



CITY UNIVERSITY

2012 SPRING COURSE CATALOG

Table of Contents

Page:

<p>1. - Table of Contents Course Icon Listing HR Learning and Development Services</p> <p>2. - Training Locations & Parking General Information 2011 Employee Development Certificate Application CU Advisor</p> <p>3. - Training Locations and General Information</p> <p>4. - Competencies</p> <p>5. - Competencies</p> <p>6. - Classes by month</p> <p>7. - Courses Offered to Other Organizations</p> <p>8. - Core Competencies Building Cultural Awareness Conflict Resolution Dealing with Difficult People Effective Communication Employee Information Session Enhancing Your Customer and Quality Service Skills Safety Orientation</p> <p>9. - Specialized Training Commercial Driver's License HAZWOPER—Initial HAZWOPER—Renewal Laserfiche Microsoft Excel Microsoft PowerPoint Microsoft Word New Employee Orientation Performance Training: The Basics Performance Training: Intermediate SharePoint</p> <p>10. - Customer Service Competencies</p>	<p>Dealing With Difficult People Enhancing Your Customer and Quality Service Skills Generations in the Workplace The Indispensable Assistant Managing Time & Multiple Priorities Organizational Skills SMART—Goal Setting</p> <p>11-12. - Getting Ready for Advancement Competency Beginning Project Management Better Grammar for Writing Effective Communication Interpersonal Relations on the Job Interviewing Leading the Work Team Life Balance Organizational Skills The Panel Interview Presentation Skills Resume Writing SMART—Goal Setting Supervisory Development</p> <p>13-15. - Life Balance Competency Adult Standard First Aid/ CPR Building Bridges: The Next Step Diversity Film Series: Wounded Knee Diversity Film Series: The Help Emotional Intelligence Finding Extra Dollars Fuel Efficient Driving Generations in the Workplace Investment Fundamentals The Life Balance Managing Time & Multiple Priorities Money Management</p>	<p>Police and Fire—DROP Protecting Yourself From Fraud Reducing Job Stress SMART—Goal Setting Surviving a Broken Economy Wichita Employees' Retirement—DROP Wichita Employees' Retirement— Pension Management Working Green</p> <p>16-17. - Safety Adult Standard First Aid/ CPR Commercial Diver's License Confined Space Defensive Driving HAZWOPER—Initial HAZWOPER—Renewal OSHA—Construction OSHA—General Industry Rigging and Signal Person Introduction Safety Orientation</p> <p>18-19. - Supervisory Competency Building a Successful Team Conflict Resolution Delegating Effectively Facilitation Skills Generations in the Workplace The Panel Interview Preventing Harassment in the Workplace Purchasing—Policies and Practices Records Management Request for Proposal SMART—Goal Setting Straight Talk for Supervisors Workplace Threats, Violence and Emergency Procedures Effective Supervisory Practices</p>
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The following icons are used throughout the course listings to help you identify specialty classes.



New course offering



Courses supporting the Competencies



Courses held for employees currently in a supervisory position



Shared course with Sedgwick County



Courses available to non-profit and local government agencies



Hands on technical course

Due to increased demand for training all applications are required to be submitted two weeks prior to the date of the training. Failure to enroll prior to this deadline will limit your ability to attend classes.

The following services are available to all City of Wichita employees and departments:

- ... Needs Assessment for Learning and Development
- ... Customized Department Learning Programs
- ... Career Development and Resume Assistance
- ... Succession Planning

Please contact Jake Williams at 268-4535 (jmwilliams@wichita.gov) or Chris Correll at 269-4728 (ccorrell@wichita.gov) for more information.

Contact by our new email address at :
CULearning@wichita.gov

Portal > Human Resources > Learning & Development
or
by fax at 858-7435

Training Locations Information

LOCATIONS:

AIRPORT

2193 Air Cargo Rd

CITY HALL HUMAN RESOURCES TRAINING ROOM

City Hall, 10th Floor, 455 N. Main Street

SEDGWICK COUNTY HUMAN RESOURCES TRAINING ROOM

Historic Courthouse, 3rd Floor, Room 305, 510 N. Main

WICHITA ART MUSEUM

1400 W. Museum Blvd.

CENTRAL MAINTENANCE FACILITY

1801 S. McLean Blvd

PARKING:

AIRPORT: Southbound on Mid Continent Road take 2nd exit which is the cargo exit. At bottom of ramp go through the stop sign. Follow road until it comes to a T. Building is directly across from the intersection. It says Safety on the front.

CITY HALL: If you normally report to work outside the City Hall Building and are attending training at City Hall please park on the surface parking lot. Bring your parking ticket to class for validation.

SEDGWICK COUNTY HISTORIC COURTHOUSE: If you are attending training at the Sedgwick County Human Resource Training Room please park in the Sedgwick County Parking Garage at the corner of Elm and Main Streets (located just north of the courthouse). Bring your parking ticket to class for validation.

General Information

Your CU Advisor

Contact	Dept	Div	Phone
Poynter, Teri	AM	1110	268-4976
Hale, Susan	AP	1910	946-4700
Gilkey, Virdena	CC	110	268-4331
Vian, Stephanie	CI	2301	269-4741
Aviks, Deb	CM	281	268-4351
Shirley, Colleen	ES	1421	268-8321
Benninga, Kathy	FI	720	268-4402
Williams-Bey, Mary	HG	980	462-3775
Fry, Karen	IT/IS	601	303-8112
Prothro, Jaime	LI	1010	261-8530
Kelly, Joseph	MC	510	268-4346
Butler, Christina	PA	1710	268-4653
Williams, Sonja	PA	1720	337-9225
Yates, Joan	PO	810	350-3463
Brunhoeber, Judy	PO	810	350-3420
Conley, Andrea	PO	810	350-3400
Hall, Kimberly	PO	810	350-3440
Nienstedt, Monica	PO	810	268-4239
Best, Jana	PO	830	268-4186
Peters, Mary	PW	1310	268-4497
Hervey, Terry	PW	1320	268-4027
Pelton, Kim	PW	1320	268-4025
Farley, Vicky	PW	1330	268-4250
Nava, Janice	PW	1360	268-4018
Morris, Sandi	WA	1820	268-4162
Crosby, Teresa	WA	1820	268-4625
Tullis, Donna	WA	1830	219-8914
Fields, Vallery	WT	1610	352-4811

TRAINING TRANSCRIPTS

You may review the courses you have taken through Human Resources Learning and Development intranet site:

1) Log onto Portal> Human Resources > Learning & Development > City University

ADA ASSISTANCE FOR PARTICIPANTS

Accommodations for those needing ADA accommodations will be arranged. Please contact Human Resources Learning and Development at 268-4535 with any requests at least two weeks before the start of the course.

2012 Employee Development Certificate Application

The 2012 Employee Development Certificate will be awarded annually to employees who complete twenty (20) or more hours of classes within the 12-month period from January 1 to December 31, 2012. Please use the Employee Development Certificate Application to apply for the certificate after the 20 hours have been completed. All certificate applications need to be turned in by January 12, 2013.

For more information and to obtain a printable copy of the application, please visit the Learning and Development web page on the intranet.

Each department has at least one designated C.U. Advisor. This person acts as an information source between their department and Human Resources Learning and Development.

Human Resources Learning and Development Team
 Jake Williams 268-4535 (jmwilliams@wichita.gov)
 Chris Correll 269-4728 (ccorrell@wichita.gov)

Competencies

What are Competencies?

Every job in the City organization requires a combination of skills or "competencies." Many of these competencies are learned on the job, others are learned in the classroom setting.

To foster each employee's development as a valued member of the City team, the Human Resources Department Learning & Development staff have re-designed the City University into competency areas.

