

Tier 2: Individual Contributor



eLearning for Individual Contributors: Foundational Skills

TIER 1: PUBLIC SERVICE FUNDAMENTALS		TIER 4: COMPUTER & SOFTWARE KNOWLEDGE	
Communication Skills	County Water HSD	Adobe Acrobat DC Pro: Advanced	County Water HSD
Dealing with Difficult Customers	County Water HSD	Adobe Acrobat DC Pro: Beginner	County Water HSD
De-escalating Phone and Digital Conversations	County Water HSD	Articulate Storyline: Basics Training	County Water HSD
Developing Awareness that Leads to Emotional Regulation	County Water HSD	Excel 365: Advanced	County Water HSD
Persuasive Communication Techniques	County Water HSD	Excel 365: Beginner	County Water HSD
The Dynamics of Communication	County Water HSD	Excel 365: Intermediate	County Water HSD
TIER 2: RACIAL EQUITY & SOCIAL JUSTICE		Collaborating in Microsoft 365	County Water HSD
An Introduction to Unconscious Bias	County Water HSD	Microsoft 365: New Features	County Water HSD
Be an Upstander	County Water HSD	Microsoft 365: Overview - Beginner	County Water HSD
Empathy in the Workplace	County Water HSD	Microsoft 365: OneDrive	County Water HSD
Identifying Microaggressions	County Water HSD	Microsoft 365: OneNote Beginner	County Water HSD
Inclusive Language & Communication	County Water HSD	Microsoft PowerPoint 365: Fundamentals	County Water HSD
Macro Effects of Micro Aggressions	County Water HSD	Microsoft Teams 365: Beginner	County Water HSD
Respecting Generational Differences	County Water HSD	Microsoft Word 365: Intermediate	County Water HSD
Understanding Gender & Gender ID	County Water HSD	Microsoft Forms Essentials	County Water HSD
What Is Belonging?	County Water HSD	Outlook 365: Beginner	County Water HSD
What Is Privilege?	County Water HSD	TIER 5: PRODUCTIVITY & WELLNESS	
Why Diversity Matters	County Water HSD	5-Min Guided Breathing Meditation	County Water HSD
TIER 3: SAFETY & SECURITY		Breaking the Stress Cycle	County Water HSD
All Safety and Security Classes	County Water HSD	Developing Self-Regulation	County Water HSD
TIER 6: ELECTIVES & PROFESSIONAL DEVELOPMENT		Handling Angry Customers	County Water HSD
Best Practices for Creating a Resume	County Water HSD	Email Etiquette	County Water HSD
Creating a Powerful Resume	County Water HSD	How to Receive Feedback	County Water HSD
Impress at Job Interviews	County Water HSD	Navigating Your Mental Health	County Water HSD
Interviewing Skills for Employees	County Water HSD	Relax!	County Water HSD
Interviewing Skills: Career Advancement Techniques	County Water HSD	Seated Desk Yoga	County Water HSD
Landing the Job: Interview Techniques	County Water HSD	SMART Goal Setting	County Water HSD
Rules for Discussing Politics at Work	County Water HSD	SMART Goals Meditation	County Water HSD
		Time Management Tips	County Water HSD
		Write to Be Understood	County Water HSD

Tier 3: Supervisor & Manager



eLearning for Emerging Leaders: Supervisory & Managerial Skills

Becoming an Effective Manager: Giving Effective Feedback	County Water HSD	The Manager's Role as Communicator	County Water HSD
Build Your Inclusive Leadership Skills	County Water HSD	Managing Performance: Individual Development Plans	County Water HSD
Coaching Skills: The Coaching Conversation	County Water HSD	Managing Prejudice Within Your Team	County Water HSD
Grant Seeking Fundamentals	County Water HSD	Mediating Employee Conflicts	County Water HSD
Leadership Fundamentals: The Leadership Toolkit	County Water HSD	Overview of Oracle Planning & SC Labor	County Water HSD
Leadership of a Diverse Group	County Water HSD	Recruiting, Hiring & Retaining Diverse Talent	County Water HSD
Lead with Inclusion: Investing in Critical Leadership Competencies	County Water HSD	Supervision: 8 Steps to Effective One-on-Ones	County Water HSD
Managerial Courage: Managing Difficult People	County Water HSD	Tackling Race Bias in the Workplace: A Guide for Managers	County Water HSD



Develop your supervisory and managerial skills!
 Start earning the [Emerging Leader Certificate of Completion](#) today.

Tier 4: Executive



eLearning for Executives: Leadership Skills

5 Ways to Lead in an Era of Constant Change Jim Hemerling TED Talk	County Water HSD	Leadership of a Diverse Group	County Water HSD
Everyday Diversity: Recruiting, Hiring & Retaining Diverse Talent	County Water HSD	Leading Change: Kotter's 8 Step Change Model	County Water HSD
Lead with Inclusion: Investing in Critical Leadership Competencies	County Water HSD	How to Lead with Radical Candor	County Water HSD
Leadership Fundamentals: Empowering Others	County Water HSD	Supervision: 8 Steps to Effective One-on-Ones	County Water HSD