

2020-2021

City of San Antonio
Employee Training
Course Catalog



Inspiring Development
Empowering Success

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To register for any training class, contact your Human Resources Specialist.

TRAINING AND ENGAGEMENT PHILOSOPHY

Training and Engagement within the City of San Antonio is focused on creating and delivering the most impactful opportunities for employees to reach career potential. There are several core development principles that serve as the foundation for all learning. Across the City of San Antonio, we:

- Leverage current job assignments as the primary source of employee development.
- Offer supplemental opportunities to learn Professional, Managerial, Leadership, Trade, Technical and Language skills through City-wide course offerings.
- Measure capabilities and develop employees based on City-wide standards (Core Values).
- Provide annual development plans throughout an employee's career.
- Share feedback regularly and recognize and reinforce performance standards.

To register for any training class, contact your Human Resources Specialist.

2020-2021 TRAINING CATALOG OVERVIEW

Each fiscal year, the Training Division of Human Resources reviews City-wide course offerings to determine which most align with City needs as voiced by employees and their supervisors.

This year, new courses are being offered in the Professional, and Managerial and Technical areas.

As always, employee development discussions and supervisor approval are required before an employee is registered for any courses.

In order for you to be enrolled in the classes, you have to log in to Moodle [Learning.SanAntonio.gov](https://learning.sanantonio.gov) or contact your Employee Relations Business Partner to get enrolled. Each class will let you the enrollment option.

The next page contains the new courses being offered in the current 2019-2020 fiscal year.

2020-2021 TRAINING CATALOG OVERVIEW

Language, Education & Trade Development Course Series	<ul style="list-style-type: none"> GED – preparation Commercial Drivers License (CDL) CPR
Computer Technology Development Course Series	<ul style="list-style-type: none"> Adobe Fundamentals Access I, II EXCEL I, II, III SAP Basic Navigation SAeP Shopper & Approver MS Project Introduction and Intermediate Powerpoint Intro to Computers Part I & II
Professional Development Course Series	<ul style="list-style-type: none"> Owning the Customer Experience Change Management & Process Improvement Diplomacy and Tact Problem Solving & 6 Thinking Hats Business Writing (with a Focus on Grammar) Time Management: Work Smarter Not Harder Project Management Essentials and PMP Exam Prep Lean Six Sigma Yellow and Green Belt Communication and Listening Skills Emotional Intelligence Grant Writing How to Stay Calm Under Pressure Interpersonal Skills Personal Development I & II and Advanced Presentation Skills Scrum Master Conflict Management
Supervisor Development Course Series	<ul style="list-style-type: none"> Situational Leadership Supervisor Excellence (SET) I, II, III, IV, V Understanding Team Dynamics & Stages Danger Zones Delegating Effectively Motivating Others Radical Leadership

REGISTRATION PROCESS, LOCATIONS, AND PARKING

Course Availability

Training courses are shared for the current fiscal year. A new catalog will be available at the start of each fiscal year.

Registration Process

Employees are required to obtain supervisor approval prior to self-enroll for a course in Moodle. Please see the Moodle e-Learning site to register for a course Learning.SanAntonio.Gov Employees are required to have supervisor approval prior to registering.

Course Cancellation

If you are unable to attend a course, please un-enroll yourself from the course in Moodle Learning.SanAntonio.Gov as soon as possible. This will allow employees on the waiting list to attend.

Course Duration

Courses can range from two hours to 40 hours (five days @ eight hours/day). Courses lasting eight hours or more will break for a one hour lunch period. If a course ends earlier than scheduled (e.g., short of 8 hours, or short of an afternoon) or is offered at a different schedule than your normal start and end time, discuss directly with your supervisor on how this should be handled and recorded. In some instances you will be required to return to your work location.

Course Locations

Training is offered at a number of sites across the City. At times, training dates and/or sites are changed (based on the number of registered employees and the size of training space needed). Location and course confirmation will be provided a few days prior to the session to registered participants. The back of this catalog provides maps to various locations used for training.

Parking

Most sites provide ample and free parking. Parking information is provided in your course Maps location in Moodle Learning.SanAntonio.Gov.

To register for any ACCD training class, log in to Moodle.

Employee Perks offered by Alamo Colleges

We are proud of the training partnership between the City of San Antonio and the Alamo Colleges, where employees have access to quality training on a variety of leadership, professional and technical training.

If you have taken a training class through the City with Alamo Colleges, you were asked to complete an Alamo Colleges Continuing Education (CE) registration form. This form is required for each and every class by Alamo Colleges. Once your registration form is entered into the Alamo Colleges system, you are given access to:

- Obtain your student Banner ID number (student ID number)
- View your CE transcripts and Continuing Education Units (CEU's) earned for all courses taken through the City of San Antonio with Alamo Colleges
- Register for other continuing education-Open Enrollment courses

Additionally, once you have set up your account and have your Banner ID number, you can access:

- Library services (includes online access);
- Wellness Centers (gymnasiums and natatoriums);
- Discounts on computer software and hardware;
- Student discounts at many retail, entertainment and dining establishments.

How to Get Your ACES Username & Password

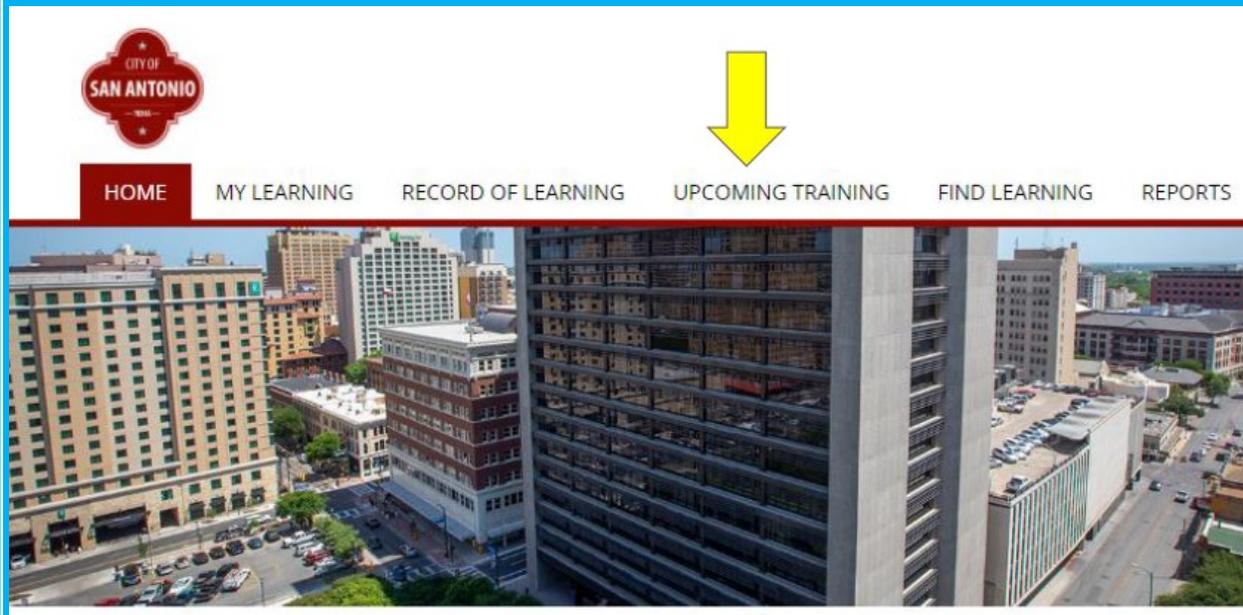
Login into ACES by visiting www.alamo.edu. Click on Login to ACES. Click (Get my ACES Username). Enter Last Name & Last 4 Digits of SSN. Follow instructions for default password on ACES User ID Lookup page. (Students who receive error message or need further assistance please contact our IT helpdesk at (210) 485-0555).

Obtaining your Student ID

Obtain your student ID at any Student Services Office on any of our campuses.

- The first student ID is FREE.
- Student must be registered and paid in the current semester (quarter).
- Valid driver's license or photo ID MUST be provided.

How to register in Moodle for a Class? Using Seminar in Upcoming Training Feature.



UPCOMING TRAINING

- NEO Online Training August 2020**
New Employee Orientation Online Training
August 2020
August 4, 2020, 8:00 AM - 12:00 PM (time zone: America/Chicago)
[SIGN-UP](#)
- OCE Online Training August 2020**
Owning the Customer Experience Online
Training August 2020
August 5, 2020, 8:00 AM - 12:00 PM (time zone: America/Chicago)
[SIGN-UP](#)
- Seminar September 16 & 18 2020 Intro to Business Writing Grammar Focus ONLINE**
September 16 & 18 2020 Intro to Business Writing Grammar Focus ONLINE
September 16, 2020, 8:00 AM - 5:00 PM (time zone: America/Chicago)
- Seminar September 22 & 23 2020 Personal Development I & II ONLINE**
September 22 & 23 2020 Personal Development I & II ONLINE
September 22, 2020, 8:00 AM - 5:00 PM

How to register in Moodle for a Class? Using the Calendar Training Feature.

Calendar

Upcoming events for:

NEW EVENT



July 22 2020 Interpersonal Skills ONLINE Seminar

July 22, 2020, 8:00 AM - 5:00 PM (time zone: America/Chicago)

July 22 2020 Interpersonal Skills ONLINE

Event date/time

July 22, 2020, 8:00 AM - 5:00 PM America/Chicago

Duration

9 hours

Room

ONLINE, ONLINE

(Room details)

This class will be online. Approximately a week prior to the class start, ACCD will send you an email with the ZOOM details.

EVENTS KEY

- Hide global events
- Hide course events
- Hide group events
- Hide user events

MONTHLY VIEW

June 2020

Mo	Tu	We
1	2	3
8	9	10
15	16	17
22	23	24
29	30	

July 2020

Mo	Tu	We
		1
6	7	8

Details

Course Description

Course Summary: Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This course will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation

By the end of this training, participants should be able to:

- Understand the difference between hearing and listening
- Learn ways to improve the verbal skills of asking questions and communicating with power.
- Understand what is 'non-verbal communication' and how it can enhance interpersonal relationships.
- Identify the skills needed in starting a conversation.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.
- Understand how seeing the other side can improve skills in influencing other people.
- Understand how the use of facts and emotions can help bring people to your side.
- Identify ways of sharing one's opinions constructively.

[Go to this Seminar event](#)

How to register in Moodle for a Class? Using the Calendar Training Feature.

Sign-up for July 22 2020 Interpersonal Skills ONLINE Seminar

Event date/time

July 22, 2020, 8:00 AM - 5:00 PM America/Chicago

Duration

9 hours

Room

ONLINE, ONLINE

(Room details)

This class will be online. Approximately a week prior to the class start, ACCD will send you an email with the ZOOM details.

Maximum bookings

24 (enable waitlist)

Details

Course Description

Course Summary: Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This course will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation

Requests for session
organiser

Receive
confirmation by*



Email with iCalendar appointment ▼

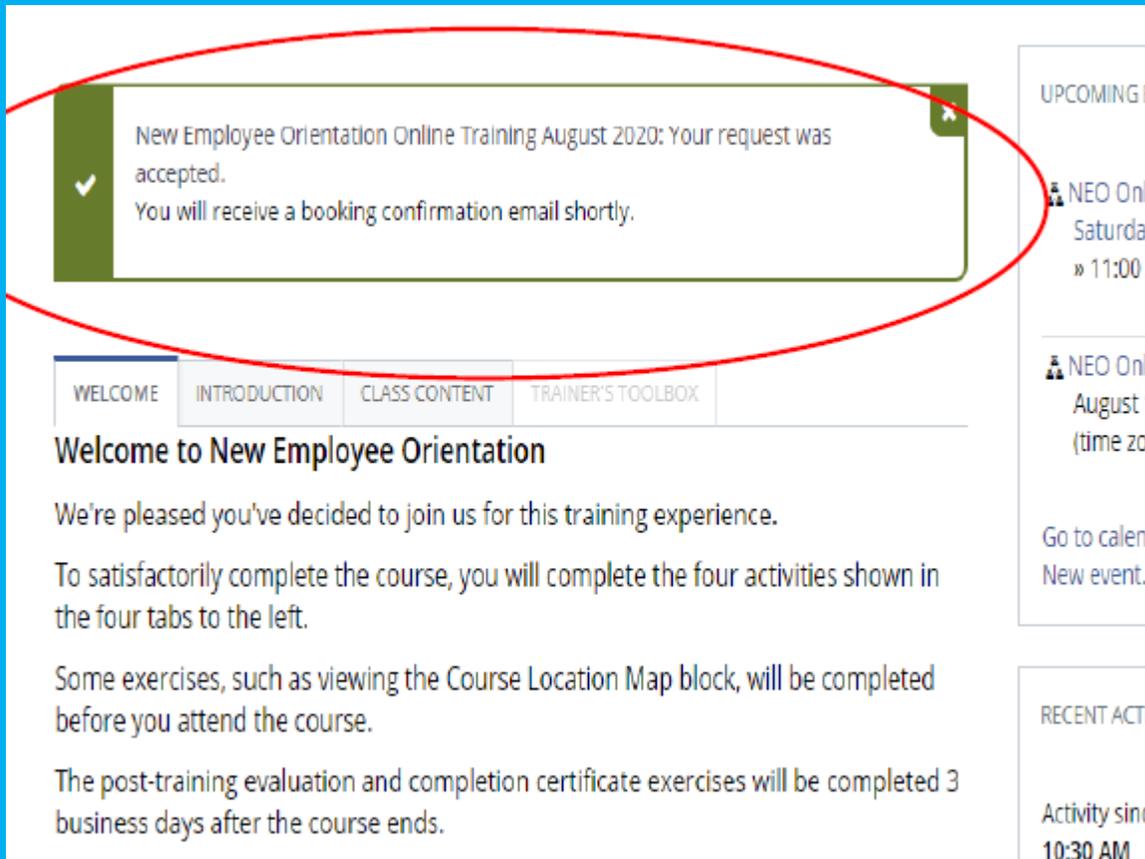


SIGN-UP

CANCEL

[Go back](#)

How to register in Moodle for a Class? Using the Calendar Training Feature.



