: _____

To be considered for completion you must complete all 6 sessions plus the Managing Bias session, Living Our Values and Preventing Harassment and Legal Issues Webinars.

Please Print Name: _____ Department: _____

Supervisor's Name: _____ Department: _____

ADDITIONAL LEARNING OPPORTUNITIES

MAKING CENTS OF RETIREMENT

Michelle Balcom, Pension Plan Administrator

Get ready NOW to prepare for your future. No matter what your age, this session will benefit you. The purpose of this session is to educate employees about the County-sponsored retirement plans. An explanation of the County's Pension Plan, how it works and what you can expect in the way of a benefit will be highlighted. The Deferred Compensation Plan and how it can benefit County employees in reaching financial goals for retirement will also be covered. This session is also available as a department-specific session or as part of your departmental staff meeting. *

*This session is **not** intended to be an individual financial consultation session. For advice you need to contact a financial consultant or advisor, tax preparer, banker or an attorney for estates and trusts.*

Tuesday, April 27, 2021 **10:00 a.m. – 12:00 p.m.**

Thursday, December 2, 2021 **9:00 a.m. – 12:00 p.m. **Tentative in Person****

***If you are interested in having Michelle do a customized/abbreviated session for your department, please contact Michelle at michelle.balcom@kentcountymi.gov**

MANAGING BIAS

CQ Cohort

We live in a diverse community and serve a diverse population and we all have biases. This is a natural fact of being human, however there are ways to help manage those biases.

In our new **Managing Bias** session, participants will revisit their Cultural Intelligence (CQ) report and draw upon the research-based findings to take a closer look at bias and how to best manage it. Participants will improve their self-awareness and develop the first steps for relating and working with others.

Thursday, February 25, 2021 **2:00 p.m. – 5:00 p.m.**

Thursday, March 25, 2021 **2:00 p.m. – 5:00 p.m.**

Thursday, April 29, 2021 **2:00 p.m. – 5:00 p.m.**

Thursday, May 20, 2021 **2:00 p.m. – 5:00 p.m.**

Thursday, June 3, 2021 **2:00 p.m. – 5:00 p.m.**

Thursday, July 8, 2021 **2:00 p.m. – 5:00 p.m.**

Thursday, September 30, 2021 **2:00 p.m. – 5:00 p.m.**

Thursday, October 21, 2021 **2:00 p.m. – 5:00 p.m.**

Thursday, November 4, 2021 **2:00 p.m. – 5:00 p.m.**

Thursday, December 2, 2021 **2:00 p.m. – 5:00 p.m.**

TECHNOLOGY TRAINING WITH NEW HORIZONS

New Horizons Computer Learning Centers

Kent County has partnered with New Horizons Computer Learning Centers to offer County employees online technology training classes. There will be a variety of classes to choose from including Adobe and the entire Microsoft Office Suite. You can select, register for classes and make any changes using the portal: <https://nhlearningsolutions.com/Portals/KentCounty>

LOCATION:

New Horizons Computer Learning Center: 630 Kenmoor Ave SE Suite 205, Grand Rapids, MI 49546 or virtual session.

KENT COUNTY/MSU EXTENSION

Kent County Human Resources is partnering with Michigan State University (MSU) Extension to provide timely, meaningful offerings* for our employees. The Extension program helps people improve their lives by bringing the vast knowledge resources of MSU directly to individuals, communities and businesses. For more information about what they offer in the classroom and by request, explore the [MSU Extension Catalog of Programs and Services](#), which features programming in Agriculture, Business & Community, Family, Food & Health, Lawn & Garden, Natural Resources and 4-H & Youth, [click](#) and see what MSU Extension can do for you... you just might be surprised.

*See Appendix for a list of offerings

CUSTOMIZED LEARNING PROGRAMS

The Human Resources Department is available to assist department directors, managers and supervisors with individualized training programs. We offer services such as assessing departmental learning needs, linking learning to department goals, Predictive Index, researching specific topics or programs, and developing customized sessions.

TUITION REIMBURSEMENT PROGRAM

Tuition Reimbursement is available to full-time employees who have been employed with the County for one year. Selected courses and degree programs must be related to professional growth. Requests for tuition reimbursement are approved on a first come – first serve basis and are dependent on availability of funds. *The reimbursement rate is \$315 per credit hour.*

The Tuition Reimbursement guidelines and forms are available on the Kent County intranet at: <http://kcintranet.kc.gov/forms/>

AQUINAS COLLEGE DONNELLY SCHOLARSHIP

Aquinas College is known for providing students individualized attention and is pleased to partner with Kent County to offer eligible employees the Donnelly Scholarship. Aquinas will award a 20%

Donnelly Scholarship to be applied to any number of classes an eligible part-time or full-time employee chooses to take at either the undergraduate or graduate level. Once received, the scholarship is available for up to seven years or until graduation, whichever is sooner. The employee applies for the scholarship before attending. New classes begin approximately every eight weeks, and Aquinas does not charge an application fee. Associate, Bachelor's and Master's degrees, as well as select online courses are available. Use the scholarship to start or finish a degree, earn an additional degree, or enroll in a few courses for personal or professional enrichment. It's very flexible. View information about Aquinas' academic programs at aquinas.edu/admissions. Additional information is available at <http://kcintranet.kc.gov/forms/>, or you may contact either Tamber Bustance at Tamber.bustance@kentcountymi.gov or Aquinas College by emailing Donnelly@aquinas.edu

APPENDIX

KENT COUNTY MSU EXTENSION

Heathy Eating, Cooking and Physical Activity: Stephanie Marino 616-632-7889

Family Focused Programs: Stephanie Marino 616-632-7889

RELAX: Alternatives to Anger: Georgina Perry 616-632-7884

Nurturing Families: Georgina Perry 616-632-7884

Stress Less with Mindfulness: Georgina Perry 616-632-7884

Mindfulness for Children: Georgina Perry 616-632-7884

Chronic Disease Prevention and Management: Christi Demitz 616-632-7881

Social Emotional Health: Holly Tiret 616-632-7893

Financial Management and Homeownership Education: Jinnifer Ortquist 616-632-7874

4-H and Youth Development: 616-632-7899

Master Gardener Volunteer Program: 616-632-7899

Strong Women, Strong Bones (Men Welcome): 616-632-7899

Master Naturalist: 616-632-7899