

COSA Learning Center

2015 COURSE CATALOG

Inspiring Development

Empowering Success



CITY OF SAN ANTONIO
HUMAN RESOURCES DEPARTMENT

Updated January 2015

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

COSA LEARNING & DEVELOPMENT PHILOSOPHY

Training and Development 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 re-enforce performance standards.

COSA 2015 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.

Below are a few highlights of new courses being offered in the current 2014-2015 fiscal year.

Professional Development Course Series	<ul style="list-style-type: none"> Owning the Customer Experience Process Mapping Workflow Analysis Innovation/Process Improvements Conflict Management Diplomacy and Tact Business Writing (with a Focus on Grammar) Taking Charge of Your Development Team Dynamics and Stages Positive Power & Influence Time Management Valuing Diversity Introduction to Project Management
Supervisor Development Course Series	<ul style="list-style-type: none"> Delegating Effectively Hershey's Situational Leadership Problem Solving and Decision Making Supervisor Excellence (SET) I, II, III, IV Team Stages & Dynamics
Computer Technology Development Course Series	<ul style="list-style-type: none"> MS Project, Levels I & II ITIL Foundation Adobe InDesign Adobe Captivate Adobe Photoshop Prezi Access I, II, III
Language, Education & Trade Development Course Series	<ul style="list-style-type: none"> GED – a shorter program (available in Spanish) Commercial Drivers License (CDL)

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REGISTRATION PROCESS, LOCATIONS, AND PARKING

Registration Process

All employees are required to discuss and gain approval of their supervisor prior to asking their Department HR Specialist to register them for any course(s). Department managers and/or supervisors have the authority to deny training requests, particularly if the employee's presence is required to meet operational needs.

Course Cancellation

In the event an employee cannot attend a scheduled course, an employee is asked to contact his/her HR Specialist to be removed from the course roster. We understand that personal and/or work situations may arise resulting in a need to cancel your attendance from a scheduled course. We ask that you notify your HR Specialist as soon as you know of a needed cancellation so that we may be able to accommodate another employee who may be positioned on a waitlist for the course .

Course Duration

Course duration can range from 40 hours (5 days @ 8 hours/day) to 2 hours. Courses lasting 8 hours or more will provide 1 hour lunch break. If your course ends prior to 8 hours, is offered as a half day afternoon course that ends early, 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. In other situations you may be able to remain at the training location for networking purposes until the full 8-hours has been spent.

Course Locations

Training is facilitated at a number of sites across the City. At times, training sites are changed (based on the number of registered employees and the size of training space needed). As such, location and course confirmation will be provided a few days prior to the session to registered participants.

Parking

Attention! Most sites provide ample and free parking, but a few do not. Additionally, a parking permit is required for parking at the COSA Training Center and will be given to you with your course confirmation. The permit is required to be clearly displayed on your vehicle windshield while parked.

“PROFESSIONAL DEVELOPMENT COURSE SERIES

Owning the Customer Experience (8 Hours)

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

Class Schedule:

January 16, 2015	July 10, 2015
January 23, 2015	July 24, 2015
February 6, 2015	August 7, 2015
February 20, 2015	August 21, 2015
March 6, 2015	September 4, 2015
March 20, 2015	September 18, 2015
March 30, 2015	September 25, 2015
April 3, 2015	October 9, 2015
April 16, 2015	October 19, 2015
May 1, 2015	October 30, 2015
May 15, 2015	November 6, 2015
May 29, 2015	November 20, 2015
June 12, 2015	December 4, 2015
June 26, 2015	December 11, 2015

Time:

All classes will meet from 8:00 am – 4:30 pm.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Process Mapping (8 Hours)

Summary:

This course teaches the fundamentals of process mapping as a tool for continuous process improvement. It focuses on hands-on training to increase participants' understanding of the process mapping methodology.

Learning Objectives:

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

- Understand the benefits of process mapping
- Identify core, sub, and activity level processes
- Choose the process mapping method that is most appropriate for the process being mapped
- Demonstrate effective use of the mapping tools
- Perform a high level analysis of process maps to check for accuracy
- Analyze the mapping to determine gaps (white space) and duplication of effort in order to streamline a process

Class Schedule:

Date	Time
February 6, 2015	8:00 am—5:00 pm

PROFESSIONAL DEVELOPMENT COURSE SERIES

Workflow Analysis (8 Hours)

Summary:

The training is designed to provide individuals with information on how to efficiently solve a problem, create a “best practice,” improve quality and service and reduce expenses for the organization. Individuals will experience a true workflow analysis by establishing and analyzing case studies and creating a workflow process that includes: knowing the main categories of planning, technology, the different types of analysis, and problem solution building. Upon completion of this training, individuals will truly have an understanding of root cause analysis, problem solving methods to reduce cost and wasted productivity, the importance of group performance, and how to implement the analyzed situation and/or process.