New Employee Orientation Online Training August 2020: Your request was accepted.
You will receive a booking confirmation email shortly.

WELCOME INTRODUCTION CLASS CONTENT TRAINER'S TOOLBOX

Welcome to New Employee Orientation

We're pleased you've decided to join us for this training experience.

To satisfactorily complete the course, you will complete the four activities shown in the four tabs to the left.

Some exercises, such as viewing the Course Location Map block, will be completed before you attend the course.

The post-training evaluation and completion certificate exercises will be completed 3 business days after the course ends.

UPCOMING EVENTS

- NEO Online Training August 2020
Saturday, August 1, 2020
11:00 AM - 10:00 AM
- NEO Online Training August 2020
August 1, 2020
(time zone)

Go to calendar
New event...

RECENT ACTIVITY

Activity since
10:30 AM

Course Invite

Seminar booking confirmation: New Employee Orientation Online Training August 2020, 9:00 AM-10:00 AM, August 1, 2020 - August 31, 2020 inbox x

Do not reply to this email (via COSATrngOnline) <noreply@learning.sanantonio.gov> to me Thu, Jul 16, 11:47 AM (6 days ago)



New Employee Orientation Online Train...
[View on Google Calendar](#)

When Sat Aug 1 9am – Mon Aug 31, 2020 10am (CDT)
Where NEO Online Training August 2020, NEO Online Training
Who noreply@learning.sanantonio.gov*

[More options](#)

Agenda

Sat Aug 1, 2020

No earlier events

9am New Employee Orientation

No later events

How to cancel your registration in **Moodle** for a Class?

If you need to cancel your registration, click on the class in Moodle, click on the Welcome tab and go to the bottom Option of Seminar where it says cancel.

The screenshot shows the Moodle course interface for 'New Employee Orientation'. At the top, there are navigation tabs: WELCOME, INTRODUCTION, CLASS CONTENT, and TRAINER'S TOOLBOX. The 'WELCOME' tab is active, displaying a welcome message and instructions. On the right side, there are two event listings for 'NEO Online Training August 2020', both marked as 'BOOKED'. Below these, there are links for 'Go to calendar...' and 'New event...'. Further down, there is a 'RECENT ACTIVITY' section showing activity since Tuesday, July 21, 2020, at 10:36 AM, with a link to 'Go to full activity report'. At the bottom, there is a table listing the class details. A yellow callout box with a yellow arrow points to the 'Cancel' link in the 'Options' column of the first row.

Date	Time and Time Zone	Room	Seats available	Status	Options
August 1, 2020	9:00 AM - 11:00 AM America/Chicago	NEO Online Training August 2020, NEO Online Training	49	Booked	More info Cancel

How to cancel your registration in Moodle for a Class?

Cancel booking for New Employee Orientation Online Training August 2020

Event date/time

August 1, 2020, 9:00 AM - 11:00 AM America/Chicago

Duration

2 hours

Room

NEO Online Training August 2020, NEO Online Training

(Room details)

This is an online class only.

Seats available

49

▼ Cancel booking

Are you sure you want to cancel your booking to this event?

Cancellation note

Meeting Conflict |

**Enter in reason for
cancelling**

YES NO

✓ Your booking has been cancelled.
You and your manager should immediately receive a cancellation email.

WELCOME

INTRODUCTION

CLASS CONTENT

TRAINER'S TOOLBOX

Welcome to New Employee Orientation

We're pleased you've decided to join us for this training experience.

To satisfactorily complete the course, you will complete the four activities shown in the four tabs to the left.

Some exercises, such as viewing the Course Location Map block, will be completed before you attend the course.

The post-training evaluation and completion certificate exercises will be completed 3 business days after the course ends.



HUMAN RESOURCES DEPARTMENT



If you have any questions on Moodle Learning.SanAntonio.Gov or on any of the classes, please contact us using the information below:



(210) 207-8705



www.sanantonio.gov/EmployeeInformation/Training



CoSALearningCenter@sanantonio.gov



HUMAN RESOURCES DEPARTMENT

The classes below might be offered online. Approximately a week prior to the start of the class, ACCD will send the employee an email with the ZOOM details and credentials for the employee to attend the class.

- How to Stay Calm Under Pressure
- Communication and Listening Skills
- Project Management Essentials
- Project Management Preparation for the PMP Exam
- Conflict Management
- Intro to Business Writing, Grammar Focus
- Intermediate Business Writing
- Understanding Team Stages and Dynamics
- Motivating Others
- Interpersonal Skills
- Presentation Skills
- Scrum Master
- Time Management Work Smarter Not Harder
- Diplomacy and Tact
- Effective Delegation
- Cash Handling
- Owning the Customer Experience (WebEx Recording)
- New Employee Orientation (WebEx Recording)



LANGUAGE, EDUCATION & TRADE DEVELOPMENT COURSE SERIES

Cash Handling & Credit Card Acceptance (5 Hours)

To register for this training class, contact your Human Resources Specialist.

Summary:

The City of San Antonio maintains financial policies that comply with State and Federal laws. This course reviews established COSA policies related to handling and processing cash and cash equivalents, and defines roles and responsibilities related to receipt, safeguarding, reporting and recordkeeping for all COSA cash and cash equivalents. The purpose of policy and practice is to ensure that important COSA financial assets are protected, accurate, processed timely, and properly reported. This course is a requirement for all employees who collect or handle cash or credit card.

Learning Objectives:

By the end of this training, participants will be able to:

- Identify when to call the anonymous Municipal Integrity Hotline.
- Define various kinds of fraud and list examples, red flags and consequences.
- Explain City of San Antonio Cash Handling and Credit Card Acceptance Policies and Procedures.
- Identify the correct policy or procedure to apply in various scenarios.
- Explain the principles of good cash handling and credit card acceptance, segregation of duties, and security.
- Identify controls related to cash handling. Recognize counterfeit money.
- Recognize safety procedures concerning cash and credit card.

Time:

8:30 a.m. — 2:30 p.m.

Location:

Stinson Municipal Airport, 8535 Mission Rd., San Antonio, TX 78214.

Dates: **ONLINE**

Jul. 9, 2020. Aug. 6, 2020. Sep. 10, 2020.

To register for this training class, contact your Human Resources Specialist.

LANGUAGE, EDUCATION & TRADE DEVELOPMENT COURSE SERIES

GED Preparation Course Completion (48 Hours)

To register for this training class, contact the Training and Engagement Division.

Summary:

The course provides instruction in four content areas — Math, Reasoning through Language Arts, Social Studies, Science and critical thinking skills — participants need to succeed in passing the GED exam.

Learning Objectives:

Participants will:

- Receive a three-hour basic computer intensive course for familiarity on the computer-based GED exam (learning mouse clicks and word processing skills).
- Learn the use of tools embedded in testing software.
- Understand individual strengths and areas to focus on through a pre-assessment.
- Create an individualized learning plan on areas targeted for improvement.
- Receive face-to-face instruction (instructor lead and active learning).
- Have access to a full Tutoring lab, with simulated exams.
- Receive a post-assessment to determine readiness for exam.
- Be given assistance with registration for the actual GED exam.
- Acquire knowledge for test-taking tips, strategies, and study skills.
- Will pass post-test in all five areas with a 150 score or better.

Location:

Margarita Huantes Learning Center, 1411 Guadalupe St, San Antonio, TX.

Time:

5:30 p.m. to 8:30 p.m., Tuesdays, and Thursdays for 8 weeks.

MUST CONTACT THE TRAINING AND ENGAGEMENT DIVISION TO ENROLL.

Dates:

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

To register for this training class, contact the Training and Engagement Division.

LANGUAGE, EDUCATION & TRADE DEVELOPMENT COURSE SERIES

Commercial Driver's License Permit Prep (32 Hours)

To register for this training class, contact your Human Resources Specialist.

Summary:

This program will prepare individuals to pass the required tests in securing a Texas Commercial Driver's License (CDL) permit. The program includes classroom instruction to cover information on General Knowledge, Air Brakes and Pre-trip inspection. Participants will be provided the Texas Commercial Driver Handbook as a guide in preparing for the examinations along with CDL Test Practice Questions in advance of taking the examination. Each student will be responsible for registering and paying for the written CDL prep exam at a local DPS office.

Learning Objectives:

At the completion of the training, students will have received the necessary preparation to test and pass the Texas CDL permit examination.

Teaching Methodology:

The program includes classroom instruction, computer-based practice exams and independent study.

Location:

St. Philips College, 1801 Martin Luther King Dr., San Antonio, TX 78203

Time:

7:30 a.m. — 4:30 p.m.

Dates:

Apr. 12—15, 2021.

Jul. 12—15, 2021.

To register for this training class, contact your Human Resources Specialist.

LANGUAGE, EDUCATION & TRADE DEVELOPMENT COURSE SERIES

CPR/AED/First Aid Awareness (3 Hours) - Internal City

**To register for this training class, please log in to Moodle
Learning.SanAntonio.Gov**

Summary:

CPR/AED/First Aid Awareness training. The tools provided in a CPR class can have far reaching implications and result in lives being saved. Statistically, the more rapidly CPR is initiated, the greater the chance of survival. Did you know most cardiac and breathing emergencies occur in the home with family members present? What if someone you loved suffered cardiac arrest in front of your very eyes? Would you have the knowledge and training needed to perform CPR that might save their lives?.

Learning Objectives:

By the end of this training, participants will be able administer CPR and understand basic first aid.

Note:

This course teaches CPR; however, certification is not provided.

Location:

Cafe College, 131 El Paso St., San Antonio, TX.

Time:

9:00 a.m. — 12:00 p.m.

Dates:

**Training for this class has temporarily been suspended as a result of COVID-19.
Additional dates will be scheduled as soon as possible.**

To register for this training class, please log in to Moodle Learning.SanAntonio.Gov

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

SAP Basic Navigation (3 Hours)

To register for this training class, contact your Human Resources Specialist.

Summary:

This course will provide students with basic knowledge of SAP and the SAP GUI. The course provides the tools to execute various transactions from differing modules of SAP.

Learning Objectives:

By the end of this training, participants will be able to:

- Define SAP
- Log On and Off SAP
- Identify Common Screen Elements of SAP
- Navigate SAP
- Enter Data in SAP
- Get Help in SAP

Location:

Riverview Tower, 111 Soledad, 9th Floor, San Antonio, TX 78205

Time:

Choose between a morning or afternoon session.

Dates:

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

To register for this training class, contact your Human Resources Specialist.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

SAEPS SHOPPER (8 Hours)

To register for this training class, contact your Human Resources Specialist.

Summary:

San Antonio eProcurement System (SAePS) uses a number of tools to improve our current system. Supplier Relations Management (SRM) is one of the tools. This course prepares the employee to fulfill the role of Shopper. It provides hands-on experience with SRM and relates this experience to the new business processes of purchasing from existing contracts, and requisitioning non-sourced needs.

Learning Objectives:

By training completion, participants will be able to:

- Provide an Understanding of the Self-Service procurement process.
- Create various types Shopping Carts (SC).
- Correct errors in rejected carts and reordering.
- Perform Confirmation to indicate receiving SC items.
- Execute returns of damaged or defective items.
- Create Shopping Team to allow selected shoppers access to your SC.