What Does This Mean to Me?

More tools and knowledge for your current job opportunities to prepare for transfers and promotions.

Credit will be given toward the competencies for comparable CU classes taken in **2007 to present**.

Part-time employees are required to complete all of the Core Competency with the exception of Employee Information Session. Limited employees are not required to take the Core Competency but are able to enroll in the sessions with supervisor consent.

The City-wide goal is for every employee to complete the Core Competency curriculum and every supervisor and manager to complete the Supervisory Competency by the end of 2012.

MindLeaders (now offering shorter classes)!

These courses are designed to enhance the materials available to employees who are seeking to develop their skills. Some of the courses can be used to fulfill the requirements of a competency. This method of training is available on any computer that has internet access. An important item to note is that if someone wishes to access this system on their own time it is possible to do so, but under no circumstances should required courses be taken outside of work hours. Also, MindLeaders is currently not available to all employees, and is only available to full-time employees with City E-mail. New MindLeaders courses now available!



Competencies

CORE

(Required for all City employees)

Page 8

City University Course

MindLeaders Option

Building Cultural Awareness.....	None
Dealing with Difficult People OR Conflict Resolution	Dealing with Difficult People
Effective Communication	Communication
Employee Information Session	Employee Information Session
Enhancing Customer and Quality Service Skills.....	Customer Service
Safety Orientation	None

SUPERVISORY

(Required for all supervisors and managers)

Pages 18-19

City University Course

MindLeaders Option

Effective Supervisory Practices	None
Facilitation Skills.....	Teams That Work (Building and Leading Effective Teams All)
Workplace Threats and Violence	None

CUSTOMER SERVICE

Page 10

City University Course

MindLeaders Option

Dealing with Difficult People.....	Dealing with Difficult People
Enhancing Customer Service	Customer Service
Generations in the Workplace	None

LIFE BALANCE

Pages 13-15

City University Course

MindLeaders Option

Adult Standard First Aid	None
Emotional Intelligence.....	None
Generations in the Workplace	None
The Life Balance: Work and Home	Work and Life Balance (Videos 1-12)
Managing Time and Multiple Priorities	Time Management Fundamentals (Sections 1-5)
Money Management.....	Budgeting and Saving (Sections 1-7)
Reducing Job Stress.....	Stress Management (Sections 1-4)
SMART—Goal Setting	None

GETTING READY FOR ADVANCEMENT

Pages 11-12

City University Course

MindLeaders Option

Better Grammar for Writing	None
Effective Communication.....	Communication
Interpersonal Relations on the Job.....	None
Interviewing.....	Interview Skills (Sections 1-9)
The Life Balance: Work and Home.....	Work and Life Balance (Videos 1-12)
Organizational Skills	None
Presentation Skills	Effective Presentations (Sections 1-4)
Resume Writing	None
SMART– Goal Setting	None

Classes By Month

January

Dealing with Difficult People.....	1/9	pg. 8, 10
Building Cultural Awareness.....	1/10	pg. 8
Enhancing Customer Service	1/10	pg. 8, 10
OSHA—Construction.....	1/11	pg. 17
OSHA—Construction.....	1/12	pg. 17
Signal-Rigging.....	1/18	pg. 17
Effective Communication.....	1/18	pg. 8, 11
Effective Communication.....	1/20	pg. 8, 11
Safety Orientation.....	1/20	pg. 8, 17
Dealing with Difficult People.....	1/24	pg. 8, 10
Building a Successful Team	1/25	pg. 18
Defensive Driving.....	1/26	pg. 16

February

Straight Talk for Supervisors.....	2/1	pg. 19
SMART Goals	2/7	pg.10,12,15, 19
Diversity Film Series	2/8	pg. 13
Enhancing Customer Service	2/9	pg. 8, 10
Building Bridges.....	2/10	pg. 13
Laserfiche	2/10	pg. 9
Surviving a Broken Economy	2/10	pg. 15
Building Cultural Awareness.....	2/10	pg. 8
Fuel Efficient Driving.....	2/13	pg. 13
First Aid and CPR.....	2/14	pg. 13, 16
Dealing with Difficult People.....	2/15	pg. 8, 10
Building Bridges.....	2/17	pg. 13
Enhancing Customer Service	2/21	pg. 8, 10
Preventing Workplace Harassment.	2/22	pg. 18
Emotional Intelligence.....	2/23	pg. 13
Safety Orientation.....	2/23	pg. 8, 17
Delegating Effectively	2/24	pg. 18
Building Bridges.....	2/24	pg. 13
OSHA—General Industry	2/28	pg. 17
OSHA—General Industry	2/29	pg. 17
Presentation Skills	2/29	pg. 12

March

Purchasing Policies and Practices...	3/1	pg. 18
Building Bridges.....	3/2	pg. 13
MS Word	3/2	pg. 9
Dealing with Difficult People.....	3/2	pg. 8, 10
Enhancing Customer Service	3/5	pg. 8, 10
OSHA—Construction.....	3/6	pg. 17
OSHA—Construction.....	3/7	pg. 17
Resume Writing.....	3/7	pg. 12
Defensive Driving.....	3/8	pg. 16
Indispensable Assistant	3/9	pg. 10
Building Bridges.....	3/9	pg. 13
Panel Interview	3/12	pg. 11, 18
Fuel Efficient Driving.....	3/12	pg. 13
Facilitation Skills.....	3/13	pg. 18
Finding Extra Dollars	3/13	pg. 13
Safety Orientation.....	3/14	pg. 8, 17
Signal-Rigging.....	3/15	pg. 17
Building Cultural Awareness.....	3/16	pg. 8
Building Bridges.....	3/16	pg. 13
Conflict Resolution.....	3/19	pg. 8, 18
Dealing with Difficult People.....	3/20	pg. 8, 10
Workplace Violence	3/20	pg. 19
Effective Supervisory Practices.....	3/21	pg. 19
Protecting Yourself from Fraud.....	3/21	pg. 14
Effective Communication	3/21	pg. 8, 11
Effective Supervisory Practices.....	3/22	pg. 19
Effective Communication.....	3/23	pg. 8, 11
Money Management.....	3/23	pg. 14

Supervisory Development.....	3/26	pg. 12
Commercial Driver’s License.....	3/27	pg. 16
Commercial Driver’s License.....	3/28	pg. 16
Effective Supervisory Practices	3/28	pg. 19
Effective Supervisory Practices	3/29	pg. 19
MS Excel	3/30	pg. 9

April

Supervisory Development.....	4/2	pg. 12
Effective Supervisory Practices	4/4	pg. 19
Effective Supervisory Practices	4/5	pg. 19
Generations in the Workplace.....	4/6	pg. 10, 14, 18
Working Green	4/6	pg. 15
Supervisory Development.....	4/9	pg. 12
Enhancing Customer Service	4/10	pg. 8, 10
Managing Time.....	4/10	pg. 10, 14
Effective Supervisory Practices	4/11	pg. 19
Leading the Work Team	4/11	pg. 12
Safety Orientation.....	4/12	pg. 8, 17
Effective Supervisory Practices	4/12	pg. 19
MS PowerPoint.....	4/13	pg. 9
First Aid and CPR.....	4/13	pg. 13, 16
Supervisory Development.....	4/16	pg. 12
Employee Information Session	4/17	pg. 8
Performance—Beginning	4/17	pg. 9
Effective Supervisory Practices	4/18	pg. 19
Leading the Work Team	4/18	pg. 12
Effective Supervisory Practices	4/19	pg. 19
Dealing with Difficult People	4/20	pg. 8, 10
Conflict Resolution	4/20	pg. 8, 18
Supervisory Development.....	4/23	pg. 12
Better Grammar for Writing	4/23	pg. 11
Better Grammar for Writing	4/24	pg. 11
Performance—Intermediate	4/24	pg. 9
Effective Supervisory Practices	4/25	pg. 19
Leading the Work Team	4/25	pg. 12
Enhancing Customer Service	4/26	pg. 8, 10
Effective Supervisory Practices	4/26	pg. 19
Supervisory Development.....	4/30	pg. 12
Working Green	4/30	pg. 15