Learning Objectives:

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

- Various techniques on performing workflow analysis.
- To provide background information for appropriate use of data.
- To enable a continuous process of improvement.
- To increase opportunities to cut costs.
- To support organizational goals for increased responsiveness to your customers.

Course Outcomes:

Individuals will be able to:

- Create a workflow chart.
- Create a Fishbone Diagram.
- Establish analysis ground rules.
- Establish flow charts accordingly per department, unit and/or division.

Class Schedule:

Date	Time
January 23, 2015	8:00 am—5:00 pm

PROFESSIONAL DEVELOPMENT COURSE SERIES

Innovation / Process Improvements (8 Hours)

Summary:

Identifying efficiencies and process improvements in existing business services and structures.

Learning Objectives:

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

- Understand the process improvement life cycle.
- Implement an effective process improvement infrastructure.
- Be an effective process group team lead or member and understand what is required for a group to work well.
- Understand a systems-level view of how process improvement is planned and implemented using a capability maturity model.
- Know what knowledge and skills are important for process improvement and how they can be applied.
- Apply a toolkit of relevant process improvement and change management skills and techniques within the organization.
- Gain confidence in their ability to perform their role in the process group.

Class Schedule:

Date	Time
April 9, 2015	8:00 am—5:00 pm

PROFESSIONAL DEVELOPMENT COURSE SERIES

Conflict Management (16 Hours)

Summary:

All of us experience conflict. We argue with our spouses, disagree with our friends, and sometimes even quarrel with strangers at a sporting event. At times we lose sight of the fact that all this conflict is normal. So long as people are individuals there will be the potential for conflict. Since you 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 for 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.

Class Schedule:

Date	Time
June 10, 2015 (Day 1)	Each day 8:00 am—5:00 pm
June 11, 2015 (Day 2)	

PROFESSIONAL DEVELOPMENT COURSE SERIES

Diplomacy and Tact (8 Hours)

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.

Class Schedule:

Date	Time
March 17, 2015	8:00 am—5:00 pm

PROFESSIONAL DEVELOPMENT COURSE SERIES

Positive Power and Influence (16 Hours)

Summary:

To get things done in today's organizations, we must positively influence others—direct reports, colleagues, managers, clients, suppliers—both inside and outside the organization. Typical influence goals include gaining buy-in for one's ideas, securing cooperation, attuning agendas, and sustaining action.

Strong influencers fulfill their personal objectives while maintaining and nurturing important work relationships. That sounds simple, but in practice it can be extremely challenging. Many people achieve their influence objectives only at the expense of important relationships. Others habitually avoid challenging influence situations, at the expense of fulfilling their work goals.

Prior to the class start, participants collect data from associates via a 360-degree feedback instrument. This data is used in conjunction with taped simulation, in-program feedback to clearly identify which influence styles each participant tends to use, as well as to highlight their personal opportunities to become more influential.

Day One covers: Self-Assessments, Giving and Receiving Feedback and Identifying Your Personal Influencing Style

Day Two covers: Exploring Alternative Styles, Skills Practice, Planning Process for Diagnosing any Influence Situation and Role Playing Techniques

Learning Objectives:

By the end of this training, participants will:

- Have learned the fundamentals of influence styles that they use infrequently or ineffectively.
- Be able to practice the influence styles with which they are already familiar and apply them more effectively.
- Be able to explore all styles and develop personal learning goals.
- Be able to practice using varied influence styles in relevant and challenging situations, to improve their ability to first diagnose the influence situation, craft an influence strategy using a diagnostic tool, then strategically apply the most effective style.
- Be prepared to apply what they have learned to a real-life influence situation using tailored simulation and intensive feedback from peers and training staff.

Class Schedule:

Date	Time
March 23 (Day 1) & 24 (Day 2)	Each day 8:00 am to 5:00 pm
May 13 (Day 1) and 14 (Day 2)	Each day 8:00 am to 5:00 pm

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PROFESSIONAL DEVELOPMENT COURSE SERIES

Valuing Diversity (8 Hours)

Summary:

Have you participated in the City's Diversity session and now have an appetite to learn more? Do you want to discuss key concepts and scenarios with others? Does your experience with diverse cultural backgrounds leave you wanting to learn more about Diversity in the workplace? Diversity in the workplace provides an opportunity for employees' personal growth. Being exposed to new ideas, cultures and perspectives can help individuals to reach out and gain a clearer view of the world and their surroundings.

