

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.

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

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: _____