May

Effective Supervisory Practices	5/2	pg. 19
Leading the Work Team	5/2	pg. 12
Effective Supervisory Practices	5/3	pg. 19
OSHA—Construction.....	5/7	pg. 17
OSHA—Construction.....	5/8	pg. 17
Building Cultural Awareness.....	5/8	pg. 8
Effective Supervisory Practices	5/9	pg. 19
Leading the Work Team	5/9	pg. 12
Reducing Job Stress	5/9	pg. 14
Enhancing Customer Service	5/10	pg. 8, 10
Effective Supervisory Practices	5/10	pg. 19
Supervisory Development.....	5/14	pg. 12
Investment Fundamentals	5/14	pg. 14
Defensive Driving.....	5/15	pg. 16
Effective Supervisory Practices	5/16	pg. 19
Leading the Work Team	5/16	pg. 12
Diversity Film Series	5/16	pg. 13
Effective Supervisory Practices	5/17	pg. 19

Signal-Rigging	5/18	pg. 17
SharePoint.....	5/18	pg. 9
Work/Life Balance.....	5/21	pg. 14
Supervisory Development.....	5/21	pg. 12
Dealing with Difficult People	5/22	pg. 8, 10
Beginning Project Management.....	5/22	pg. 11
Effective Supervisory Practices	5/23	pg. 19
Request for Proposal	5/23	pg. 19
Effective Supervisory Practices	5/24	pg. 19
Records Management.....	5/25	pg. 19
Facilitation Skills	5/29	pg. 18
Effective Supervisory Practices	5/30	pg. 19
Effective Supervisory Practices	5/31	pg. 19

June

Organizational Skills.....	6/4	10, 11
Interpersonal Relations on the Job ..	6/5	pg. 11
Straight Talk for Supervisors	6/6	pg. 19
Effective Supervisory Practices	6/6	pg. 19
WER Drop.....	6/6	pg.15
Effective Supervisory Practices	6/7	pg. 19
Building Cultural Awareness	6/12	pg. 8
Enhancing Customer Service	6/12	pg. 8, 10
SMART Goals	6/13	pg.10,12,15, 19
Employee Information Session	6/13	pg. 8
Safety Orientation	6/14	pg. 8, 17
First Aid and CPR.....	6/15	pg. 13, 16
Interviewing	6/18	pg. 11
Preventing Harassment	6/19	pg. 18
OSHA—General Industry.....	6/20	pg. 17
OSHA—General Industry.....	6/21	pg. 17
Dealing with Difficult People	6/22	pg. 8, 10
Commercial Driver’s License	6/26	pg. 16
Commercial Driver’s License	6/27	pg. 16

July

OSHA—Construction	7/10	pg. 17
OSHA—Construction	7/11	pg. 17
Signal-Rigging	7/18	pg. 17

Courses Offered to Other Organizations

Courses Shared with Sedgwick County

Beginning Project Management pg. 11
 Better Grammar for Writing pg. 11
 Diversity Film Series: Invisible Voice pg. 13
 Diversity Film Series: Bullied pg. 13
 Emotional Intelligence pg. 13
 Facilitation Skills pg. 18
 The Indispensable Assistant pg. 10
 Interpersonal Relations on the Job pg. 11
 The Life Balance: Work and Home pg. 14
 Managing Time & Multiple Priorities pg. 10, 14
 Money Management pg. 14
 Organizational Skills pg. 10, 11
 Presentation Skills pg. 12
 Records Management pg. 19
 SMART—Goal Setting pg. 10, 12, 15, 19
 Straight Talk for Supervisors pg. 19
 Supervisory Development pg. 12
 Surviving A Broken Economy pg. 15
 Workplace Threats, Violence and
 Emergency Procedures pg. 19

Courses Available to Employees of Non-Profit Chamber of Service & Other Local Government Agencies

Better Grammar for Writing pg. 11
 Dealing With Difficult People pg. 8, 10
 Delegating Effectively pg. 18
 Generations in the Workplace pg. 10, 14, 18
 The Life Balance: Work and Home pg. 14
 Managing Time & Multiple Priorities pg. 10, 14
 Money Management pg. 14
 Organizational Skills pg. 10, 11
 Reducing Job Stress pg. 14
 SMART—Goal Setting pg. 10, 12, 15, 19
 Surviving A Broken Economy pg. 15

Eligible Non-Profits and Local Government Agencies will receive notification of class availability two weeks prior to course date. Reservations shall be accepted on a first come first serve basis.

For more information regarding these courses, please contact Jake Williams at (jmwilliams@wichita.gov) or Chris Correll at (ccorrell@wichita.gov).



Like us on Facebook in order to receive updates, cancelations and weekly class announcements by searching “Learning and Development-City of Wichita”

Or by scanning this QR Code with your smart phone



Core Competency

(All listings are in alphabetical order by course title)

Building Cultural Awareness



Participants will identify personal attitudes and prejudices that influence interactions with others, recognize factors which impact communication across cultures, and determine ways to improve the effectiveness of these interactions.

Facilitator: Susan Leiker or Claude Puntel
 Location: Wichita Art Museum
 Open Date: January 10, 8:30 a.m.-12:00 p.m.
 February 10, 1:00 p.m.-4:30 p.m.
 March 16, 1:00 p.m.-4:30 p.m.
 May 8, 1:00 p.m.-4:30 p.m.
 June 12, 8:30 a.m.-12:00 p.m.

Conflict Resolution



How do you respond to conflict? There are four basic styles of conflict resolution. Learn how you react and how to resolve conflict.

Facilitator: Naomi Peterson followed by Susan Leiker
 Location: City Hall - 10th Floor Training Room
 Time: March 19, 8:00 a.m.-12:00 p.m.
 April 20, 1:00 p.m.-5:00 p.m.

Dealing with Difficult People



Learn how difficult people impact you and the workplace. Learn common responses to difficult people and ten common difficult personalities. Learn to respond effectively to anger and conflict.

Facilitator: Chris Correll
 Location: City Hall - 10th Floor Training Room
 Time: January 9, 9:00 a.m.- 11:00 a.m.
 January 24, 9:00 a.m.- 11:00 a.m.
 February 15, 10:00 a.m.-12:00 p.m.
 March 2, 9:00 a.m.- 11:00 a.m.
 March 20, 10:00 a.m. -12:00 p.m. (Wichita Art Museum)
 April 20, 9:00 a.m.- 11:00 a.m.
 May 22, 1:00 p.m.-3:00 p.m.
 June 22, 10:00 a.m.-12:00 p.m.

Effective Communication



Learn how to become a more effective communicator in this interactive seminar. The session uses exercises to help participants understand the practicality of the communication concepts, and provides opportunities to practice what is being learned. Five areas will be covered: identifying communication styles, identifying barriers to effective communication, recognizing the characteristics of healthy communication, understanding why a “good listener” is essential for effective communication, and knowing how to give and receive constructive feedback.

Facilitator: Connie Morris, Instructor, Elliot School of Communication, WSU
 Location: Wichita Art Museum
 Time: January 18, 1:00 p.m.-5:00 p.m.
 January 20, 8:30 a.m.-12:30 p.m.
 March 21, 1:00 p.m.-5:00 p.m.
 March 23, 8:30 a.m.-12:30 p.m.