Location:

Riverview Tower, 111 Soledad, 9th Floor, San Antonio, TX 78205

Time:

Two half days, 8:00 a.m. to 12 noon

Dates:

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

To register for this training class, contact your Human Resources Specialist.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

SAEPS APPROVER (2 Hours)

To register for this training class, contact your Human Resources Specialist.

Summary:

This course prepares the employee to fulfill the role of Shopping Cart (SC) Approver. It provides hands-on experience with Supplier Relations Management (SRM) and relates this experience to the new business processes of purchasing from existing contracts and requisitioning non-sourced needs.

Learning Objectives:

By the end of this training, participants will be able to:

- Understand the SC Approver role
- Develop and Review all Items on the Approver Checklist
- Locate Follow-on Document Status;
- Approve or Reject (with comment) a shopping cart
- Create Approver team to manage SC while away

Location:

Riverview Tower, 111 Soledad, 9th Floor, San Antonio, TX 78205

Time:

8 a.m. — 10 a.m.

Dates:

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

To register for this training class, contact your Human Resources Specialist.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

SAEPS SHOPPER (*FOLLOW UP*) 2 Hours

(This class is a continuation of the SAEPS Shopper 8 hour class, you have to take the Shopper before you can take the Follow Up).

To register for this training class, contact your Human Resources Specialist.

Summary:

This course revisits the role of Shopper. It provides hands-on experience, provides time for questions based on employee experiences, and more.

Learning Objectives:

Participants will:

- Broaden experience
- Build confidence
- Practice
- Answer questions from employee experiences

Location:

Riverview Tower, 111 Soledad, 9th Floor, San Antonio, TX 78205

Time:

10 a.m.—12 noon

Dates:

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

To register for this training class, contact your Human Resources Specialist.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Introduction to Computer Basics (3.5 hours)

To register for this training class, contact your Human Resources Specialist.

Summary:

Basic Computer Skills Class is designed to introduce fundamental concepts of computer hardware and software while becoming familiar with a variety of computer applications. It will also emphasize the use of computers in the workplace and other technical references. A typing overview is also highlighted and use of a mouse. Participants will also explore how to use EASI, basic use of email, and other desktop applications.

Learning Objectives:

By the end of this training, participants will be able to:

- Understand common computer terminology
- Build typing skills
- Identify parts of a computer (hardware)
- Get familiar with desktop applications
- Learn how to send an attachment via Outlook
- Learn how to use EASI and COSAWEB

Location:

Riverview Tower, 111 Soledad, 9th Floor, San Antonio, TX 78205

Time:

8 a.m. — 11:30 a.m.

Dates:

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

To register for this training class, contact your Human Resources Specialist.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Introduction to Computer Part II (3.5 hours)

To register for this training class, contact your Human Resources Specialist.

Summary:

Computer Skills Part II Class is designed to introduce fundamental concepts of computer software while becoming familiar with a variety of computer applications. It will also emphasize the use of computers in the workplace and other technical references. Participants will also explore how to use basic email, and other desktop applications.

Learning Objectives:

By the end of this training, participants will be able to:

- Learn Security Responsibility.
- Learn about AD 7.4A.
- Learn email basic skills such as how to: use the ribbon, send and receive email and manage your calendar.
- Learn basic skills in Microsoft Word: create and open documents, work with text and formats and save your work.

Location:

Riverview Tower, 111 Soledad, 9th Floor, San Antonio, TX 78205

Time:

8:00 a.m. — 11:30 a.m.

Dates:

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

To register for this training class, contact your Human Resources Specialist.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Adobe Fundamentals, Software Version DC (8 hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Adobe Acrobat enables business professionals to reliably create, combine, and control Adobe PDF documents for easy, more secure distribution, collaboration, and data collection. This class will enable you to prepare and edit PDF documents, as well as add the interactive features which have made Acrobat so successful in the business environment today.

Learning Objectives:

By the end of this training, participants will be able to:

- Create Adobe PDF Files, Reduce File Size, Enhance and Editing PDF Documents
- Combine Files in PDF Portfolios, Add Signatures and Security
- Work with Forms in Acrobat, Use Legal Features
- Use Acrobat in Professional Printing
- Create bookmarks and links to jump places in a PDF file
- Streamline the document review process with collaborative and mark-up tools
- Set up transparency, spot colors, and other settings for printed PDFs

Location:

Northeast Lakeview College, 1201 Kitty Hawk Rd, Universal City, TX, 78148.

Time:

8 a.m. — 5 p.m.

Dates:

Feb. 26, 2021.

To register for this ACCD training class, log in to Moodle.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Microsoft Access 2016 Level 1 (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Microsoft Access 2016 Level 1 is designed for learning basic Access skills in an instructor-led format. It provides a solid foundation in basic Access skills.

Learning Objectives:

By the end of this training, participants will be able to:

- Define Access Databases, Identify Elements of the Access Window
- Open a Database & Identify Features of Database Window
- Use the Navigation Pane, Work with Tables
- Add Records and Format a Table Datasheet Layout
- Retrieve Data – Sorting Records, Sorting Records Using Multiple Fields, Locating and Deleting Records Using Table Datasheets and Filtering Records
- Create a Blank Database; Create Database Objects
- Create a New Database Using a Template, Create a Table from an Excel Worksheet
- Create and Generate Reports, Create Tables Using Table Design View
- Append Records to a Database Table, Create and Test Queries
- Create Forms and Reports Using Wizards
- Managing Databases and Database Objects, Modify Table Structures
- Set Lookup Fields Using the Lookup Wizard; set properties
- Analyze and Document a Database

Location:

Riverview Tower, 111 Soledad, 9th Floor, San Antonio, TX 78205

Time:

8 a.m. — 5 p.m.

Dates:

Jan. 4, 2021.

Mar. 1, 2021.

May. 3, 2021.

To register for this ACCD training class, log in to Moodle.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Microsoft Access 2016 Level 2 (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Prerequisite: Access 2016 Level 1 or equivalent experience with all topics covered in Access 2007 Level 1. Microsoft Access 2016 Level 2 is designed for learning intermediate Access skills in an instructor-led format.

Learning Objectives:

By the end of this training, participants will be able to:

- Design a Relational Database, Normalize Data, Examine and Edit Database Objects
- Create a Split Form, Work with Relationships – Identify Relationship Types, Create and Modify Relationships, Edit Relationship and Print Relationships
- Identify Object Dependencies, Design a Query using Multiple Tables
- Set Query Data and Sort a Query and Limit Results
- Perform Calculation in Queries, Create Special Types of Queries
- Create Forms – Examine Form Design View and Identify Layout View Elements
- Modify Form Controls, Modify Form Layout, Create Multiple Item Forms
- Print Forms, Identify Report Design View Elements
- Create a Report in Design View, Modify a Report in Design View
- Perform Report Calculations, Create Labels using the Label Wizard
- Print Reports – Set Report Print Layout & Control Page Breaks

Location:

Riverview Tower, 111 Soledad, 9th Floor, San Antonio, TX 78205

Time:

8 a.m. — 5 p.m.

Dates:

Apr. 5, 2021.

Jun. 7, 2021.

To register for this ACCD training class, log in to Moodle.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Microsoft Excel 2016 Level 1 Basics (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Microsoft Excel 2016 Level 1 Basics is designed for learning basic Excel skills.

Learning Objectives:

By the end of this training, participants will be able to:

- Explore Excel; Use Worksheets and Workbooks, Navigate in a Worksheet
- Work with Tabs and Ribbons, Enter Data in Excel, Work with Numbers
- Understand Save Concepts, Edit, View and Print Worksheet
- Work with Cut, Copy, and Paste, Use Auto Features
- Work with basic Formulas and Functions, Use AutoSum, Create Basic Formulas
- Use Cell References in Formulas, Modify and Copy Formulas, Display Formulas
- Use the Function Wizard

Location:

Riverview Tower, 111 Soledad, 9th Floor, San Antonio, TX 78205

Time:

8 a.m. — 5 p.m.

Dates:

Jan. 5, 2021.

Feb. 2, 2021.

Mar. 2, 2021.

Apr. 6, 2021.

May. 4, 2021.

Jun. 1, 2021.

Jul. 6, 2021.

Jul. 8, 2021.

To register for this ACCD training class, log in to Moodle.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Microsoft Excel 2016 Level 2 Intermediate (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Prerequisite: Excel 2016 Level 1 or equivalent experience with all topics covered in Excel 2016 Level 1. Microsoft Excel 2016 Level 2 Intermediate is designed for learning intermediate Excel skills.

Learning Objectives:

By the end of this training, participants will be able to:

- Manage Worksheets, Create Charts in Excel, Move and Size Embedded Charts
- Modify Existing Charts, Sort Worksheet Data, Use Flexible Worksheet Views
- Manage Multiple-Sheet Workbooks, Understand how to Link Cells and Formulas
- Copy Worksheets, Create Hyperlinks
- Print Multiple-Sheet Workbooks,
- Protect Workbooks and Worksheets

Location:

Riverview Tower, 111 Soledad, 9th Floor, San Antonio, TX 78205

Time:

8 a.m. — 5 p.m.

Dates:

Feb. 9, 2021.

Apr. 13, 2021.

May. 11, 2021.

Jun. 8, 2021.

Jul. 13, 2021.

To register for this ACCD training class, log in to Moodle.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Microsoft Excel 2016 Level 3 Advanced (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Prerequisite: Excel 2016 Level 2 or equivalent experience w/ all topics. Course is for advanced participants that have excellent working knowledge of Level 1 and Level 2 Excel 2016. Topics include PivotTables and macros, financial functions, data analysis auditing and more.

Learning Objectives:

Participants will:

- Convert a Range to a Table and Format Table, understand Formulas with Structured References, Use Enhanced Sort and Filtering, Understand and Format PivotTables
- Change PivotTable Fields, Filter the Display of Data Items, Edit PivotTable Calculations, Create Pivot Charts, Change Macro Security, Record Macros
- Understand working with Tables, Create Financial Functions – PMT and FV Functions
- Use goal Seek, Solver, Scenario, Manager and the Analysis ToolPak
- Introduce Lookup Functions – VLOOKUP, Create Formulas with the IF Function
- Create Formulas Using Criteria IF Functions – SUMIF and COUNTIFS Functions
- Work with Grouped Worksheets, Work with Conditional Formatting
- Use Data Tables – One-Variable and Two-Variable Data

Location:

Riverview Tower, 111 Soledad, 9th Floor, San Antonio, TX 78205

Time:

8 a.m. — 5 p.m.

Dates:

Mar. 16, 2021.

Apr. 20, 2021.

May. 18, 2021.

Jul. 20, 2021.

To register for this ACCD training class, log in to Moodle.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Introduction to MS Project (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Microsoft Office Project 2016 is a tool specific to project management that assists in managing complex and detailed projects. It is most helpful in assessing costs, resources required, time elements and more to help ensure a successfully planned project. In this course, you will create and modify a project plan.

Learning Objectives:

By the end of this training, participants will be able to:

- Create a project plan containing tasks
- Organize these tasks in a work breakdown structure containing task relationships
- Create and assign resources
- Finalize the project to implement the project plan

Note: Participants should ensure department support for the MS Project software.

Teaching Methodology:

Instructor-led format, tell, show, do. Practice with accompanying workbook exercises which can be reviewed again back on the job.

Location:

Northeast Lakeview College, 1201 Kitty Hawk Rd., Universal City, TX 78148

Time:

8 a.m. — 5 p.m.

Dates:

Jan. 7, 2021.

Mar. 8, 2021.

To register for this ACCD training class, log in to Moodle.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Intermediate MS Project (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Microsoft Office Project 2016 Level 2 is the second course in the Microsoft Project 2016 series. In Microsoft Project 2016 Level 1, you used your project management skills to create a complete project plan. The plans need to be updated and modified regularly to keep the project moving on track. This course will build upon the knowledge gained, and give you the opportunity to work with a project plan once it reaches the project implementation phase.

Learning Objectives:

By the end of this training, participants will be able to:

- Exchange project plan data with other applications
- Update project plans
- Create visual reports
- Reuse project plan information

Location:

Northeast Lakeview College, 1201 Kitty Hawk Rd., Universal City, TX 78148

Time:

8 a.m. — 5 p.m.

Dates:

Apr. 15, 2021.

To register for this ACCD training class, log in to Moodle.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

PowerPoint—Level I (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Learn to tell your story using Microsoft PowerPoint 2016. The program uses slides to convey information rich in multimedia which can enhance the sharing of information.

Learning Objectives:

By the end of this training, participants will be able to:

- Navigate the Toolbar
- Design presentations
- Add and format text
- Add images, art, audio and video
- Use Animation
- Create presentations from scratch or templates
- Leverage Free Microsoft Resources and Links

Location:

Northeast Lakeview College, 1201 Kitty Hawk Rd., Universal City, TX 78148

Time:

8 a.m. — 5 p.m.

