Electives

Barriers to Diversity and Inclusion
This course outlines the business case for embracing diversity and inclusion. It highlights barriers, such as stereotyping and disrespectful behaviors that prevent inclusion, and covers inappropriate behavior ranging from misconduct to Hostile Environment related to all EEOC/NYS protected groups.

The Customer is Always Right
Effective customer service is the cornerstone of a successful department. This course will focus on fruitfully dealing with and addressing the needs of your customers, whether they are clients, other departments, or members of the public. Included will be an assessment of effective communication styles and conflict resolution. (1 credit)

Benefits and Retirement Issues
This course discusses some of the benefits for current employees.
Issues such as health insurance, income after retirement, adapting to a changing lifestyle in retirement, and other subjects are addressed.

Group Dynamics
This course discusses how to create or strengthen working groups. It includes discussion of how to identify personality traits and decision-making styles among the group members and how to effectively manage those traits and styles to meet performance objectives.

Interviewing Skills
This course discusses how to identity needed personnel resources, how to effectively recruit, screen candidates, and prepare for the interview. Participants will examine how to maintain control of the interview and also how to end the interview at the appropriate time. Sample int-view questions are discussed. Follow up actions after the interviews is also discussed.

Leaves of Absence, Terminations and Reinstatements Civil Service Sections 71, 72 and 73
This course will focus on leaves of absence and terminations based upon disability and/or inability by an employee to perform the essential functions of his/her job, and circumstances for reinstatement.

Overview of NYS Workers' Compensation
This course focuses on reporting and filing claims, light duty programs, contesting claims, managing abuse, fraud, accident reporting and investigation, how WC pay is administered, the role of the TPA; when the Independent Medical Exam (IME) is needed, role of the WC Board, nature and purpose of WC hearings.

Registration

Courses will begin on September 14th. All mandatory courses will be held four times per year. Elective courses will be held twice per year.

To register for course and to view an updated calendar of offered course, please visit:
www.monroecounty.gov/hr-leadershipacademy

Monroe County

39 West Main St., Room 210
Rochester, New York 14614
www.monroecounty.gov/hr-leadershipacademy

Telephone: 595-753-1700

The Monroe County Leadership Academy
is brought to you by the
Department of Human Resources

Supervisor isn't a job title, it's a skill.

Like any skill, being a good supervisor takes practice, commitment and the right attitude. Whether you are moving from peer to supervisor for the first time, or if you have many years of experience managing a workforce, training helps hone your supervisory skills and develop leadership qualities. I hope you are able to take advantage of our revamped training offerings to earn a Leadership Certification, or just take a few classes on an a-la-carte basis for self improvement. As always, your feedback is important as we continue to improve our processes.

Sincerly,

Human Resources Director, SPHR

MONROE COUNTY LEADERSHIP ACADEMY

Providing continuing education and training for County employees.

2010-2011

Leadership is the ability of an individual or group of individuals to affect change in others, beyond that which is anticipated by title or position.

Maggie Brooks
County Executive

For Further Information, Please Contact:
Monroe County Department of Human Resources or visit
www.monroecounty.gov/leadershipacademy

Maggie Brooks
County Executive

Brayton McK. Connard, SPHR
Human Resources Director

Monroe County Leadership Academy Supervisory Training Syllabus

The Leadership Academy is a customized training and education program for the devolpment of management skills. The Academy is designed for all Monroe County supervisors, both new and experienced, who desire to gain proficiency in directing County employees, with the goal of enhancing existing skills and providing additional tools for effective management.

The Leadership Academy has been enhanced to include new courses, revised schedules and an alternate location.

Leadership Certificate

All are welcome to attend any of the courses provided; however, in order to receive a Leadership Certificate, employees must matriculate and complete all mandatory courses listed and atleast 2 (two) electives . Please see back panel for registration details.

Mandatory Courses
Required for Certificate Program

Absense Management
The course will examine WC, FMLA, ADA; "safety sensitive" positions; drug and alcohol testing; managing suspected drug and alcohol abuse; overview of Strong Occ. Med. services; managing employees with life-threatening illnesses: cancer, HIV, AIDS, hepatitis, etc. Confidentiality and HIPAA considerations

Civil Service- Everything You Need To Know
This course is designed to provide supervisors with an overview of the civil service merit system. Topics will include the Civil Service Commission, civil service classifications, exam process, establishment of eligible lists and the appointment process.

Communication Skills for Supervisors
This course will provide an overview of effective techniques for verbal, written and electronic communications. Materials to be presented include: interpersonal communication styles, methods of communications, communication techniques for problem solving, listening and speaking skills, do's and dont's of e-mail, constructing effective memos.

Disability Rights-Overview of Rights and Responsibilities
The course will consist of a review of federal and state disability laws, and supervisory responsibility to comply with the rights of individuals with disabilities. Discriminatory practices will be reviewed. Supervisors are given the chance to ask questions and discuss problematic areas, and they are given the tools to handle problems and maintain compliance in their area regarding their employees and customers with disabilities.

Discipline and Discharge - The Good, the Bad and the Ugly
This course will provide an overview of the discipline and termination process within a unionized workforce. It will address when and why discipline ahould be imposed, how to determine the appropriate level of discipline, the meaning and purpose of progressive discipline, how to conduct investigatory interviews, off-duty conduct, union representation, Article 75 proceedings.

EAP Tools for Supervisors
This course will provide a brief overview of EAP Services. It will identify patterns of behavior that may be problematic. It will also discuss the importance of documentation and how to document. It will review how EAP can help, EAP's role, the supervisor's role, and the employee's role. This training will allow for a question and answer period.

The Grievance and Arbitration Process
This course will familiarize participants with the grievance process and examine how to win at arbitration. Concepts discussed will include impact of performance evaluations, past practice and just and sufficient cause.

How to Effectively Complete a Performance Evaluation
The purposes of performance evaluations are to promote communication, provide feedback about job performance, facilitate better working relationships, provide a historical record of performance and to contribute to professional devolpment. This course is intended to prepare all new supervisors to conduct performance evaluations as well as a refresher course for current supervisors.

Leadership Skills
This course focuses on some of the current literature on leadership skills and includes tools for participants to identify their leadership traits. Discussion of the differences between leadership and management, and resources to assist participants in identifying the circumstances in which leadership or management is most effective.

Overview of County Personnel and Benefits Policies
This course will provide an overview of county departments and functions; use of county vehicles, snow emergencies, dress code, mileage reimbursement, holidays, vacations, confidentiality, communicating with media, etc. Tuition assistance overview; development and negotiation of policies.

Performance Management
This course will study three fundamental tools for managing employee performance- probationary periods, performance evaluations and counseling meetings. Each tool will be defined and discussed to give supervisors a working knowledge of how they may be properly and effecttively utilized.

Sexual Harrassment-Definition and Complaint
This course outlines the Monroe County policy on providing a work environment free from misconduct and discrimination related to gender and sexual orientation. The training will refresh knowledge of what constitutes misconduct; teach how to identify incidences, and what to do when they occur.

Workplace Ethics
This course reviews Monroe County's Code of Ethics; acceptable and unacceptable behaviors; ethics and workplace rules; ethics and employee relations; setting the example for your subordinates; ethics of public service.

Workplace Violence Prevention/Managing Conflict
This course will examine the supervisor's role in fire drills, evacuations, bomb threats; maintaining a safe and secure work environment for subordinates; after hours escort to parking; educating subordinates on reporting suspicious behavior; department emergency plan format and administration.