Employee Information Session



This class is designed to provide employees with an overview of City of Wichita government. Information will also be presented about ethics, benefits, and employee rights and responsibilities.
 -Required for all Employees

Facilitator: Jake Williams
 Location: City Hall - 10th Floor Training Room
 Time: April 17, 9:00 a.m.-10:00 a.m.
 June 13, 1:30 p.m.-2:30 p.m. (Wichita Art Museum)

Enhancing Your Customer and Quality Service Skills



This course will examine the several aspects of Customer Service. You will study what customer service means to our organization, introduce and define the “internal customer” concept, look at customer expectations and needs, and study the theory of “quality service.”

Facilitators: Chris Correll
 Location: City Hall - 10th Floor Training Room
 Time: January 10, 2:00 p.m.-4:00 p.m.
 February 9, 9:00 a.m.- 11:00 a.m.
 February 21, 9:00 a.m.- 11:00 a.m.
 March 5, 2:00 p.m.-4:00 p.m.
 April 10, 10:00 a.m.-12:00 p.m. (Wichita Art Museum)
 April 26, 9:00 a.m.- 11:00 a.m.
 May 10, 9:00 a.m.- 11:00 a.m.
 June 12, 3:00 p.m.-5:00 p.m.

Safety Orientation



All City of Wichita Employee’s must attend. Class Emphasis is on City of Wichita Safety policies and procedures that reflect State and OSHA Regulations. This course is an overview of the City of Wichita’s Safety Program.

Facilitator: Linda Summervill, Safety Coordinator
 Location: City Hall - 10th Floor Training Room
 Time: January 20, 8:30 a.m.-11:30 a.m.
 February 23, 8:30 a.m.-11:30 a.m.
 March 14, 8:30 a.m.-11:30 a.m.
 April 12, 8:30 a.m.-11:30 a.m.
 June 14, 8:30 a.m.-11:30 a.m.

Specialized Training

(All listings are in alphabetical order by course title)

Commercial Driver's License

For all employees seeking a Class A or B drivers license. (6 seats)

Facilitator: Robert Daniels

Location: City Hall - 10th Floor Training Room

Time: March 27 & 28, 8:00 a.m.-5:00 p.m. (Both Days)

June 26 & 27, 8:00 a.m.-5:00 p.m. (Both Days)

HAZWOPER—Initial

This program is to familiarize participants with a variety of hazardous materials that they may encounter on the job and to articulate the appropriate responses when encountered.

Contact Linda Summervill (268-4630 or lsummervill@wichita.gov) for more information.

HAZWOPER—Renewal

This is an eight-hour program required annually for all employees who have completed the forty-hour HAZWOPER program.

Facilitator: Linda Summervill, Safety Coordinator

Location: City Hall - 10th Floor Training Room

Time: TBD

Laserfiche



This course is offered for employees that have basic familiarity with Laserfiche and are looking for new tips and tricks to make your job easier.

Facilitator: Denise Klug

Location: City Hall - 9h Floor Training Room 2

Time: February 10, 8:30 a.m.-11:30 a.m.

Microsoft Excel



This is a course to help enhance employee's understanding and usage of Microsoft Excel.

Facilitator: Clifford Thomas

Location: City Hall - 9h Floor Training Room 2

Time: March 30, 8:30 a.m.-11:30 a.m.

Microsoft PowerPoint



This is a course to help enhance employee's understanding and usage of Microsoft PowerPoint.

Facilitator: Clifford Thomas

Location: City Hall - 9h Floor Training Room 2

Time: April 13, 8:30 a.m.-11:30 a.m.

Microsoft Word



This is a course to help enhance employee's understanding and usage of Microsoft Word.

Facilitator: Clifford Thomas

Location: City Hall - 9h Floor Training Room 2

Time: March 2, 8:30 a.m.-11:30 a.m.

Performance Training: The Basic



This course provides employees with basic familiarity of the Accounting and Purchasing functions within Performance Series.

Facilitators: Stephen Coberley, Carmen Johnson, Lexie Karas, Clarence Rose

Location: City Hall-9th Floor, IT/IS Training Room 2

Time: April 17, Tuesday, 1:00 p.m. to 4:45 p.m.

Performance Training: Intermediate



This class is designed to enhance inquiry and reporting skills related to Accounting and Purchasing activities within Performance Series.

Prerequisite: Must be a current Performance Series user

Facilitators: Stephen Coberley, Carmen Johnson, Lexie Karas, Clarence Rose

Location: City Hall-9th Floor IT/IS Training Room 2

Time: April 24, 1:00 p.m.-4:45 p.m.

SharePoint



This is a course to help enhance employee's understanding and usage of SharePoint.

Facilitator: Clifford Thomas

Location: City Hall - 9h Floor Training Room 2

Time: May 18, 8:30 a.m.-11:30 a.m.

Customer Service Competency

(All listings are in alphabetical order by course title)

Dealing with Difficult People



Learn how difficult people impact you and the workplace. Learn common responses to difficult people and ten common difficult personalities. Learn to respond effectively to anger and conflict.

Facilitator: Chris Correll

Location: City Hall - 10th Floor Training Room

Time: January 9, 9:00 a.m.– 11:00 a.m.

January 24, 9:00 a.m.– 11:00 a.m.

February 15, 10:00 a.m.-12:00 p.m.

March 2, 9:00 a.m.– 11:00 a.m.

March 20, 10:00 a.m.-12:00 p.m. (Wichita Art Museum)

April 20, 9:00 a.m.– 11:00 a.m.

May 22, 1:00 p.m.-3:00 p.m.

June 22, 10:00 a.m.-12:00 p.m.

Enhancing Your Customer and Quality Service Skills



This course will examine the several aspects of Customer Service. You will study what customer service means to our organization, introduce and define the "internal customer" concept, look at customer expectations and needs, and study the theory of "quality service."

Facilitators: Chris Correll

Location: City Hall - 10th Floor Training Room

Time: January 10, 2:00 p.m.-4:00 p.m.

February 9, 9:00 a.m.– 11:00 a.m.

February 21, 9:00 a.m.– 11:00 a.m.

March 5, 2:00 p.m.-4:00 p.m.

April 10, 10:00 a.m.-12:00 p.m. (Wichita Art Museum)

April 26, 9:00 a.m.– 11:00 a.m.

May 10, 9:00 a.m.– 11:00 a.m.

June 12, 3:00 p.m.-5:00 p.m.

Generations in the Workplace



All generations today are prone to friction between members of different generations. And in far too many cases, coworkers lack both the understanding and skills necessary to narrow these classic "generation gaps." In this class, you'll become more familiar with the four generations that comprise today's workforce. You will discover why people of different age groups tend to think, feel, and act as they do. And you'll learn a variety of strategies and techniques for finding common ground for working together.

Facilitators: Jake Williams

Location: City Hall - 10th Floor Training Room

Time: April 6, 10:00 a.m.-12:00 p.m.

The Indispensable Assistant



Assisting directors, managers, supervisors, internal and external clients, and coworkers is an everyday, all day job for many employees. This will be an interactive workshop to share ideas about organization and time management skills, multi-level communication, the art of having structure and flexibility, and maintaining a positive attitude with everyone you encounter.

Facilitator: Chris Correll & Jake Williams

Location: City Hall - 10th Floor Training Room

Time: March 9, 8:30 a.m.-3:00 p.m.

Managing Time & Multiple Priorities



You'll gain practical techniques you can use to better plan your time, prioritize your decision-making, and take control of common interruptions. You'll come away equipped with tools you can use to improve control of your schedule.

Facilitator: EMPAC Rep

Location: City Hall - 10th Floor Training Room

Time: April 10, 2:00 p.m.-4:00 p.m.