Dates:

Jan. 14, 2021.

Apr. 22, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Scrum Master Certified (16 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Scrum is an iterative and incremental framework for developing and sustaining complex projects and is the most popular Agile framework. The methodology can be used widely in any portfolio program, project, or service. It works with any kind of deliverable, of any size, and any level of complexity. It is an adaptive, iterative, fast, flexible, and effective method designed to deliver significant value quickly and throughout a project. The methodology ensures transparency in communication and creates collective accountability.

Learning Objectives:

By the end of this training, participants will be able to:

- Learn the latest methods and best practices used by Agile Scrum practitioners and experts.
- Learn the guidelines for implementation of Scrum.
- Learn the SBOK purpose.
- Learn the comprehensive framework that includes principles, aspects, processes, phases, and tools.

Location:

Northeast Lakeview College, 1201 Kitty Hawk Rd., Universal City, TX 78148

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Nov. 17 & 18, 2020.

Feb. 9 & 10, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Introduction to Lean Six Sigma (Yellow Belt Training) (16 Hours)

This class is by Application Only, see next page for application.

Summary:

This course provides an introduction to lean six sigma (yellow belt training). One will learn the basic tools and how they are used by experts in this field.

Learning Objectives:

By the end of this training, participants will be able to:

- Understand the history of Lean Six Sigma, why this methodology has become popular around the world in all types of organizations and why it is failing more than 60% of the time.
- Have a heart that is team oriented.
- Learn a radically new way to understand and execute successful Lean Six Sigma Projects.
- Discover how the belt certification can help each participant improve their human capital and how it can assist all COSA departments pursue excellence.
- Understand the basic Lean Six Sigma concepts and tools.
- Be able to intellectually communicate the benefits of Lean Six Sigma to other city employees.
- Learn where and how Lean Six Sigma can be properly implemented within the organization.
- Become familiar with how to estimate the cost of not changing, the cost of changing and the potential return on investment from changing.
- Discover why and when radical improvements must be directed at technology breakthroughs, business model disruptions and/or a cultural movement.
- Participate during class group exercises and group discussions on where and how Lean Six Sigma can be used in a department.
- Develop the ability to participate on any team engaged in a Lean Six Sigma project.
- Understand how to document the intellectual capital gained from any Lean Six Sigma project.

Location:

San Antonio College, Oppenheimer Academic Center, 501 Lewis San Antonio TX 78212

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Nov. 17 & 18, 2020.

Feb. 23 & 24, 2021.

May. 11 & 12, 2021.

To register for this ACCD training class, submit your application.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Lean Six Sigma Yellow Belt Application

Employee Name: _____ SAP#: _____
Employee Email: _____ Department: _____

Please describe the current process that you would like to improve.

Please explain how you will improve the current process.

Employee's Signature and Date

Director's Signature and Date

Please submit the application to participate.
Submit the application to Dr. Schmidt (steve@worldclassquest.com) and
Matthew Reat (Matthew.Reat@sanantonio.gov)

To register for this ACCD training class, submit your application.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Introduction to Lean Six Sigma (Green Belt Training) (32 Hours)

This Class is by Application Only, see next page for application.

Summary:

This course gives you the tools to work in projects using lean six sigma (green belt training).

This course is by application only. The requirement is that the participant must have completed the yellow belt training taught by Dr. Schmidt.

This is a 4 day class divided into two months.

Learning Objectives:

By the end of this training, participants will be able to:

- Discover how the Green belt certification can help each participant improve their human capital and how it can assist all COSA departments pursue excellence.
- Master the basic Lean Six Sigma concepts and tools.
- Be able to estimate the cost of not changing, the cost of changing and the potential return on investment from changing.
- Discover why and when radical improvements must be directed at technology breakthroughs, business model disruptions and/or a cultural movement.
- Understand how to document the intellectual capital gained from any Lean Six Sigma Project.
- Learn from participating during in-class Lean Six Sigma exercises.
- Leverage a department project to apply DMAIC process and see results.
- Gain confidence through group and instructor coaching as projects move through the DMAIC process.

Location:

San Antonio College, Oppenheimer Academic Center, 501 Lewis San Antonio TX 78212

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Jan. 12 & 13, 2021. And May 4 & 5, 2021.

Mar. 23 & 24, 2021. And Jul. 13 & 14, 2021.

To register for this ACCD training class, submit your application.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Lean Six Sigma Green Belt Application

Employee Name: _____ SAP#: _____
Employee Email: _____ Department: _____

Please describe the current process that you would like to improve.

Please explain how you will improve the current process.

Employee's Signature and Date

Director's Signature and Date

Please submit the application to participate.
Submit the application to Dr. Schmidt (steve@worldclassquest.com) and
Matthew Reat (Matthew.Reat@sanantonio.gov)

To register for this ACCD training class, submit your application.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Problem-Solving — Six Thinking Hats (16 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Six Thinking Hats is a simple, effective parallel thinking process that helps people be more productive, focused, and mindfully involved.

Learning Objectives:

By the end of this training, participants will be able to:

- Separate thinking into six clear functions and roles. Each thinking role is identified with a colored symbolic "thinking hat."
- Easily focus or redirect thoughts, the conversation, or meetings.
- Maximize productive collaboration and minimize counterproductive interaction/behavior
- Use Parallel Thinking as a group or team to generate more, better ideas and solutions
- View problems from new and unusual angles
- Stimulate innovation by generating more and better ideas quickly

Location:

Northwest Vista College, 3535 N. Ellison Dr., San Antonio, TX 78251

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Oct. 5 & 6, 2020.

Jan. 11 & 12, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Owning the Customer Experience (4 Hours)

To register for this training class, contact your Human Resources Specialist.

Summary:

This course will help foster an organizational culture that promotes employee ownership and accountability for all customer service interactions.

Learning Objectives:

By the end of this training, participants will be able to:

- Acknowledge ownership of the customer experience
- Understand how to handle inquiries and/or complaints
- Learn to promote a positive interaction
- Learn how to handle doubts, objections and misunderstandings
- Acquire and practice new tools and techniques
- Learn the ABC's of Customer Service

Location:

Stinson Municipal Airport, 8535 Mission Rd., San Antonio.

Time:

12:30pm — 4:30pm

Dates: Moodle Recording

Aug. 5, 2020.

Aug. 19, 2020.

Sep. 2, 2020.

Sep. 23, 2020.

To register for this training class, contact your Human Resources Specialist.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Conflict Management (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

All of us experience conflict. At times we lose sight of the fact that conflict is normal. Since we can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways. What is critical for resolving conflict is developing an understanding of, and a trust in, shared goals. It requires openness, discipline, and creativity. Showing respect for other people and not blaming them enables people to work toward mutual benefit.

Learning Objectives:

By the end of this training, participants will be able to:

- Understand what conflict is and how it can escalate.
- Recognize the five most common conflict resolution styles and when to use them.
- Increase positive information flow through non-verbal and verbal communication skills.
- Develop effective techniques for intervention strategies.
- Strengthen staff trust and morale.
- Become more confident with skills to manage conflicts and enhance productivity and performance.

Time:

8:00 a.m. — 5:00 p.m.

Location:

Northwest Vista College 3535 N. Ellison Dr., San Antonio, TX 78251.

Dates: **ONLINE**

Dec. 8, 2020.

Feb. 8, 2021.

Apr. 12, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Diplomacy and Tact (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Learning to communicate with diplomacy, tact, and credibility is important in a business environment. This course focuses on techniques for communicating with tact and sensitivity for varying audiences and situations.

Learning Objectives:

By the end of this training, participants will be able to:

- Communicate with diplomacy, tact, and credibility that positively impacts the image others have of you.
- Match one's communication style with the communication style of others.
- Leverage good communication skills.
- Remove roadblocks to effective communication.
- Use the visual, verbal, and vocal components of communication.
- Leverage the "Know-Feel-Do" model of communicating.
- Reduce/eliminate barriers and obstacles to effective listening.
- Use good listening skills to build and improve one's image and ability to communicate with diplomacy, tact, and credibility.
- Practice listening skills and receive feedback on ways to be a better listener.
- Handle difficult situations with diplomacy, tact, and credibility.
- Create an action plan to utilize communication skills of diplomacy, tact, and credibility at work.
- Determine what to communicate and at what audience level.

Location:

San Antonio College, Oppenheimer Academic Center, 501 Lewis San Antonio TX 78212

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Oct. 13, 2020.

Jan. 20, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Emotional Intelligence (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Learn to relate well with others, improve relationships, accomplish more through encouragement and persuasion, excel at inspiring and leading others, and becoming more self-aware. Recognize one's own and other people's emotions, how to discriminate between different feelings and label them appropriately, and use emotional information to guide thinking and behavior.

Learning Objectives:

By the end of this training, participants will be able to:

- Become aware of how emotion can drive behavior.
- Learn techniques for assessing emotion and feelings.
- Discover ways or recognizing when one's own emotion is clouding effective communication with others.

Location:

Northwest Vista College, 3535 N. Ellison Dr., San Antonio, TX 78251

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Dec. 7, 2020.

Feb. 5, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Understanding Team Dynamics and Stages (16 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

For most of us, teamwork is a part of everyday life. Having a strong team will benefit any organization and will lead to more successes than not.

This course will encourage participants to explore the different aspects of a team, as well as ways to become a top-notch team performer. Participants will learn the details and concepts of what makes up a team, and what factors make a successful team and /or team member.

Learning Objectives:

By the end of this training, participants will be able to:

- Explain the stages of team development (Tuckman model) and how to support a team toward maximum productivity and fun.
- List the three types of teams.
- Describe the role of an effective team leader and/or team member.
- Learn team decision making approaches and the advantages/disadvantages of each.
- Learn various team assessment tools.

Location:

Northwest Vista College, 3535 N. Ellison Dr., San Antonio, TX 78251

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Oct. 7 & 8, 2020.

Jan. 13 & 14, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Interpersonal Skills (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This course will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation

Learning Objectives:

By the end of this training, participants will be able to:

- Understand the difference between hearing and listening
- Learn ways to improve the verbal skills of asking questions and communicating with power.
- Understand what is 'non-verbal communication' and how it can enhance interpersonal relationships.
- Identify the skills needed in starting a conversation.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.
- Understand how seeing the other side can improve skills in influencing other people.
- Understand how the use of facts and emotions can help bring people to your side.
- Identify ways of sharing one's opinions constructively.

Location:

San Antonio College, Oppenheimer Academic Center, 501 Lewis San Antonio TX 78212

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Oct. 14, 2020.

Jan. 21, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Personal Development I & II (16 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Participants will gain a deeper understanding of themselves and their relationship with others. The heart of an organization is its culture composed of the hearts of the employees and primarily influenced by the hearts of the leaders. This is a course to develop self awareness, improve communication, resolve conflict, build healthy values and beliefs, and deepen interpersonal relationships for all individuals in any type of organization.

Learning Objectives:

By the end of this training, participants will be able to:

- Examine self-awareness
- Build the heart of a champion
- Learn personality strengths and weaknesses
- Identify narcissistic tendencies
- Evaluate emotional intelligence (EQ)
- Determine what needs change
- Improve communication
- Resolve conflict
- Develop healthy values and beliefs
- Build healthy relationships
- Grow human capital

Location:

San Antonio College, Oppenheimer Academic Center, 501 Lewis San Antonio TX 78212

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Sep. 22 & 23, 2020.

Feb. 9 & 10, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Personal Development Advanced (8 Hours)

Prerequisites—Personal Development I & II

To register for this ACCD training class, log in to Moodle.

Summary:

This is a follow-up course to the Personal Development I & II Course. Participants will be given advice and encouragement and professional coaching to work on the Personal Development Strategic Plan that was created in the Personal Development I & II course.

Learning Objectives:

By the end of this training, participants will be able to:

- Examine self-awareness
- Build the heart of a champion
- Learn personality strengths and weaknesses
- Identify narcissistic tendencies
- Evaluate emotional intelligence (EQ)
- Determine what needs change
- Identify the secrets to happiness
- Improve communication
- Resolve conflict
- Develop healthy values and beliefs
- Build healthy relationships
- Grow human capital
- Identify the secrets to success

Location:

San Antonio College, Oppenheimer Academic Center, 501 Lewis San Antonio TX 78212

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Apr. 13, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Change Management and Process Improvement (16 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

The focus is on implementing lasting change within an organization to promote healthy workplace relationships and build a world class culture. Participants will have a deeper understanding of the psychology of change, types of change, barriers to change, and to execute change.

Learning Objectives:

By the end of this training, participants will be able to:

- Understand the psychology of change
- Understand the difference between decision making based on emotions, intellect and heart
- Make a case for change
- Contrast incremental versus radical change
- Understanding a new proven change model
- Develop a change mindset
- Execute and sustain change

Location:

San Antonio College, Oppenheimer Academic Center, 501 Lewis San Antonio TX 78212

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Sep. 29 & 30, 2020.