A diverse workforce combines workers from different backgrounds and experiences that together create a more innovative and productive team. Understanding diversity is key to becoming a strong member of a group. This course uses hands-on techniques, such as role-playing and discussions, to guide the learner through the various misconceptions of diversity.

In this course you will learn how to be successful in leveraging diversity to the greater benefit of our organization.

Learning Objectives:

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

- Understand what diversity and its related terms mean.
- Be more aware of diversity and areas to improve.
- Understand how changes in the world have affected you and your view.
- Identify stereotypes.
- Understand what terms are politically correct and which are not, and why.
- Be familiar with the four cornerstones of diversity.
- Understand what the pitfalls are relating to diversity and understand how to avoid them.
- Develop a technique for dealing with inappropriate behavior.
- Develop a management style to encourage diversity.

Class Schedule:

January 14, 2015	March 25, 2015	May 13, 2015	July 15, 2015
February 11, 2015	April 8, 2015	June 17, 2015	August 12, 2015

Time:

All classes will meet from 8:00 am – 5:00 pm.

PROFESSIONAL DEVELOPMENT COURSE SERIES

Team Dynamics and Stages (16 Hours)

Summary:

For most of us, teamwork is a part of everyday life. Whether it is at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not.

The Team Dynamics workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

Learning Objectives:

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

- Describe the concept of a team, and its factors for success.
- Explain the four phases of the Tuckman team development model and define their characteristics .
- List the three types of teams.
- Describe actions to take as a leader – and as a follower for each of the four phases (Forming, Storming, Norming and Performing).
- Discuss the uses, benefits and disadvantages of various team-building activities.
- Follow strategies for setting and leading team meetings .
- Detail problem-solving strategies using the Six Thinking Hats model – and one consensus – building approach to solving team problems.

Class Schedule:

Date	Time
May 1, 2015 (Day 1)	Each day 8:00 am—5:00 pm
May 6, 2015 (Day 2)	

PROFESSIONAL DEVELOPMENT COURSE SERIES

Time Management (4 Hours)

Summary:

In any given organization, time is important. Unfortunately, most organizations do not have time and money to spare due to lost time on daily tasks and/or assignments that are not being accomplished in a timely manner. When routine items are not accomplished as scheduled, organizations face a huge loss. One of the most common factors that every organization seeks is to decrease expenses and increase productivity.

Time management and fast implementation can affect both a decrease in expenses and an increase in productivity. Employees who are non-productive will drive company expenses up. Employees who know how to manage their time efficiently are more productive and cut down expenses. The challenge is getting employees to manage their time accordingly. 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:

- Utilize time management skills.
- Delegate tasks/assignments accordingly.
- 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 - workstations .

Class Schedule:

Date	Time
February 20, 2015	1:00 – 5:00 pm
May 21, 2015	8:00 am – noon

PROFESSIONAL DEVELOPMENT COURSE SERIES

Problem Solving and Group Decision Making (8 Hours)

Summary:

Decision-making plays a key role in management and organizations. A decision is taken when all the opinions are studied well and taken into consideration. Therefore, the process of making a decision is tough and long. It requires a certain pattern and/or corporate strategic system to make effective decisions. Learning these techniques will help employees become even more productive at work. This highly interactive eight hour training is designed to help participants become familiar with techniques that will help map out the importance involved with making decisions that can include the pros/cons, risks, consequences, and course of action(s) involved in any given decision making situation(s).

Learning Objectives:

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

- Review the stages of group development.
- Explore the Johari Window and the four quadrants.
- Analyze the systematic approach to group decision making.
- Study how risk and uncertainty affect decision making.
- Identify groupthink.

Course Outcomes:

- Become familiar with the Johari Window.
- Recognize and understand the importance of group processes.
- Learn to utilize the systematic approach to group decision making.
- Recognize and account for the rationality in the decision process.
- Describe how risk and uncertainty affect decision making.

Class Schedule:

Date	Time
January 30, 2015	8:00 am – 5:00 pm

PROFESSIONAL DEVELOPMENT COURSE SERIES

Introduction to Project Management (16 Hours)

Summary:

In this hands-on, interactive class, students will learn the fundamentals of project management, including how to launch a project, managing scope, anticipating risks, leading stakeholders, and choosing the best Project Management Institute (PMI) credential. Project management is designed to help the organization increase revenues and to improve internal efficiencies. Upon completion of this class, participants will have the skills necessary to become meaningful participants on projects, including how to become an effective project manager.