Organizational Skills



Learn how to prioritize using the 80/20 rule, and how to plan effectively, discover the signs of poor organizational management, and avoid a disorganized office.

Facilitator: EMPAC Rep

Location: City Hall - 10th Floor Training Room

Time: June 4, 10:00 a.m.-12:00 p.m.

SMART-Goal Setting



Have you heard about the "SMART" technique? This class will show you how to identify and write goals that are specific, measurable, attainable, realistic and time-fenced.

Facilitators: EMPAC

Location: City Hall - 10th Floor Training Room

Time: February 7, 2:00 p.m.-4:00 p.m.

June 13, 2:00 p.m.-4:00 p.m.

Getting Ready for Advancement Competency

(All listings are in alphabetical order by course title)

Beginning Project Management



Meeting demands of the fast-changing environment requires a focus on priorities, better management techniques, and effective structures for communication. Managers are turning to project management to provide the structure, focus, flexibility, and control to help guide their teams to outstanding results, on time and within budget. With this course employees will learn how the power of time-proven project management methods can help keep mission-critical projects on track and brought to a successful conclusion.

Facilitator: Paula Downs, Project Management Coordinator
 Location: Sedgwick County Training Room
 Time: May 22, 9:00 a.m.-4:00 p.m. (10 ppl)

Better Grammar for Writing



This course will address the basic issues related to writing, namely grammar, spelling and punctuation, sentence structure and various parts of speech.

Facilitator: Mark Bradshaw
 Location: City Hall - 10th Floor Training Room
 Time: April 23 & 24, 1:00 p.m.-5:00 p.m. (Both days)

Effective Communication



Learn how to become a more effective communicator in this interactive seminar. The session uses exercises to help participants understand the practicality of the communication concepts, and provides opportunities to practice what is being learned. Five areas will be covered: identifying communication styles, identifying barriers to effective communication, recognizing the characteristics of healthy communication, understanding why a “good listener” is essential for effective communication, and knowing how to give and receive constructive feedback.

Facilitator: Connie Morris, Instructor, Elliot School of Communication, WSU
 Location: Wichita Art Museum
 Time: January 18, 1:00 p.m.-5:00 p.m.
 January 20, 8:30 a.m.-12:30 p.m.
 March 21, 1:00 p.m.-5:00 p.m.
 March 23, 8:30 a.m.-12:30 p.m.

Interpersonal Relations on the Job



If you are typical, you will spend more than one third of your adult life working with other people. The quality of these relationships impacts your job satisfaction. This course will provide you with the interpersonal communication skills necessary to make your job more enjoyable.

Facilitator: Dr. Audrey Curtis, Newman University
 Location: Sedgwick County Training Room
 Time: June 5, 9:00 a.m.-3:00 p.m. (5 seats)

Interviewing



Do you present your best during interviews? Would you like to learn more what interviewers are looking for? You will leave the class feeling more confident about your interviewing abilities.

Facilitators: Kathleen Harris
 Location: City Hall - 10th Floor Training Room
 Time: June 18, 2:00 p.m.-4:00 p.m.

The Life Balance: Work & Home



Do you find yourself struggling to balance your home and work lives? The purpose of this class is to identify tips and techniques to keep all aspects of your life in balance.

Facilitators: EMPAC Rep
 Location: Wichita Art Museum
 Time: May 21, 9:00 a.m.-11:30 a.m.

Organizational Skills



Learn how to prioritize using the 80/20 rule, and how to plan effectively, discover the signs of poor organizational management, and avoid a disorganized office.

Facilitator: EMPAC Rep
 Location: City Hall - 10th Floor Training Room
 Time: June 4, 10:00 a.m.-12:00 p.m.

The Panel Interview - Certification

Learn tips on how to be an effective interviewer and select the best candidate. If you currently serve on interview panels or would like to – enroll today!

Facilitators: Susan Leiker and Jake Williams
 Location: City Hall - 10th Fl Training Room
 Time: March 12, 9:00 a.m.-10:30 a.m.



CHANGING LIVES THROUGH LEARNING

Our elearning courses help users get the knowledge they need to improve their value in the workplace. A new look and feel and time-saving skill assessment tools make attaining certification and continuing education convenient and user-friendly.

Getting Ready for Advancement Competency

(All listings are in alphabetical order by course title)

Presentation Skills



This class offers strategies for developing presentation skills in a variety of professional contexts, including facilitating, presenting and training. You will learn how to prepare dynamic talks that will inspire your audience and learn how to deliver them with confidence and charisma. The techniques professionals use to analyze their audience, organize thoughts effectively, manage stage fright, move seamlessly through visuals and utilize question and answer session will be revealed.

Facilitator: Dr. Audrey Curtis, Newman university
Location: Sedgwick County Training Room
Time: February 29, 9:00 a.m.-4:00 p.m. (5 seats)

Resume Writing



Does your resume tell employers that you are the one to hire or does it slam the door before you get in? This class will teach you about current resume trends and how to format your resume to ensure that you get called for an interview.

Facilitators: Kathleen Harris
Location: City Hall - 10th Floor Training Room
Time: March 7, 2:00 p.m.-4:00 p.m.

SMART-Goal Setting



Have you heard about the “SMART” technique? This class will show you how to identify and write goals that are specific, measurable, attainable, realistic and time-fenced.

Facilitators: EMPAC
Location: City Hall - 10th Floor Training Room
Time: February 7, 2:00 p.m.-4:00 p.m.
June 13, 2:00 p.m.-4:00 p.m.



EMPAC

EMPAC is a free counseling service provided for all employees. This service organization helps with such problems as emotional stress, alcohol abuse, marital concerns, career development, drug abuse, family difficulties, financial, and legal advice etc...

**Confidential, professional, free service for all employees
Available to employees, their immediate family, and anyone in their household**

Always available!

Call 265-9922 to arrange a confidential appointment

Supervisory Development: Introductory Level for Non-Supervisors

Individuals in non-supervisory roles who aspire to the job of supervisor will be involved in these interactive sessions designed to introduce them to the basic concepts and tools needed to succeed as a supervisor. Participants will complete practical hands-on activities inside and outside the classroom in order to apply concepts.



Facilitators: Jake Williams & Kelli Grant
Location: City Hall - 10th Floor Training Room
Time: All sessions 10:00 a.m.-12:00 p.m.
Date: March 26—May 21
(Eight consecutive Mondays excluding May 7)

Leading the Work Team

Some City employees are responsible to oversee the work of others, although they are not designated supervisors. Since they occasionally act as supervisors, they need certain supervisory skills. The Human Resources Department has designed a course for these lead employees based on the broader content of Effective Supervisory Skills. This 6-week course is designed for experienced team leads to help enhance the skills involved in this specific role. These sessions are designed to introduce the team leads to the concepts and tools needed to succeed in their work area and with their work groups. The course addresses planning, leadership, motivation, and other aspects of helping develop work groups to work as teams.

Facilitators: Jake Williams
Location: City Hall - 10th Floor Training Room
Time: All sessions 2:00 p.m.-4:00 p.m.
Date: April 11— May 16
(Six consecutive Fridays)

Life Balance Competency

(All listings are in alphabetical order by course title)

American Red Cross— Adult Standard First Aid/CPR-Recertification



This course helps individuals overcome reluctance to act in emergency situations, and to recognize and care for victims. The primary focus will be on adult victims, including adult CPR/AED. The American Red Cross will certify employees upon successfully completing the course.

Facilitator: Robert Daniels
 Location: City Hall - 10th Floor Training Room
 Time: February 14, 8:00 a.m.-3:00 p.m.
 April 13, 8:00 a.m.-3:00 p.m.
 June 15, 8:00 a.m.-3:00 p.m.