Jan. 26 & 27, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Project Management Essentials (16 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Participants will learn about the project management framework as prescribed by the Project Management Institute (PMI). The course instruction is based on the Project Management Body of Knowledge (PMBOK), and is an excellent prep course for PMI's Certified Associate in Project Management (CAPM) credential. The focus is on learning fundamental project management theory, terminology, and testing strategies. The instruction approach is interactive, including instructor-led, learning team case studies, and web-based quizzes. Participants who successfully complete this class may consider the 5-day Project Management Professional (PMP) prep course. Project Management Essentials includes the following sections: Modern Project Management, Understanding Project Stakeholders, Performing Risk Management, Managing Project Teams, and Certifications & Education.

Learning Objectives:

By the end of this training, participants will be able to:

- Identify project's tasks and resources.
- Order tasks using the Work Breakdown Structure.
- Schedule tasks effectively
- Use basic planning tools such as a Gantt chart, PERT diagram, and network diagram.
- Prepare a project budget. Modify the project budget and schedule to meet targets.
- Identify and manage risks.
- Prepare a final project plan.
- Execute and terminate a project. Develop and manage a change control process.

Location:

Northeast Lakeview College, 1201 Kitty Hawk Rd., Universal City, TX 78148

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Oct. 6 & 7, 2020.

Feb. 2 & 3, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Preparing for the PMP Exam (40 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

The ability as a project manager to demonstrate best practices in project management—both on the job and through professional certification—is becoming the standard to compete in today's fast-paced and highly technical workplace. The course focuses on preparing the participant for the certification exam by reviewing five process groups and nine knowledge areas as described in the Project Management Body of Knowledge, Ninth Edition (PMBOK). *Note: participants are expected to have a working knowledge of the concepts, having attended the PM Essentials course.*

Learning Objectives:

By the end of this training, participants will have learned:

- Five process groups (Initiating, Planning, Executing, Monitoring & Controlling, and Closing).
- Nine knowledge areas (Integration Management, Scope Management, Time Management, Cost Management, Quality Management, Human Resource Management, Communications Management, Risk Management, and Procurement Management).
- The PMI application process.
- Test-taking skills to prepare for the PMP exam.
- To leverage PMP in the marketplace.

Note:

To register for this course, participants will need to acknowledge they meet the PMI application requirements and plan to sit for the exam within 6 months.

Participants will also need to provide a signed supervisor approval form in order to be registered for the course. Please contact your HR Specialist or Training for a copy of the approval form.

Location:

Northeast Lakeview College, 1201 Kitty Hawk Rd., Universal City, TX 78148

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Jan. 26, 27 & 28, 2021. And Feb. 1 & 2, 2021.

Apr. 6, 7, 8, 12 & 13, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Intro to Business Writing, Grammar Focus (16 Hours)

To register for this ACCD training class, log in to Moodle.

Summary

This course is ideal for one who needs to brush up on some of the basics to become a better communicator. It will focus on pronoun types, adjectives and adverbs, and the proper use of colons and semi-colons.

Learning Objectives:

By the end of this training, participants will be able to:

- Use pronouns correctly.
- Identify the difference between adverbs and adjectives.
- Define grammatical rules that govern the use of special punctuation marks
- Identify and correct misplaced and dangling modifiers.

Location:

Northwest Vista College, 3535 N. Ellison Dr., San Antonio, TX 78251

Time:

8 a.m. — 5 p.m.

Dates: ONLINE

Sep. 16 & 18, 2020.

Nov. 16 & 18, 2020.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Intermediate Business Writing (16 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

The way you communicate your idea may mean the difference between success and failure. Whatever your communication need – Business Writing Intermediate is the course to help you!

Learning Objectives:

By the end of this training, participants will be able to:

- Use the seven traits of effective writing.
- Use deductive or inductive logic when developing ideas.
- Organize and use the three part structure.
- Learn differences between direct and indirect organization.
- Understand voice in writing – formal, conversational, and informal.
- Use appropriate pronouns when developing “your attitude.”
- Select fresh, precise words and avoid slang and clichés.
- Write clearly and concisely – eliminate wordiness.
- Use words that identify people fairly.
- Understand the use of transitions to avoid choppy sentences.
- Energize sentences - understand nominalizations, expletives and passive voice.
- Understand parallel structure to write succinct sentences.
- Identify and correct unclear wording and faulty sentences.
- Understand the use of commas and how to avoid mechanical errors with simple rules to remember.

Location:

Northwest Vista College, 3535 N. Ellison Dr., San Antonio, TX 78251

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Dec. 15 & 16, 2020.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Grant Writing (16 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

An experienced grant writer will share experience in how to research and write winning proposals that get funded.

Learning Objectives:

By the end of this training, participants will be able to:

- Utilize the proposal format used by the vast majority of public foundations.
- Write a cover sheet, narrative, background page, and stakeholder and third-party evaluation plan.
- Understand the criteria funders use to determine whether grant proposal gets funded or rejected.
- Become more comfortable at ferreting out corporate, foundation, and government grant makers.
- Tailor responses to information found in the peer review criteria.
- Use significant finishing touches that can give your project the edge over others.
- Know the best type of paper to use, buzzwords to include, which fonts work best, and the kinds of graphics to include.
- Use a variety of formatting techniques that will make proposals more competitive.
- Understand the importance of obtaining community and political support before submitting a proposal to any government agency.

Location:

Northwest Vista College, 3535 N. Ellison Dr., San Antonio, TX 78251

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Oct. 7 & 9, 2020.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Communication & Listening Skills (16 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

This workshop is designed to help participants improve interactions with other people in the workplace. It gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This workshop can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the six elements of our communication with others that help us reveal appropriate information about ourselves, and how to get a handle on how to better manage ourselves for a professional image.

Learning Objectives:

By the end of this training, participants will be able to:

- Identify common communication problems that may be holding participants back
- Develop skills in asking constructive questions that give participants needed information without judgment
- Learn techniques for understanding body language and what one's non-verbal messages are telling others
- Learn how to firmly stand one's ground and make feelings heard
- Enhance one's ability to handle difficult situations without being manipulated
- Be aware of the five types of relationships

Location:

Northwest Vista College, 3535 N. Ellison Dr., San Antonio, TX 78251

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Sep. 28 & 29, 2020.

Nov. 5 & 6, 2020.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Presentation Skills (16 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Learn to speak effectively and deliver presentations skillfully. In this course, one will learn the importance of process, planning, and the do's and don'ts of effective speaking. The session includes hands-on practice.

Learning Objectives:

By the end of this training, participants will be able to:

- Overcome fear and convey composure
- Improve speaking and presentation skills

Location:

San Antonio College, Oppenheimer Academic Center, 501 Lewis San Antonio TX 78212

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Oct. 22 & 23, 2020.

Dec. 15 & 16, 2020.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Time Management: Work Smarter, Not Harder (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

Learn strategies to take more control of your projects and your workday. Overcome distractions, learn how to prioritize and overcome procrastination. The goal of this workshop is to present participants with time management tools that will help increase effectiveness and productivity. This interactive session provides experience in how to utilize and capitalize time effectively.

Learning Objectives:

By the end of this training, participants will be able to:

- Use effective time management techniques.
- Establish and prioritize a to-do-list and activity log.
- Overcome barriers to effective time management.
- Learn techniques to limit interruptions.
- Learn to overcome procrastination.
- Organize paperwork and work space.

Location:

Northwest Vista College, 3535 N. Ellison Dr., San Antonio, TX 78251

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Oct. 9, 2020.

Jan. 19, 2021.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

How to Stay Calm Under Pressure (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

It may seem obvious, but staying calm under pressure is a major factor when it comes to our performance at work. Managing stress is vital for success in that it keeps us alert, and is also a major factor when it comes determining psychological well being. Successful people recognize how to utilize stress to their advantage, and usually share a set of behaviors that allow them to navigate challenging situations and heavy workloads effectively.

Learning Objectives:

By the completion of the training the participants will be able to:

- Understand and demonstrate techniques for managing stress.
- Leverage nervous energy toward increased productivity.
- Recognize and eliminate counter-productive behavior.
- Select from a number of effective self-control techniques.

Location:

San Antonio College, Oppenheimer Academic Center, 501 Lewis San Antonio TX 78212

Time:

8 a.m. — 5 p.m.

Dates: ONLINE

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

To register for this ACCD training class, log in to Moodle.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Train-the-Trainer (24 Hours) **This class is by Application Only.**

Summary

This three-day course is designed to support City employees who have a passion to teach and share knowledge with other City employees about City internal training programs such as Orientation, Cash Handling, SAePS and more.

Once the class is completed, interested participants will present a portion of a City class for evaluation. If selected, individuals will be further trained and begin receiving a monthly stipend for teaching other employees. Participants agree to train twice per quarter, for a total of 17 hours each quarter.

Learning Objectives:

By the completion of the training the participants will be able to:

- Demonstrate knowledge about how adults learn.
- Manage Group activities/exercises toward the intended result (clear instructions, intervention as needed, etc.).
- Effectively intervene/manage disruptive participant behavior (e.g., not paying attention, time management, etc.).
- Manage classroom administration (preparation, roster management, AV equipment, participant materials, etc.).
- Demonstrate effective presenter skills -- leading a City course, using a prepared presentation with Leader's notes.
- Engage employees in group discussion.
- Leverage the power of open-ended questions, use of a trainer's body language, and tone.
- Effectively close out and debrief key learning modules.
- Understand the requirements to train courses for the City.

Location:

Northwest Vista College, 3535 N. Ellison Dr., San Antonio, TX 78251

Time:

8 a.m. to 5 p.m.

Dates:

TBD.

To register for this training class, submit your application.

SUPERVISOR DEVELOPMENT COURSE SERIES

Danger Zones - Harassment, Workplace Violence, Safety & Workers Compensation (4 Hours)

To register for this training class, contact your Human Resources Specialist.

Summary:

Harassment. Harassment is a very serious issue in the workplace. In this course, supervisors will learn how to recognize various types of harassment when it occurs, address harassment complaints, and conduct investigations to avoid both employer and personal liability.

Workplace Violence. Each year, millions of workers are victims of workplace violence. It is something no one wants to think about but every employer must be prepared to face. In this course, supervisors will review universal processes and responsibilities in dealing with workplace violence.

Safety & Workers' Compensation. Supervisors play a critical role in preventing expensive accidents and responding when employees are hurt at work. This course will discuss what supervisors should do when workplace accidents occur and how certain laws affect how supervisors should deal with injured employees.

Learning Objectives:

By the end of this training, participants will know how to:

- Recognize hostile work environment situations.
- Understand city policies and related laws regarding topics above.
- Understand how to respond to complaints and enforce city policies.
- Respond to a complaint of harassment in accordance with the City's policy.

Location:

Class will be held at Café College, 131 El Paso St., San Antonio, TX 78204

Time:

12:30 p.m. — 4:30 p.m.

Dates:

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

To register for this training class, contact your Human Resources Specialist.

SUPERVISOR DEVELOPMENT COURSE SERIES

Delegating Effectively (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

This course will share delegation strategies that will empower direct reports with confidence while at the same time enable a supervisor to maximize productivity. Individuals will learn how to identify specific tasks, the right person and the proper time to assure the delegation process will be successful. By learning how to effectively delegate, participants will understand the importance of good communication, establishing responsibilities, recognition, reinforcement and rewarding performance.

Learning Objectives:

By the end of this training, participants will be able to:

- Define delegation to make sure it is effective.
- Understand the stages of delegation.
- Establish criteria in picking the right person for delegating.
- List specific work tasks that can be delegated and others that should not.
- Understand and work through resistance to delegate work.
- Use coaching techniques in delegating.
- Describe and demonstrate the “R-A-M-P-S” process for effective delegation.
- Delegate clearly without micromanaging.
- Understand the benefits of delegating to an individual and/or group.

Location:

Northwest Vista College, 3535 N. Ellison Dr., San Antonio, TX 78251

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Jan. 27, 2021.

To register for this ACCD training class, log in to Moodle.

SUPERVISOR DEVELOPMENT COURSE SERIES

Motivating Others (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

In this course, leaders learn how to proactively create an environment in which people are highly motivated to perform. Participants learn the three factors that affect the motivation of employees – focused work, interpersonal support, and individual value. As a result of this course, they will be able to determine which factor(s) is “low,” and emerge with both a plan of specific actions and the skills needed to build group and individual motivation.