Introduction to Project Management is aligned with the Project Management Body of Knowledge (PMBOK), and 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:

- Determine what is a project and what is operational work.
- Identify the project that will yield immediate results.
- Manage scope creep.
- Deliver a project on time, within budget, and to the customer's satisfaction.
- Create a Work Breakdown Structure (WBS).
- Manage the "Triple Constraint."
- Maximize the use of Lessons Learned.
- Manage difficult stakeholders.
- Improve accountability in the workplace.
- Take a proactive approach to risk management.
- Get the most out of teams – including virtual teams.
- Learn how to ask the "brutal questions."
- Manage conflict to get things done.
- Get the most out of project meetings.
- Implement a rewards and recognition system.
- Decide the right project management certification to pursue.

Class Schedule:

Date	Time
February 12, 2015 (Day 1)	Each day 8:30 am – 5:00 pm
February 13, 2015 (Day 2)	
May 11, 2015 (Day 1)	Each day 8:30 am – 5:00 pm
May 12, 2015 (Day 2)	

PROFESSIONAL DEVELOPMENT COURSE SERIES

Project Management Intermediate (16 Hours)

Summary:

This course is designed for individuals with some project management experience. 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. Students who successfully complete this class may consider the 5-day Project Management Professional (PMP) prep course.

Intermediate to Project Management is aligned with the Project Management Body of Knowledge (PMBOK), and 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 their 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.

Class Schedule:

Date	Time
February 2, 2015 (Day 1)	Each day 8:30 am – 5:00 pm
February 3, 2015 (Day 2)	
June 5, 2015 (Day 1)	Each day 8:30 am – 5:00 pm
June 5, 2015 (Day 2)	

PROFESSIONAL DEVELOPMENT COURSE SERIES

Project Management Certification Prep/Boot camp (40 Hours)

Summary:

An 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. This highly interactive course expands upon the basic concepts of project management discovered in the Introduction to Project Management and Project Management Intermediate courses, and offers a job-related approach to successful project management across application areas and industries. The course focuses on the five process groups and nine knowledge areas as described in the Project Management Body of Knowledge, Fourth Edition (PMBOK).

Learning Objectives:

By the end of this training, participants will:

- Have learned the five process groups (Initiating, Planning, Executing, Monitoring & Controlling, and Closing).
- Have learned the nine knowledge areas (Integration Management, Scope Management, Time Management, Cost Management, Quality Management, Human Resource Management, Communications Management, Risk Management, and Procurement Management).
- Understand the PMI application process.
- Have learned test-taking skills to prepare for the PMP exam.
- Have learned how to implement project management.
- Have learned how to leverage PMP in the marketplace.

Class Schedule:

Date	Time
February 19, 2015 (Day 1)	Each day 8:30 am – 5:00 pm
February 20, 2015 (Day 2)	
February 25, 2015 (Day 3)	
February 26, 2015 (Day 4)	
February 27, 2015 (Day 5)	
July 8, 2015 (Day 1)	Each day 8:30 am – 5:00 pm
July 9, 2015 (Day 2)	
July 10, 2015 (Day 3)	
July 16, 2015 (Day 4)	
July 17, 2015 (Day 5)	

PROFESSIONAL DEVELOPMENT COURSE SERIES

Intro to Business Writing, Grammar Focus (8 Hours)

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.

This course will also cover:

Pronoun Types

- Subject and object pronouns
- Possessive pronouns
- Reflexive and demonstrative pronouns

Adjectives and Adverbs

- Using adjectives
- Using adverbs
- Comparison modifiers

Colons and Semicolons

- The colon
- The semicolon

More Special Punctuation Marks

- The dash
- The hyphen
- The parentheses

Misplaced and Dangling Modifiers

- Misplaced modifiers
- Dangling Modifiers

Class Schedule:

Date	Time
April 29, 2015	8:00 am - 5:00 pm

PROFESSIONAL DEVELOPMENT COURSE SERIES

Business Writing, Intermediate (16 Hours)

Summary:

How often do you receive confusing e-mails from colleagues or clients? Imagine how much more successful those folks would be if they improved their communication skills.

Now imagine that you have a terrific idea you want to present to a supervisor or client. Do you call the person, send an e-mail, or write a proposal? The way you communicate your idea may mean the difference between success and failure. Whatever your communication need – Business Writing Introduction 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.
- Use lists when required in writing.
- 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.