Building Bridges the Next Step: Facing Racism in a Diverse Nation

Mission: To increase respect and understanding among people from different backgrounds and cultures through dialogue. The dialogue process is designed to enhance mutual understanding and encourage inclusion among all people.

Those who have already participated in a Building Bridges Study Circle are invited to attend, and it is also open to people who have not participated previously.

Facilitator: Susan Leiker & Tommy Fulcher
 Location: Wichita Art Museum: Naftzger Room
 Time: February 10-March 16, 10:00 a.m.-12:00 p.m. (6 Consecutive Fridays)

Diversity Film Series: Wounded Knee



One of the most infamous events in the battle for Native American right began on February 27, 1973, when over two hundred armed activists from the Oglala Lakota tribe (many affiliated with the Native rights organization American Indian Movement, or AIM) took control of Wounded Knee, South Dakota, the town that was home to the Pine Ridge Reservation and the site of an infamous Indian massacre in 1890. The Oglala Lakota seized the town's official buildings, blocked off roads leading in and out of the city, and prepared for a stand off against federal authorities. The Oglala Lakota and the AIM held control of Wounded Knee for seventy-one days as they demanded reparation for broken treaties, changes in discriminatory policies and the removal of corrupt tribal officials. Filmmaker Stanley Nelson combines newsreel footage of the 1973 siege and new interviews with many of the key participants in his documentary Wounded Knee, which tells the story of the rise of the AIM in the late 1960's and early 1970's as well as the real-life drama of their most famous action

Facilitator: Brenda Stocklin-Smith & Susan Leiker
 Location: Sedgwick County Training Room
 Time: February 8, 1:30 p.m.-5:00

Diversity Film Series: The Help



The #1 *New York Times* best seller by Kathryn Stockett comes to vivid life through the powerful performances of a phenomenal ensemble cast. Led by Emma Stone, Academy Award®-nominated Viola Davis (Best Supporting Actress, *Doubt*, 2008), Octavia Spencer and Bryce Dallas Howard, **The Help** is an inspirational, courageous and empowering story about very different, extraordinary women in the 1960s South who build an unlikely friendship around a secret writing project — one that breaks society's rules and puts them all at risk. Filled with poignancy, humor and hope — and complete with compelling, never-before-seen bonus features — **The Help** is a timeless, universal and triumphant story about the ability to create change.

Facilitator: Brenda Stocklin-Smith & Susan Leiker
 Location: Sedgwick County Training Room
 Time: May 16, 1:30 p.m.-5:00 p.m.

Emotional Intelligence



This seminar is designed to show how emotional intelligence can improve the effectiveness of organizations. Participants will learn how to improve emotional intelligence, which will lead to improvement in overall performance. At the same time, it will help to increase self-restraint and compassion, to relate better to others, and to achieve targeted goals. EQ is a learned ability to identify, experience, understand and express human emotions in healthy and productive ways.

Facilitator: Jim Maddox
 Location: Sedgwick County Training Room
 Time: February 23, 9:00 a.m.-4:00 p.m. (10 ppl)

Finding Extra Dollars

This course will help individuals learn how smart budgeting can turn into monthly savings that can be used to increase retirement plan contributions. It also shows how those savings could potentially grow over time.

Facilitator: Great West Retirement Services Rep
 Location: City Hall - 10th Fl Training Room
 Time: March 13, 2:00 p.m.-4:00 p.m.

Fuel Efficient Driving



Discusses ways to improve fuel efficiency to reduce City operating costs and resources while reducing air pollution at the same time. Provides practical tips on how to improve fuel efficiency for both work and home. Provides an overview of City policies on fuel efficiency and fleet management.

Facilitator: Kay Johnson
 Location: City Hall - 10th Fl Training Room
 Time: February 13, 1:30 p.m.-3:30 p.m.
 March 12, 1:30 p.m.-3:30 p.m.

Life Balance Competency

(All listings are in alphabetical order by course title)

Generations in the Workplace



All generations today are prone to friction between members of different generations. And in far too many cases, coworkers lack both the understanding and skills necessary to narrow these classic "generation gaps." In this class, you'll become more familiar with the four generations that comprise today's workforce. You will discover why people of different age groups tend to think, feel, and act as they do. And you'll learn a variety of strategies and techniques for finding common ground for working together.

Facilitators: Jake Williams
Location: City Hall - 10th Fl Training Room
Time: April 6, 10:00 a.m.-12:00 p.m.

Investment Fundamentals

This seminar discusses stocks, bonds and cash equivalents, how they work, their advantages and disadvantages, and the risks involved. It covers proven investment concepts and steps that can help a participant get started designing a sound investment strategy.

Facilitator: Great West Retirement Services Rep
Location: City Hall - 10th Fl Training Room
Time: May 14, 2:00 p.m.-4:00 p.m.

The Life Balance: Work & Home



Do you find yourself struggling to balance your home and work lives? The purpose of this class is to identify tips and techniques to keep all aspects of your life in balance.

Facilitators: EMPAC Rep
Location: City Hall - 10th Floor Training Room
Time: May 21, 9:00 a.m.-11:30 a.m.

Managing Time & Multiple Priorities



You'll gain practical techniques you can use to better plan your time, prioritize your decision-making, and take control of common interruptions. You'll come away equipped with tools you can use to improve control of your schedule.

Facilitator: EMPAC Rep
Location: City Hall - 10th Floor Training Room
Time: April 10, 2:00 p.m.-4:00 p.m.

Money Management



This course will offer participants sound advice on basic financial topics to help them reach their specific and realistic financial goals. Topics include creating and following a spending plan, and the impact of credit scoring systems.

Facilitator: Cynthia Ongeche, - Wichita Consumer Credit Counseling Service
Location: City Hall - 10th Floor Training Room
Time: March 23, 1:00 p.m.-4:00 p.m.

Police and Fire—DROP

What is a "Back Drop" plan? Who is eligible to participate? Why have a "Drop" plan? These are some of the topics to be discussed during this program.

Facilitator: LaTonya Williams, Pension Management
Location: City Hall - 10th Floor Training Room
Time: TBD (Contact the Pension Office at 268-4544)

Protecting Yourself from Fraud



A short introductory course for city employees covering the most common frauds that city employees may get caught up in. The course will describe the most common frauds and during the course of the discussion some prevention techniques will be discussed. There will also be a question and answer time for frauds not covered in the presentation. The course will cover, the con men, the victims, Badge player games, pigeon drop games, sweetheart swindles, some internet frauds, and grandparent in distress scams.

Facilitators: B.S. Bryant
Location: City Hall - 10th Floor Training Room
Time: March 21, 1:30 p.m.-4:30 p.m.

Reducing Job Stress



Stressed out? At the end of your rope? Discover how stress affects you and learn practical tips to control stress.

Facilitator: EMPAC Rep
Location: Wichita Art Museum
Time: May 9, 2:00 p.m.-4:00 p.m.

Life Balance Competency

(All listings are in alphabetical order by course title)

SMART-Goal Setting



Have you heard about the “SMART” technique? This class will show you how to identify and write goals that are specific, measurable, attainable, realistic and time-fenced.

Facilitators: EMPAC

Location: City Hall - 10th Floor Training Room

Time: February 7, 2:00 p.m.-4:00 p.m.

June 13, 2:00 p.m.-4:00 p.m.

Surviving A Broken Economy



Finding Day-to-Day Savings, Reducing Expenses, and Living in Today’s Economy

Facilitator: Cynthia Ongeche, - Wichita Consumer Credit Counseling Service

Location: City Hall - 10th Floor Training Room

Time: February 10, 9:30 a.m.-11:00 a.m.