Learning Objectives:

By training completion, participants will be able to:

- Learn how to discuss varying motivators with direct reports to learn what motivates among an array of diverse employees.
- Create an environment that allows individuals and work groups to achieve their full potential.
- Spark high levels of sustained energy in individuals and work groups.
- Improve work group results by helping people sustain their motivation.

Location:

Northwest Vista College, 3535 N. Ellison Dr., San Antonio, TX 78251

Time:

8 a.m. — 5 p.m.

Dates: **ONLINE**

Dec. 14, 2020.

Feb. 9, 2021.

To register for this training class, contact your Human Resources Specialist.

SUPERVISOR DEVELOPMENT COURSE SERIES

Supervisor Excellence Training (SET)

Summary:

Are you a new supervisor? Or maybe you are a supervisor who would like to enhance your supervisory skills. If so, the City of San Antonio has created a training program just for YOU! SET is comprised of four separate modules. Each module is outlined below and on the following pages. SET will continue until all COSA supervisors have completed all four modules, so sign up today.

Module One: Coaching and Discipline (8 hours)

Learn the balance of coaching employees for success and knowing when and how to manage performance issues.

Module Two: Performance Management (8 hours)

Learn the City's philosophy and approach for ensuring clarity of work, goals, and pay for performance, as well as the process for managing Step and Professional performance forms.

Module Three: Recruitment, Selection and On-boarding (8 hours)

Learn roles and responsibilities between departments and HR, and tools for behavioral-based interviewing.

Module Four: Leave Management (8 hours)

Learn the intricacies of our attendance and leave policies; your responsibilities on how to manage the no-fault point system; and how to recognize and respond to various leave issues.

Module Five: Compensation (8 hours)

Learn about the City's Compensation benefits for employees – factors that make up total compensation – to effectively share with employees when questions and/or opportunities arise.

Teaching Methodology:

Interactive, case study, practice.

Location:

City Tower 14th Floor. 100 W. Houston St. *Location is subject to changes.

Time:

8 a.m. — 4:30 p.m.

Dates:

Please see next page for dates.

To register for any of these SET training classes, log in to Moodle.

SUPERVISOR DEVELOPMENT COURSE SERIES

Dates Continuation:

To register for any of these SET training classes, log in to Moodle.

Coaching and Discipline

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

Performance Management

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

Recruitment

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

To register for any of these SET training classes, log in to Moodle.

SUPERVISOR DEVELOPMENT COURSE SERIES

Dates Continuation:

To register for any of these SET training classes, log in to Moodle.

Leave Management

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

Compensation

Training for this class has temporarily been suspended as a result of COVID-19. Additional dates will be scheduled as soon as possible.

To register for any of these SET training classes, log in to Moodle.

SUPERVISOR DEVELOPMENT COURSE SERIES

Situational Leadership®: Building Leaders (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

This workshop introduces participants to the Situational Leadership®. Developed by Dr. Paul Hersey at The Center for Leadership Studies, the Situational Leadership® Model is a powerful, yet flexible tool that leaders can leverage when making complex decisions involving direct reports exhibiting differing levels of ability and willingness.

Learning Objectives:

By training completion, participants will be able to:

- Identify the specific task for application of the Situational Leadership® process
- Accurately assess the Performance Readiness® Level of an individual
- Respond with the right leadership style and behaviors to meet the performance needs of the individual
- Communicate the leadership response more effectively
- Identify opportunities to improve in the application of Situational Leadership® through self-assessment and development planning

Location:

Northwest Vista College, 3535 N. Ellison Dr., San Antonio, TX 78251

Time:

8 a.m. — 5 p.m.

Dates: ONLINE

Dec. 10, 2020.

To register for this ACCD training class, log in to Moodle.

SUPERVISOR DEVELOPMENT COURSE SERIES

Radical Leadership (8 Hours)

To register for this ACCD training class, log in to Moodle.

Summary:

This is a course for managers focused on developing the attributes for world class leadership. Emphasis is on leadership models to include situational leadership 360° leadership, ethical leadership in order to achieve peak performance for any group, team, or organization. The course is interactive and consists of group discussions.

Learning Objectives:

By the end of this training, participants will:

- Define a leader
- Identify differences between managers and leaders
- List the characteristics of great leaders
- List the characteristics of a narcissistic leader
- Identify sources of leader authority
- Describe tenets of world class leadership
- Build a READ/ACT leadership model
- Learn situational leadership
- Understand 360° leadership
- Understand ethical leadership

Location:

San Antonio College, Oppenheimer Academic Center, 501 Lewis San Antonio TX 78212

Time:

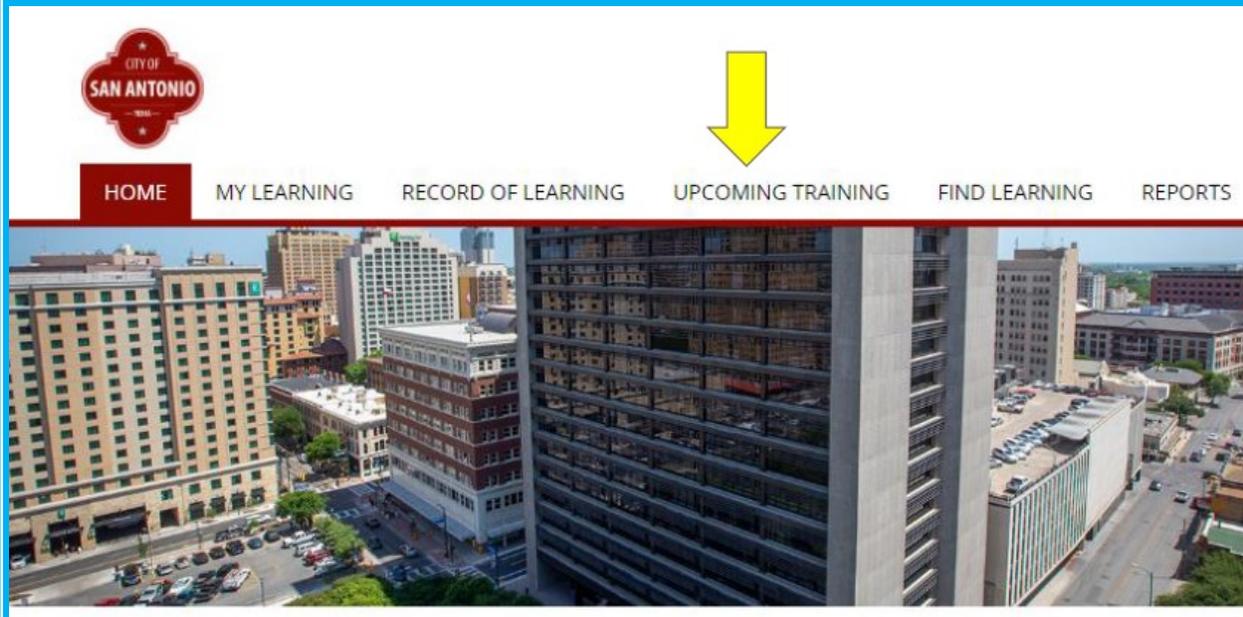
8 a.m. — 5 p.m.

Dates: **ONLINE**

Oct. 20, 2020.

To register for this ACCD training class, log in to Moodle.

How to register in Moodle for a Class? Using Seminar in Upcoming Training Feature.



UPCOMING TRAINING

NEO Online Training August 2020
New Employee Orientation Online Training
August 2020
August 4, 2020, 8:00 AM - 12:00 PM (time zone: America/Chicago) [SIGN-UP](#)

OCE Online Training August 2020
Owning the Customer Experience Online
Training August 2020
August 5, 2020, 8:00 AM - 12:00 PM (time zone: America/Chicago) [SIGN-UP](#)

Seminar September 16 & 18 2020 Intro to Business Writing Grammar Focus ONLINE
September 16 & 18 2020 Intro to Business Writing Grammar Focus ONLINE
September 16, 2020, 8:00 AM - 5:00 PM (time zone: America/Chicago)

Seminar September 22 & 23 2020 Personal Development I & II ONLINE
September 22 & 23 2020 Personal Development I & II ONLINE
September 22, 2020, 8:00 AM - 5:00 PM

How to register in Moodle for a Class? Using the Calendar Training Feature.

Calendar

Upcoming events for: All courses

NEW EVENT



July 22 2020 Interpersonal Skills ONLINE Seminar

July 22, 2020, 8:00 AM - 5:00 PM (time zone: America/Chicago)

July 22 2020 Interpersonal Skills ONLINE

Event date/time

July 22, 2020, 8:00 AM - 5:00 PM America/Chicago

Duration

9 hours

Room

ONLINE, ONLINE

(Room details)

This class will be online. Approximately a week prior to the class start, ACCD will send you an email with the ZOOM details.

EVENTS KEY

- Hide global events
- Hide course events
- Hide group events
- Hide user events

MONTHLY VIEW

June 2020

Mo	Tu	We
1	2	3
8	9	10
15	16	17
22	23	24
29	30	

July 2020

Mo	Tu	We
		1
6	7	8

Details

Course Description

Course Summary: Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This course will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation

By the end of this training, participants should be able to:

- Understand the difference between hearing and listening
- Learn ways to improve the verbal skills of asking questions and communicating with power.
- Understand what is 'non-verbal communication' and how it can enhance interpersonal relationships.
- Identify the skills needed in starting a conversation.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.
- Understand how seeing the other side can improve skills in influencing other people.
- Understand how the use of facts and emotions can help bring people to your side.
- Identify ways of sharing one's opinions constructively.

[Go to this Seminar event](#)

How to register in Moodle for a Class? Using the Calendar Training Feature.

Sign-up for July 22 2020 Interpersonal Skills ONLINE Seminar

Event date/time

July 22, 2020, 8:00 AM - 5:00 PM America/Chicago

Duration

9 hours

Room

ONLINE, ONLINE

(Room details)

This class will be online. Approximately a week prior to the class start, ACCD will send you an email with the ZOOM details.

Maximum bookings

24 (enable waitlist)

Details

Course Description

Course Summary: Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This course will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation

Requests for session
organiser

Receive
confirmation by*



Email with iCalendar appointment ▼

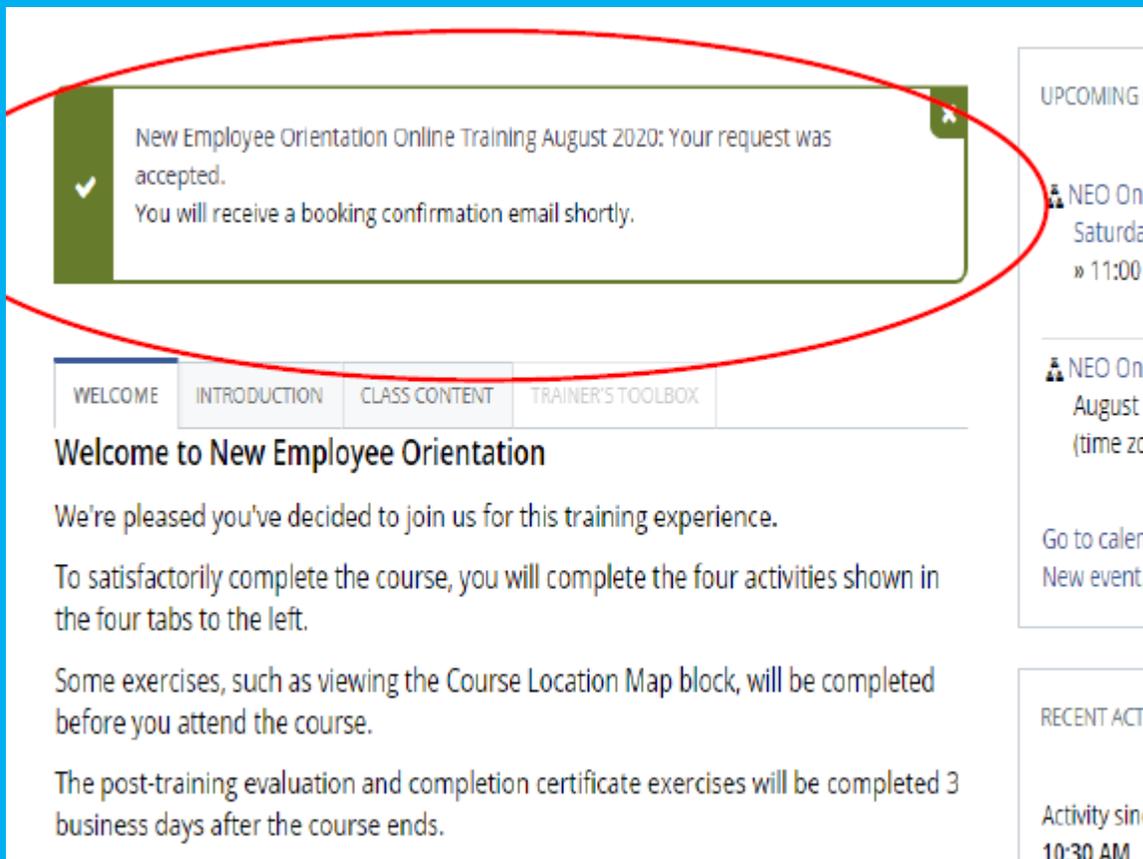


SIGN-UP

CANCEL

[Go back](#)

How to register in Moodle for a Class? Using the Calendar Training Feature.



