

ELECTIVE COURSES:

Employee Benefits:

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.

Interviewing Skills:

This course discusses how to identify needed personnel resources, how to effectively recruit and 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 interview questions are discussed. Follow up actions after the interviews are 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

NEW ELECTIVE COURSE FOR 2012-13:

Human Resource Management for Supervisors:

Open to both newly promoted and current supervisors, attendees will be provided with the essential information to assist them in effectively managing their staff, including how to deal with the transition into the role of a supervisor, what the general expectations of an employee with supervisory responsibilities are, and what to do on day one of being a new supervisor. Additionally, current County policies, Employment Law and Collective Bargaining Agreements will be reviewed to assist supervisors in properly managing their staff.

REGISTRATION:

Courses will begin on October 5, 2012. All Mandatory Courses will be held three times per year and Elective Courses are held at least twice per year.

To register for courses and to view a course calendar, please visit the Monroe County Intranet or <http://www.monroecounty.gov/hr-leadershipacademyreg>

Monroe County
39 West Main Street, Room 210
Rochester, New York 14614
585-753-1700

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

“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.”

**Brayton McK. Connard, SPHR
Human Resources Director**

MONROE COUNTY LEADERSHIP ACADEMY

***Providing continuing education
and training for County
employees.***

2012-13



**Maggie Brooks
County Executive**

“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 visit the Monroe County Intranet

or

<http://www.monroecounty.gov/hr-leadershipacademyreg>

The Leadership Academy is a customized training and education program for the development 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 courses being offered at several times throughout the work day, at multiple locations and in groups of related topics.

LEADERSHIP CERTIFICATE:

All are welcome to attend any of the courses provided. However, in order to receive a Leadership Certificate, employees must complete all mandatory courses and at least two (2) elective courses.

MANDATORY COURSES:

Absence 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 are also discussed.

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 elective 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 don'ts of e-mail, constructing effective memos.

Disability Rights- 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.

How to 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 development. This course is intended to prepare all new supervisors on how to conduct performance evaluations as well as provide a refresher course for current supervisors.

Discipline and Discharge:

This course will provide an overview of the discipline and termination process within a unionized workforce. It will address when and why discipline should 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.

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 will occur, as well as a review of resources available to assist participants in identifying the circumstances in which leadership or management is most effective.

Overview of Personnel & 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. as well as the Tuition Assistance program, and the 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 working knowledge of how they may be properly and effectively utilized.

Sexual Harassment-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/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.