Wichita Employees' Retirement —DROPP

What is a "Drop" plan? Who is eligible to participate? Why have a "Drop" plan? These are some of the topics to be discussed during this program.

Facilitator: LaTonya Williams, Pension Management

Location: City Hall - 10th Floor Training Room

Time: June 6, 3:00 p.m.-4:30 p.m.

Wichita Employees' Retirement — Pension Management

Basic information regarding the Wichita Employees' Retirement (WER) System Plans will be covered during this session. Included will be a discussion of eligibility requirements and a review of plan benefits for Plan 1, Plan 2 and Plan 3. Related issues such as health insurance and retirement planning will also be discussed.

Facilitator: LaTonya Williams, Pension Management

Location: City Hall - 10th Floor Training Room

Time: TBD (Contact the Pension Office at 268-4544)

Working Green



Discusses general overview of City impacts to environment (energy, water, solid waste) and practical ways to reduce those impacts no matter what position an employee is in. Provides an interactive game for awareness and will take worker suggestions on additional green improvements.

Facilitator: Kay Johnson

Location: City Hall - 10th Floor Training Room

Time: April 6, 1:30 p.m.-3:30 p.m.

April 30, 1:30 p.m.-3:30 p.m.

2012 Green Team Lunch and Learn

When: 12:00 Noon -1:00 pm on the 4th Wednesday of each month of 2012 beginning January 14th.

Where: Conference Board Room – 1st Floor

What: Opportunity to hear City and outside community speakers on Energy, Water, Recycling etc. for offices and homes. A new topic discussed each month – to be announced via City Training Portal and Citywide emails. Bring your lunch and learn a bunch! A green bunch, that is. Water and ice tea will be provided. You bring your own cup/utensils. Opportunities to ask questions and provide suggestions for on-topic improvements to City operations for cost savings, environmental sustainability and resource conservation. Will share success stories of each department.



Safety

(All listings are in alphabetical order by course title)

American Red Cross— Adult Standard First Aid/CPR-Recertification



This course helps individuals overcome reluctance to act in emergency situations, and to recognize and care for victims. The primary focus will be on adult victims, including adult CPR/AED. The American Red Cross will certify employees upon successfully completing the course.

Facilitator: Robert Daniels
Location: City Hall - 10th Floor Training Room
Time: February 14, 8:00 a.m.-3:00 p.m.
April 13, 8:00 a.m.-3:00 p.m.
June 15, 8:00 a.m.-3:00 p.m.

Commercial Driver's License

For all employees seeking a Class A or B drivers license.

Facilitator: Robert Daniels
Location: City Hall - 10th Floor Training Room
Time: March 27 & 28, 8:00 a.m.-5:00 p.m. (Both Days)
June 26 & 27, 8:00 a.m.-5:00 p.m. (Both Days)

Confined Space

This class is for employee who work in confined spaces as defined by OSHA and State Regulations.

Facilitator: Linda Summervill, Safety Coordinator
Location: City Hall - 10th Floor Training Room
Time: TBD

Defensive Driving

This class is for employees who drive a City of Wichita or personal vehicle for City of Wichita business.

Facilitator: Linda Summervill, Safety Coordinator
Location: City Hall - 10th Floor Training Room
Time: January 26, 8:30 a.m.-4:00 p.m.
March 8, 8:30 a.m.-4:00 p.m.
May 15, 8:30 a.m.-4:00 p.m.

HAZWOPER—Initial

This program is to familiarize participants with a variety of hazardous materials that they may encounter on the job and to articulate the appropriate responses when encountered.

**Contact Linda Summervill (268-4630 or
lsummervill@wichita.gov) for more information.**

HAZWOPER—Renewal

This is an eight-hour program required annually for all employees who have completed the forty-hour HAZWOPER program.

Facilitator: Linda Summervill, Safety Coordinator
Location: City Hall - 10th Floor Training Room
Time: TBD

OSHA—Construction

The OSHA 10 Hour Outreach Training Programs were developed by the OSHA Training Institute with the intent to assist employers in training and introducing employees to the basic practices of identifying, reducing, eliminating and reporting hazards associated with their work.

The 10-hour program is intended to provide a variety of training on Construction safety and health to entry level workers.

This course is an ideal orientation to those who are new to the industry and as a reminder those who have been working in the industry to the hazards associated with their work.

Facilitator: Robert Daniels
Location: City Hall - 10th Floor Training Room
Time: March 6 & 7, First Day—8:00 a.m.-5:00 p.m.
Second Day—8:00 a.m.-12:00 p.m.
May 7 & 8, First Day—8:00 a.m.-5:00 p.m.
Second Day—8:00 a.m.-12:00 p.m.



SEE WHAT'S NEW



- New look and feel
- Time-saving skill assessment tools
- Updated compliance courses

Safety

(All listings are in alphabetical order by course title)

OSHA—General Industry

The OSHA 10 Hour Outreach Training Programs were developed by the OSHA Training Institute with the intent to assist employers in training and introducing employees to the basic practices of identifying, reducing, eliminating and reporting hazards associated with their work.

The 10-hour program is intended to provide a variety of training on General Industry safety and health to entry level workers.

This course is an ideal orientation to those who are new to the industry and as a reminder those who have been working in the industry to the hazards associated with their work.

Facilitator: Robert Daniels

Location: City Hall - 10th Floor Training Room

Time: February 28 & 29, First Day—8:00 a.m.-5:00 p.m.

Second Day—8:00 a.m.-12:00 p.m.

June 20 & 21, First Day—8:00 a.m.-5:00 p.m.

Second Day—8:00 a.m.-12:00 p.m.

Rigging and Signal Person Introduction



The purpose of the Rigger Certificate program is to provide knowledge of national industry standards, and accepted methods required for safe rigging practices. This class is designed for people that have been tasked to move or handle materials by means of mechanical equipment. Certificates will be awarded to those that complete the post exam at or above 70%. (Required for employee’s utilizing all lifting and hoisting activities, or movement of materials and equipment)

The purpose of the Signal Person Certificate program is to provide knowledge of the national industry standard for communication between equipment operators and ground personnel by voice or manual signals. Certificates will be awarded to those that complete the post exam at or above 70%. (Required for employee’s utilizing all lifting and hoisting activities, or movement of materials and equipment)

Facilitator: Robert Daniels

Location: City Hall - 10th Floor Training Room

Time: March 15, 8:00 a.m.-12:00 p.m.

May 18, 8:00 a.m.-12:00 p.m.

Safety Orientation



All City of Wichita Employee’s must attend. Class Emphasis is on City of Wichita Safety policies and procedures that reflect State and OSHA Regulations. This course is an overview of the City of Wichita’s Safety Program.

Facilitator: Linda Summervill, Safety Coordinator

Location: City Hall - 10th Floor Training Room

Time: January 20, 8:30 a.m.-11:30 a.m.

February 23, 8:30 a.m.-11:30 a.m.

March 14, 8:30 a.m.-11:30 a.m.

April 12, 8:30 a.m.-11:30 a.m.

June 14, 8:30 a.m.-11:30 a.m.



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Mike Roy

Education Counselor

(316) 268-4551—mike.roy@gwrs.com

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Supervisory Competency

(All listings are in alphabetical order by course title)

Building a Successful Team



In this training, participants will develop an understanding of the process that groups go through when transitioning to an effective team and how they, as managers, can help facilitate this process. Participants will learn to clarify roles and expectations for team members and establish team ground rules. The activities and discussion in this course are designed to provide supervisors with tools and techniques they can use to keep their team on track.