New Employee Orientation Online Training August 2020: Your request was accepted.
You will receive a booking confirmation email shortly.

WELCOME INTRODUCTION CLASS CONTENT TRAINER'S TOOLBOX

Welcome to New Employee Orientation

We're pleased you've decided to join us for this training experience.

To satisfactorily complete the course, you will complete the four activities shown in the four tabs to the left.

Some exercises, such as viewing the Course Location Map block, will be completed before you attend the course.

The post-training evaluation and completion certificate exercises will be completed 3 business days after the course ends.

UPCOMING EVENTS

- NEO Online Training August 2020
Saturday, August 1, 2020
11:00 AM - 10:00 AM
- NEO Online Training August 2020
August 1, 2020
(time zone)

Go to calendar
New event...

RECENT ACTIVITY

Activity since
10:30 AM

Course Invite

Seminar booking confirmation: New Employee Orientation Online Training August 2020, 9:00 AM-10:00 AM, August 1, 2020 - August 31, 2020 inbox x

Do not reply to this email (via COSATrngOnline) <noreply@learning.sanantonio.gov> to me Thu, Jul 16, 11:47 AM (6 days ago)



New Employee Orientation Online Train...
[View on Google Calendar](#)

When Sat Aug 1 9am – Mon Aug 31, 2020 10am (CDT)
Where NEO Online Training August 2020, NEO Online Training
Who noreply@learning.sanantonio.gov*

[More options](#)

Agenda

Sat Aug 1, 2020

No earlier events

9am New Employee Orientation

No later events

How to cancel your registration in **Moodle** for a Class?

If you need to cancel your registration, click on the class in Moodle, click on the Welcome tab and go to the bottom Option of Seminar where it says cancel.

The screenshot shows the Moodle course interface for 'New Employee Orientation'. At the top, there are navigation tabs: WELCOME (selected), INTRODUCTION, CLASS CONTENT, and TRAINER'S TOOLBOX. The main content area includes a welcome message and instructions. On the right, there are event listings for 'NEO Online Training August 2020' with 'BOOKED' status. Below that is a 'RECENT ACTIVITY' section. At the bottom, a table lists the course details. A yellow arrow points to the 'Cancel' link in the 'Options' column of the table, with a yellow text box above it stating 'Click Cancel if you aren't able to attend.'

Date	Time and Time Zone	Room	Seats available	Status	Options
August 1, 2020	9:00 AM - 11:00 AM America/Chicago	NEO Online Training August 2020, NEO Online Training	49	Booked	More info Cancel

How to cancel your registration in Moodle for a Class?

Cancel booking for New Employee Orientation Online Training August 2020

Event date/time

August 1, 2020, 9:00 AM - 11:00 AM America/Chicago

Duration

2 hours

Room

NEO Online Training August 2020, NEO Online Training

[\(Room details\)](#)

This is an online class only.

Seats available

49

▼ Cancel booking

Are you sure you want to cancel your booking to this event?

Cancellation note

Meeting Conflict |

**Enter in reason for
cancelling**

YES NO

✓ Your booking has been cancelled.
You and your manager should immediately receive a cancellation email.

WELCOME

INTRODUCTION

CLASS CONTENT

TRAINER'S TOOLBOX

Welcome to New Employee Orientation

We're pleased you've decided to join us for this training experience.

To satisfactorily complete the course, you will complete the four activities shown in the four tabs to the left.

Some exercises, such as viewing the Course Location Map block, will be completed before you attend the course.

The post-training evaluation and completion certificate exercises will be completed 3 business days after the course ends.

MAPS — Northeast Lakeview College, 1201 Kitty Hawk Rd, Universal City, TX 78148



DRIVING DIRECTIONS

FROM IH 35N

Exit 170B (Toepperwein Road); continue on Toepperwein to Kitty Hawk and turn left at the light. Follow Kitty Hawk to the first light (Old Cimarron Trail) and take a left.

Note: Once on Toepperwein, the first traffic light is an intersection of Judson and Toepperwein; veer left to remain on Toepperwein.

FROM IH 35S

Take exit 172 (Pat Booker Road). Follow signs for Universal City/Pat Booker Road and merge onto 1604 South. Exit Kitty Hawk; turn right at the light onto Kitty Hawk. Follow Kitty Hawk to the first light (Old Cimarron Trail) and take a right.

FROM 1604W (North)

Exit Kitty Hawk; take a left at the light onto Kitty Hawk. Follow Kitty Hawk to the first light (Old Cimarron Trail) and take a right.

FROM 1604 E (South)

Exit Kitty Hawk; take a right at the light onto Kitty Hawk. Follow Kitty Hawk to the first light (Old Cimarron Trail) and take a right.



MAPS — Stinson Municipal Airport, 8535 Mission Rd, San Antonio, TX 78214.



via I-37 S

Fastest route now due to traffic conditions

122 N Main Ave

San Antonio, TX 78205

- ↑ Head south on N Main Ave toward W Commerce St
32 s (249 ft)
- > Take W Market St, I-37 S/US-281 S and SE Military Dr to Mission Rd
17 min (8.3 mi)
- ↶ Turn left onto Mission Rd
Destination will be on the right
2 min (1.0 mi)

Stinson Municipal Airport

8535 Mission Rd, San Antonio, TX 78214

MAPS — Café College, 131 El Paso St, San Antonio, TX 78204



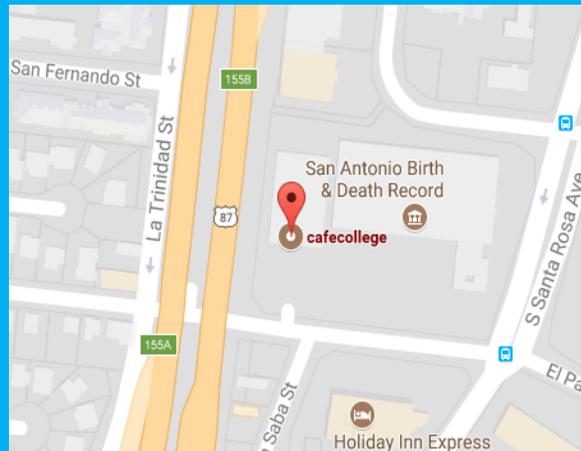
DRIVING DIRECTIONS

From Downtown (Frost Building):

Head west on W Houston St toward N Flores St
Turn left onto La Trinidad St/N Pecos St
Turn left onto El Paso St
Destination will be on the left.

From I-10 W / I-35 N:

Head north on I-10 W/I-35 N
Keep left at the fork to stay on I-10 W/I-35 N, follow signs for Austin
Take exit 155B for West Cesar E Chavez Boulevard towards Downtown
Merge onto W Cesar E. Chavez Blvd
Turn right onto S Santa Rosa Ave
Turn right at the 2nd cross street onto El Paso St
Destination will be on the right



From I-35 S.:

Take I-35 N to W Quincy St. Take exit 157A from I-35 N
Head north on I-35 N
Use the 2nd from the left lane to keep left at the fork, stay on I-35 N and follow signs for Austin
Take exit 157A toward Main Ave/Lexington Ave/San Pedro Ave
Get on I-35 S from San Pedro Ave
Merge onto W Quincy St
Turn left onto San Pedro Ave
Turn left at the 1st cross street onto W Elmira St
Use the left lane to take the Interstate 35 S ramp to Interstate 10 E
Continue on I-35 S to S Frio St. Take exit 155B from I-35 S
Merge onto I-35 S
Use the 2nd from the right lane to take exit 155B for Frio St/Durango Blvd toward Downtown
Keep left at the fork, follow signs for Frio Street
Drive to El Paso St
Turn left onto S Frio St
Turn left onto El Paso St
Destination will be on the left

