



Workforce Development

FY 2023-24 Spring

eLearning

Self-paced courses allow you to learn anytime, anywhere!

Learn at your own pace!

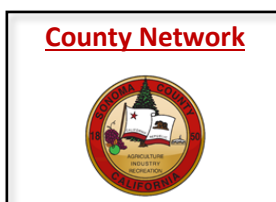
Flexibility that fits your schedule!

Human Resources Workforce Development is committed to offering employees a wide and rich selection of training and professional development opportunities.

Take time to revisit and recalibrate your development goals and take charge of your career development planning — browse these offerings!



Register for all class formats in sonoma higher ed!



Tier 2: Individual Contributor



eLearning for Individual Contributors: Foundational Skills

Classes for all County employees

| Classes in Theme 1: Public Service Fundamentals | Click link to register |
|---|--|
| Communication Skills | County Water HSD |
| Dealing with Difficult Customers | County Water HSD |
| Dealing with Difficult Customers: Phone and Digital Conversations | County Water HSD |
| Developing Awareness that Leads to Emotional Regulation | County Water HSD |
| Do You Overreact? | County Water HSD |
| Persuasive Communication: 02. Techniques | County Water HSD |
| Put It in Writing: Writing Skills | County Water HSD |
| The Dynamics of Communication | County Water HSD |
| Classes in Theme 2: Racial Equity and Social Justice | |
| An Introduction to Unconscious Bias | County Water HSD |
| Be an Upstander | County Water HSD |
| Empathy in the Workplace | County Water HSD |
| Identifying Microaggressions | County Water HSD |
| Inclusive Language and Communication | County Water HSD |
| Macro Effects of Micro Aggressions | County Water HSD |
| Respecting Generational Differences | County Water HSD |
| Unconscious Bias: 01. What is Unconscious Bias? | County Water HSD |
| Unconscious Bias: 02. Types of Unconscious Bias | County Water HSD |
| Unconscious Bias: 03. Overcoming Unconscious Bias | County Water HSD |
| Understanding Gender and Gender Identity | County Water HSD |
| What is Belonging? | County Water HSD |
| What Is Privilege? | County Water HSD |
| Why Diversity Matters | County Water HSD |
| Classes in Theme 3: Safety and Security | |
| All Safety and Security Classes | County Water HSD |

Tier 2: Individual Contributor



eLearning for Individual Contributors: Foundational

Classes for all County employees

Classes in Theme 4: Computer/Software Knowledge

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| Adobe Acrobat DC Pro: Advanced | County Water HSD |
| Adobe Acrobat DC Pro: Beginner | County Water HSD |
| Excel 365: Advanced | County Water HSD |
| Excel 365: Beginner | County Water HSD |
| Excel 365: Intermediate | County Water HSD |
| Microsoft 365 – New Features | County Water HSD |
| Microsoft 365 – OneDrive | County Water HSD |
| Microsoft 365 - OneNote Online: Beginner | County Water HSD |
| Microsoft 365 Teams - Beginner | County Water HSD |
| Microsoft Forms Essentials | County Water HSD |
| Microsoft PowerPoint 365 Fundamentals | County Water HSD |
| Microsoft Word 365: Intermediate | County Water HSD |

Classes in Theme 5: Increasing Productivity and Wellness

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| 5-Minute Guided Breathing Meditation | County Water HSD |
| Breaking the Stress Cycle | County Water HSD |
| Building your Strengths as a REAL Team Player | County Water HSD |
| Difficult Customers: Handling Angry Customers | County Water HSD |
| Do You Overreact? | County Water HSD |
| Email Etiquette | County Water HSD |
| How to Receive Feedback | County Water HSD |
| Navigating Your Mental Health | County Water HSD |
| Relax! | County Water HSD |
| Seated Desk Yoga | County Water HSD |
| SMART Goal Setting | County Water HSD |
| SMART Goals Meditation | County Water HSD |
| Time Management Tips | County Water HSD |
| Understand the Expectations of a New Role | County Water HSD |
| Write to be Understood | County Water HSD |



eLearning for Emerging Leaders

Classes aimed at County employees who supervise direct reports, lead a unit/team, and/or oversee services or programs.

| Classes | Click link to register |
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| Becoming an Effective Manager: Giving Effective Feedback | County Water HSD |
| Build Your Inclusive Leadership Skills | County Water HSD |
| Building Trust with Employees | County Water HSD |
| Coaching Employees to Manage Conflict | County Water HSD |
| Coaching Skills: 06. The Coaching Conversation | County Water HSD |
| Everyday Diversity: Recruiting, Hiring & Retaining Diverse Talent | County Water HSD |
| Introduction to Hiring + Diversity: A Best Practices Training | County Water HSD |
| Lead with Inclusion: Investing in Critical Leadership Competencies | County Water HSD |
| Leadership Fundamentals: The Leadership Toolkit | County Water HSD |
| Leadership of a Diverse Group | County Water HSD |
| Managerial Courage: 09. Managing Difficult People | County Water HSD |
| Managing Performance: Individual Development Plans | County Water HSD |
| Managing Prejudice Within Your Team | County Water HSD |
| Overview of Oracle Planning & SC Labor | County Water HSD |
| Supervision: 8 Steps to Effective One-on-Ones | County Water HSD |
| Tackling Race Bias in the Workplace: A Guide for Managers | County Water HSD |
| The Manager's Role as Communicator | County Water HSD |



eLearning for Executives

Classes aimed at Senior County Leaders including department heads, deputies, or those who serve on executive management teams, oversee departments, units, or divisions.

| Classes | Click link to register |
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| 5 Ways to Lead in an Era of Constant Change | County Water HSD |
| Business Execution: 01. Execution Strategies | County Water HSD |
| Business Execution: 02. Inspiring Workplace Excellence | County Water HSD |
| Everyday Diversity: Recruiting, Hiring & Retaining Diverse Talent | County Water HSD |
| Lead with Inclusion: Investing in Critical Leadership Competencies | County Water HSD |
| Building Trust with Employees | County Water HSD |
| Leadership Fundamentals: Empowering Others | County Water HSD |
| Leadership of a Diverse Group | County Water HSD |
| Leading Change: Kotter's 8 Step Change Model | County Water HSD |
| Supervision: 8 Steps to Effective One-on-Ones | County Water HSD |
| Radical Candor | County Water HSD |