Facilitator: Greg Gilbert
Location: Sedgwick County Training Room
Time: January 25, 9:00 a.m.-4:00 p.m. (5 ppl)

Conflict Resolution

How do you respond to conflict? There are four basic styles of conflict resolution. Learn how you react and how to resolve conflict.

Facilitator: Naomi Peterson followed by Susan Leiker
Location: City Hall - 10th Floor Training Room
Time: March 19, 8:00 a.m.-12:00 p.m.
April 20, 1:00 p.m.-5:00 p.m.

Delegating Effectively

Trying to do everything yourself? Learn the 10 essential steps in delegation.

Facilitator: EMPAC
Location: City Hall - 10th Floor Training Room
Time: February 24, 9:00 a.m.-11:00 a.m.

Facilitation Skills



Attending meetings that are unproductive is frustrating and a waste of precious time. This class will teach participants how to prepare for and facilitate an effective meeting.

Facilitator: Jake Williams & Chris Correll
Location: City Hall - 10th Floor Training Room
Time: March 13, 9:00 a.m.-11:00 a.m.
May 29, 10:00 a.m.-12:00 p.m.

Generations in the Workplace



All generations today are prone to friction between members of different generations. And in far too many cases, coworkers lack both the understanding and skills necessary to narrow these classic "generation gaps." In this class, you'll become more familiar with the four generations that comprise today's workforce. You will discover why people of different age groups tend to think, feel, and act as they do. And you'll learn a variety of strategies and techniques for finding common ground for working together.

Facilitators: Jake Williams
Location: City Hall - 10th Floor Training Room
Time: April 6, 10:00 a.m.-12:00 p.m.

The Panel Interview - Certification

Learn tips on how to be an effective interviewer and select the best candidate. If you currently serve on interview panels or would like to – enroll today!

Facilitators: Susan Leiker and Jake Williams
Location: City Hall - 10th Floor Training Room
Time: March 12, 9:00 a.m.-10:30 a.m.

Preventing Harassment in the Workplace

This course familiarizes employees with the City's harassment policies and teaches employees how to identify and eliminate harassment in the workplace.

Facilitators: Susan Leiker, Affirmative Action Administrator & Kelly Rundell, Senior City Attorney
Location: City Hall - 10th Floor Training Room
Time: February 22, 8:30 a.m.-11:30 a.m.

Purchasing—Policies and Practices

The principal objective of the City of Wichita Purchasing Office is to acquire quality goods and services quickly, efficiently and economically.

Facilitator: Melinda Walker, Purchasing Manager and Clarence Rose, Senior Buyer
Location: City Hall - 10th Floor Training Room
Time: March 1, 2:00 p.m.-4:00 p.m.

Supervisory Competency

(All listings are in alphabetical order by course title)

Records Management



Paper in the average office grows by 29 percent each year, and doubles every 3.3 years, without active intervention. In the typical enterprise, one-third of records are needed for conducting business, one-third are inactive and needed only for occasional reference, and one-third is junk. This intensive class describes how to begin applying records management methods to cut costs and improve productivity.

Facilitator: Douglas King, Records Manager
 Location: Sedgwick County Training Room
 Time: May 25, 1:00 p.m.-4:30 p.m. (10 ppl)

Request for Proposal

This course has been developed to assist individuals in understanding the Request For Proposal process and evaluating proposals.

Facilitators: Melinda Walker, Purchasing Manager and Clarence Rose, Senior Buyer
 Location: City Hall - 10th Floor Training Room
 Time: May 23, 2:00 p.m.-4:00 p.m.

SMART-Goal Setting



Have you heard about the “SMART” technique? This class will show you how to identify and write goals that are specific, measurable, attainable, realistic and time-fenced.

Facilitators: EMPAC
 Location: City Hall - 10th Floor Training Room
 Time: February 7, 2:00 p.m.-4:00 p.m.
 June 13, 2:00 p.m.-4:00 p.m.

Straight Talk for Supervisors



February 1, 2012 - “Managing Generations in the Workplace”
 How to better manage a multigenerational workplace.

June 6, 2012 - Topic to be determined

Facilitator: Brenda Stocklin-Smith
 Location: Sedgwick County Training Room (10 ppl)
 Time: 2:00 p.m.-4:30 p.m.

Workplace Threats, Violence & Emergency Procedures



This training is designed to raise awareness of workplace threats and violence in our society, offer guidelines on how to handle such situations, and discuss procedures for handling other workplace emergencies.

Facilitators: Susan Leiker, Human Resources Department
 Charles Quinn, Supervisor, Police Special Operations Facility Security
 Detective Brad Bryant, Police Department
 Officer Glen Kyle, Police Department
 Wichita Fire Department Representative
 Location: City Hall - 10th Floor Training Room
 Time: March 20, 1:00 p.m.-5:00 p.m.

Effective Supervisory Practices

This 12-week course is designed for experienced supervisors who want to become more effective managers and for new supervisors who want to learn supervisory skills. Using materials created by The International City/County Management Association (ICMA), the course addresses planning, leadership, motivation, and other aspects of developing people to work.

- The Supervisor’s Job & Supervisory Practices
- Planning Work & Time and Organizing for Productivity
- Evaluating Performance
- Communicating with Employees
- Coaching, Counseling, and Mentoring
- Motivating Employees
- Developing and Maintaining Discipline
- Employee Complaints and Grievances
- Ethics



All enrollees must be in a City supervisory position.
 Participants are required to attend all sessions to receive certificate of completion.
 Materials must be returned if the enrollee does not obtain certificate of completion.

Facilitators: Jake Williams
 Location: 10th Floor HR Training Room
 Dates: March 21-June 6, Time: 9:00 a.m.-12:00 p.m.(Twelve consecutive Wednesdays)
 Dates: March 22-June 7, Time: 2:00 p.m.-5:00 p.m.(Twelve consecutive Thursdays)

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Demonstration
Jan. 23 -9a.m.

MindLeaders (now offering shorter classes)!

- ... MindLeaders has team with the City of Wichita's Learning and Development to shorten and better focus employees efforts toward the 2012 Core Competencies Initiative.
- ... MindLeaders options are now shorter to better utilize employee's time and focus on the information that matters most. See below which classes will fulfill Core Competencies.

- ... Dealing with Difficult People

- ... MindLeaders Option: "Dealing with Difficult People: Communication" (2hr)

- ... Effective Communication

- ... MindLeaders Option: "Communicating with Power: Elements of Powerful Communication" (1hr)
"Communicating with Power: Active Listening" (2hr)

- ... Employee Information Session

- ... MindLeaders Option: "Employee Information Session" (1hr)

- ... Enhancing Customer and Quality Service Skills

- ... MindLeaders Option: "Customer Service (Video): Building Customer Loyalty" (13 mins)
- "Customer Service (Video): Creating Customer Value" (14 mins)
- "Customer Service (Video): Customer Service Strategy" (12 mins)
- "Customer Service (Video): Dealing with Customer Complaints" (15 mins)
- "Customer Service (Video): Exceeding Customer Expectations" (15 mins)
- "Customer Service (Video): Measuring Customer Service" (17 mins)
- Total: (1hr 26mins)**

MindLeaders offers hundreds of classes to help you not only your work life, but getting ready for advancement, safety, and life balance skills. Take some time to check out the Project Management Professional Certification 2011 that is now being offered. Also, there are many short and easy classes and videos that will teach you the tricks and tips for using the Microsoft Office products. If you are a past user of MindLeaders, make sure to log in to check out the new look and feel of the website. (Also, please note that MindLeaders is currently not available to all employees It is only available to full-time employees with City E-mail.)

For any information on MindLeaders, including your login name and password, please contact:

Jake Williams: (JMWilliams@Wichita.gov or 268-4535)

Chris Correll: (CCorrell@Wichita.gov or 269-4728)



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