MAPS — Northwest Vista College

3535 N. Ellison Dr., San Antonio, TX 78251





ALAMO COLLEGES

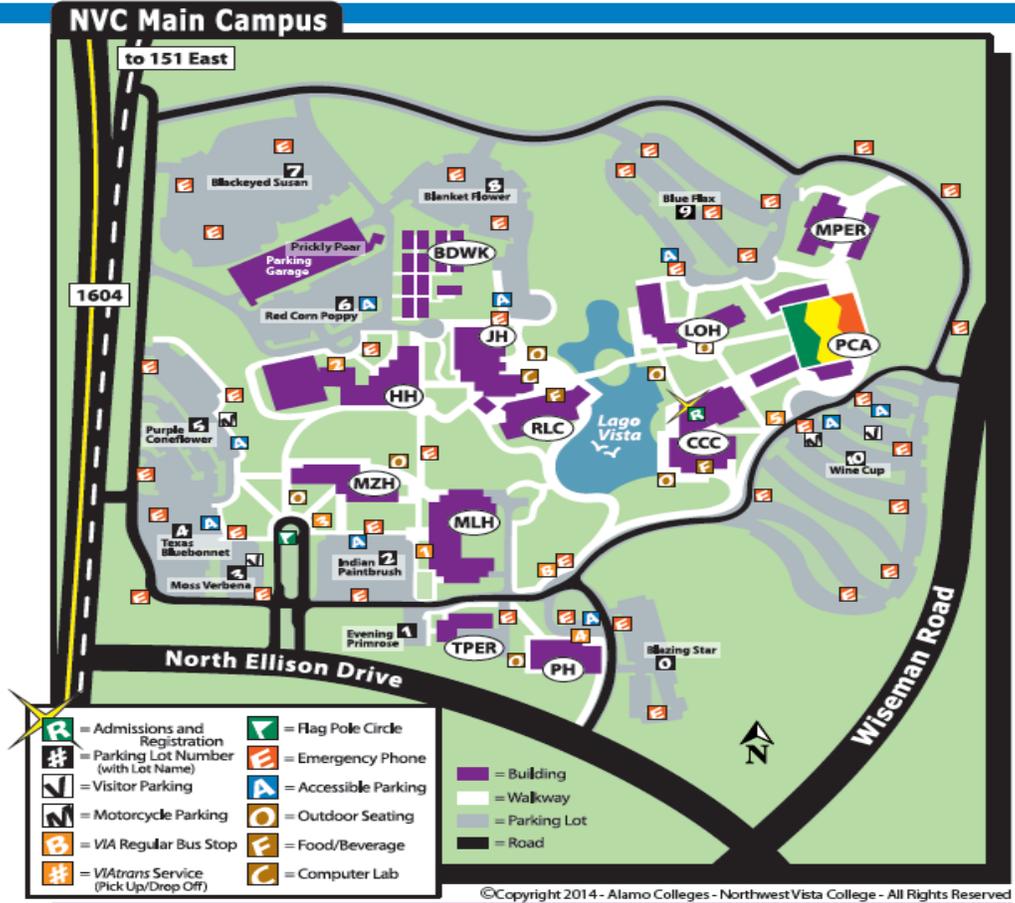
NORTHWEST VISTA COLLEGE

Contact Information

Address: 3535 N. Ellison Drive
San Antonio Texas

Phone: (210) 486-4000

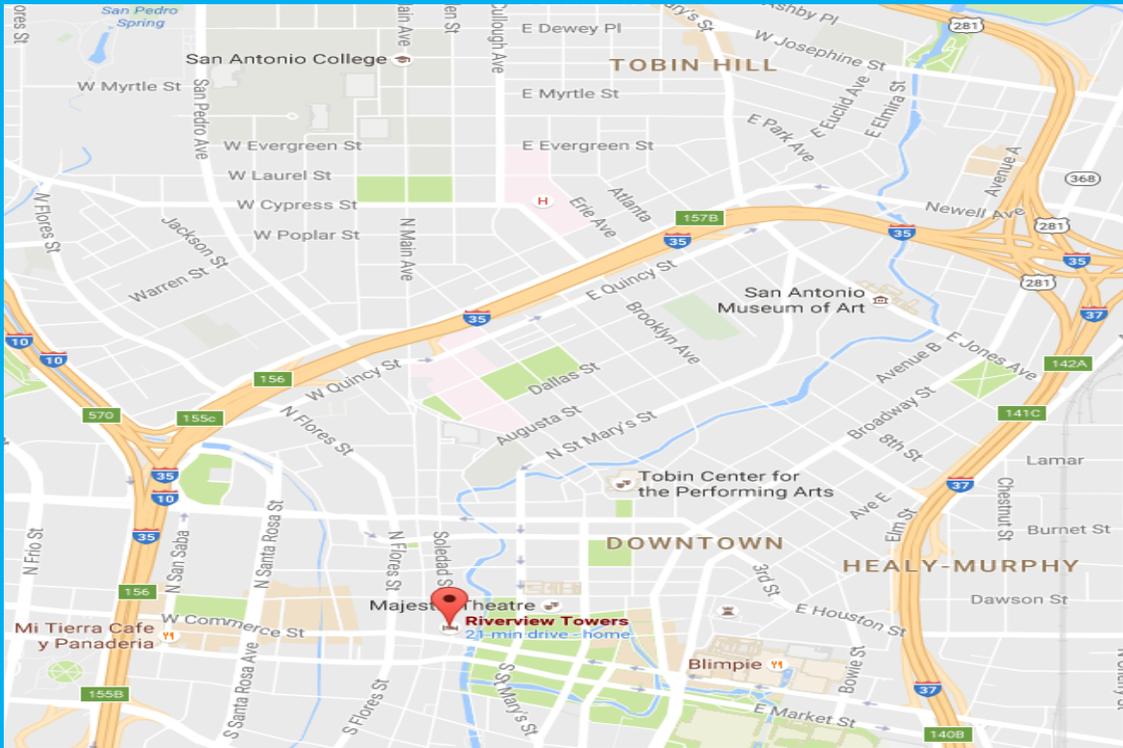
Internet: www.alamo.edu/nvc



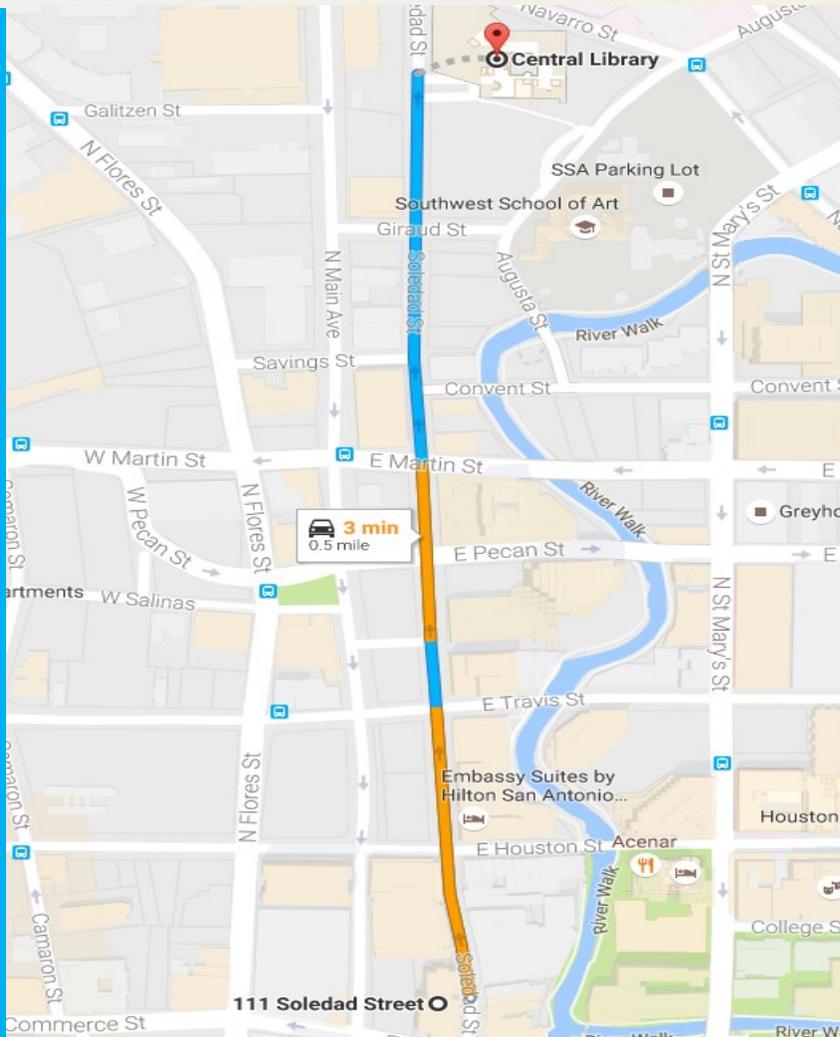
- ©Copyright 2014 - Alamo Colleges - Northwest Vista College - All Rights Reserved
- | | | | |
|--------------------------|-----------------------------------|--|--|
| BDWK Boardwalk | CCC Cypress Campus Center | HH Huisache Hall | JH Juniper Hall |
| LOH Live Oak Hall | MZH Manzaniño Hall | MLH Mountain Laurel Hall | PCA Palmetto Center for the Arts |
| PH Pecan Hall | RLC Redbud Learning Center | TPER Texas Persimmon Physical Plant | MPER Mexican Persimmon Physical Plant |

MAPS — Riverview Towers

111 Soledad, San Antonio, TX 78205

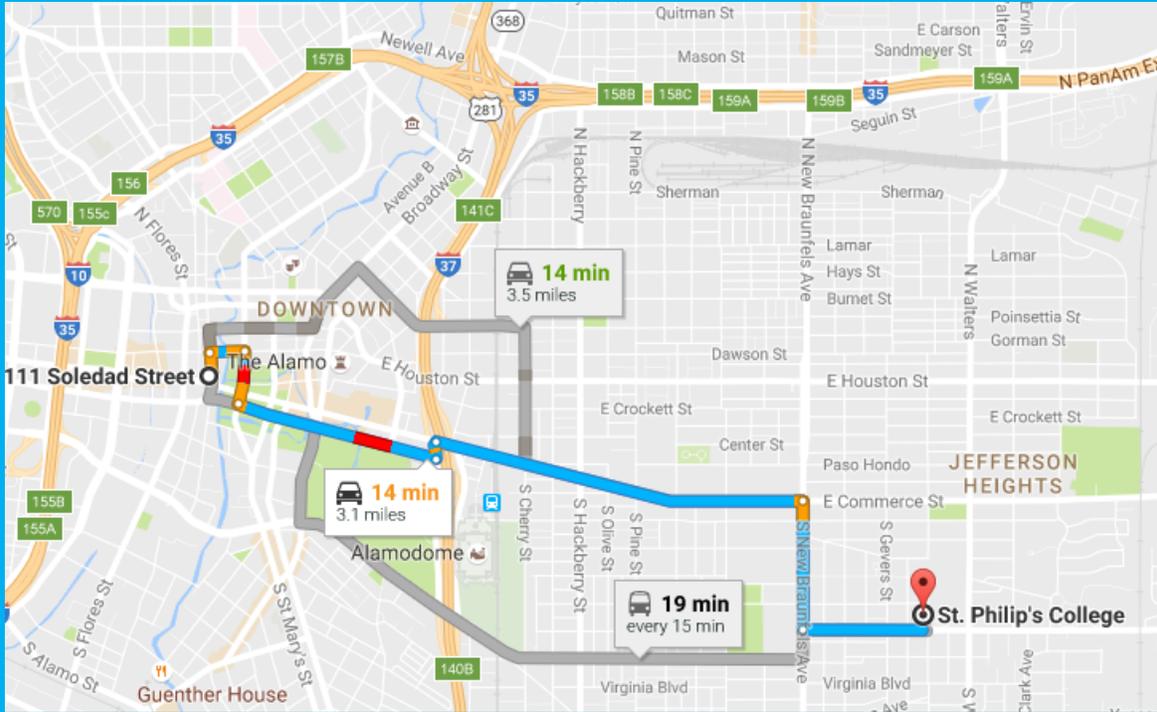


MAPS — SA Central Branch Library
600 Soledad St., San
Antonio, TX 78205



MAPS — St Philip's College

1801 Martin Luther King Dr., San Antonio, TX 78203



Maps— Center of Excellence

800 Quintana Road, Building 8, San Antonio, TX 78211

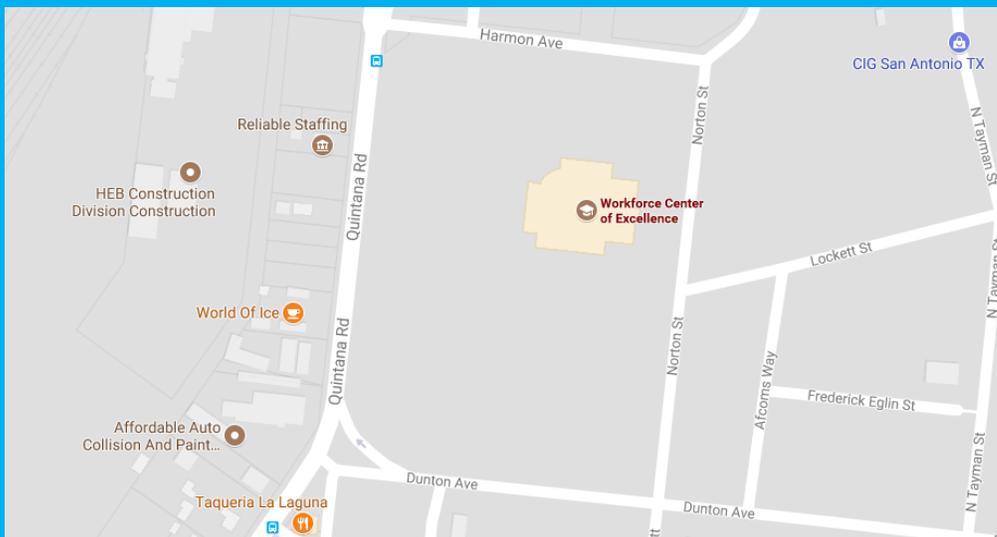
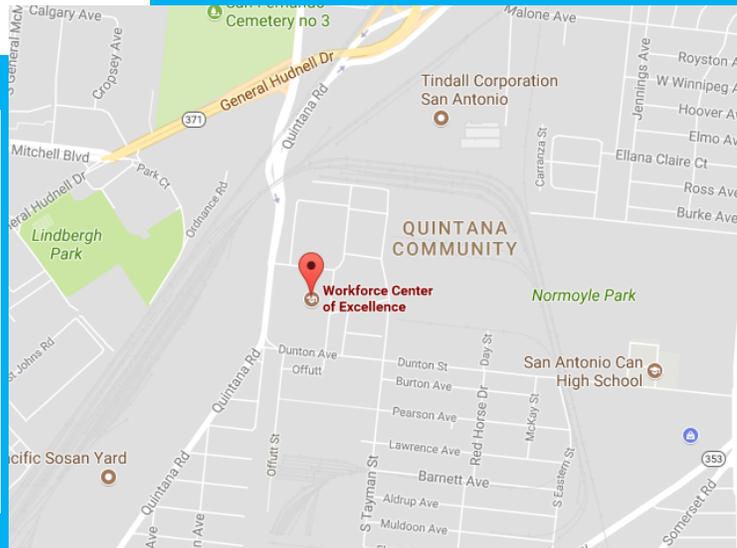
From Downtown (Frost Bank)

Get on I-10 E/I-35 S
 Head west on W Houston St toward N Flores St
 Turn left onto La Trinidad St/N Pecos St
 Use the left lane to take the ramp onto I-10 E/I-35 S
 Continue on I-10 E/I-35 S. Take US-90 W and
General Hudnell Dr. to Quintana Rd.
 Take the Quintana Rd exit from General Hudnell Dr.
 Merge onto I-10 E/I-35 S
 Use the right 2 lanes to take exit 153 to merge onto US-90 W toward Del Rio
 Use the right 2 lanes to take the Texas 371 Spur/Gen Hudnell Dr.
 Exit toward Port San Antonio
 Continue onto General Hudnell Dr.
 Take the Quintana Rd exit toward Kellyusa E
 Continue on Quintana Rd. Drive to Norton St
 Continue onto Quintana Rd
 Turn left onto Harmon Ave
 Turn right onto Norton St
 Destination will be on the right



From I-10 W

Follow I-10 W and US-90 W to General Hudnell Dr.
 Take the Texas 371 Spur/Gen Hudnell Dr
 Exit from US-90 W
 Head west on I-10 W
 Continue onto US-90 W
 Use the right 2 lanes to take the Texas 371 Spur/Gen Hudnell Dr.
 Exit toward Port San Antonio
 Continue on General Hudnell Dr.
 Take Quintana Rd to Norton St
 Continue onto General Hudnell Dr
 Take the Quintana Rd exit toward Kellyusa E
 Continue onto Quintana Rd
 Turn left onto Harmon Ave
 Turn right onto Norton St
 Destination will be on the right





HUMAN RESOURCES DEPARTMENT

If you have any questions on Moodle Learning.SanAntonio.Gov or on any of the classes, please contact us using the information below:



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