Class Schedule:

Date	Time
January 13, 2015 (Day 1)	Each day 8:00 am - 5:00 pm
January 20, 2015 (Day 2)	
June 10, 2015 (Day 1)	Each day 8:00 am - 5:00 pm
June 17, 2015 (Day 2)	
May 5, 2015 (Day 1)	Each day 8:00 am - 5:00 pm
May 12, 2015 (Day 2)	

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PROFESSIONAL DEVELOPMENT COURSE SERIES

Grant Writing (16 Hours)

Summary:

An experienced grant writer will show students 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.
- Help students become experts at ferreting out corporate, foundation, and government grant makers
- Tailor responses to information found in the peer review criteria
- Utilize significant finishing touches that can give your project the edge over others.
- Know the best type of paper to use
- Know which buzzwords to include
- Know which fonts work best
- Know which types of graphics to include
- Utilize 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

Class Schedule:

Date	Time
January 21, 2015 (Day 1)	Each day 8:00 am - 5:00 pm
January 28, 2015 (Day 2)	

PROFESSIONAL DEVELOPMENT COURSE SERIES

DDI Communicating with Impact (4 Hours)

Summary:

This course teaches employees how to have more of an impact in the workplace. Participants learn how to communicate more effectively by varying interpersonal skills reviewed in this course. Effective communication can help build stronger work relationships that have an impact on the work environment and organization.

Learning Objectives:

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

- Recognize the impact they can have on their success and the success of others by enhancing interpersonal relationships in the workplace.
- Relate to colleagues and customers in a way that meets their personal needs while also meeting the practical need of accomplishing objectives.
- Use a set of interaction process skills that enable them to conduct more successful discussions that achieve results.
- Use techniques for providing specific, meaningful feedback that helps people improve their performance and increase productivity.

Class Schedule:

Date	Time
June 18, 2015	1:00 pm - 5:00 pm

PROFESSIONAL DEVELOPMENT COURSE SERIES

Communication Skills Building (16 Hours)

Summary:

This two-day workshop is designed to help participants improve interactions with other people in the workplace or at home. This workshop 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 questions that give participants needed information
- Learn 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

Class Schedule:

Date	Time
July 14 (Day 1)	Each day 8:00 am - 5:00 pm
July 21, 2015 (Day 2)	

SUPERVISOR DEVELOPMENT COURSE SERIES

12 Danger Zones - Hiring and Discrimination (2 Hours)

Summary:

Discrimination: In this course, supervisors will learn how to avoid danger zones and identify protected classes of employees. This course will discuss the Title VII anti-discrimination law and focus on regulations, strategies, policies and procedures that are designed to prevent discrimination.

Hiring: The hiring process can be the beginning of a mutually rewarding business relationship – or potential minefield. The course explores the steps a supervisor should take to avoid allegations of discrimination during the hiring process. This course will help supervisors make better choices and avoid potential problems down the road.

Learning Objectives:

By the end of this training, participants will:

- Know which questions are appropriate to ask an applicant and which questions are not.
- Know what to do when an applicant discloses that s/he has a medical condition.
- Know when a physical exam is appropriate.
- Recognize federally protected classes and applicable laws.

Class Schedule:

Date
March 27, 2015
April 10, 2015
August 14, 2015
October 2, 2015

Time:

All classes will meet from 12:00 – 2:00 pm.

SUPERVISOR DEVELOPMENT COURSE SERIES

12 Danger Zones - Harassment (2 Hours)

Summary:

Harassment: Sexual harassment is a very serious issue in the workplace. While some still seem to feel that harassment only means sexual harassment, it has become clear that the term is much broader than that. 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.

Learning Objectives:

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

- Recognize sexual harassment and hostile work environment situations, policy and related law.
- Refer to the City's anti-harassment policy.
- Enforce a harassment free workplace.
- Respond to a complaint of harassment in accordance with the City's policy.
- Recognize incidents of workplace harassment and act quickly to take corrective action.

Class Schedule:

Date	Time
March 27, 2015	2:30—4:30 pm
May 22, 2015	2:30—4:30 pm
August 14, 2015	2:30—4:30 pm
November 13, 2015	12:00—2:00 pm

SUPERVISOR DEVELOPMENT COURSE SERIES

12 Danger Zones - Workplace Violence and Safety & Workers' Compensation (2 Hours)

Summary:

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:

- Recognize the signs of violence.
- Know what to do when a violent situation erupts.
- Understand the importance of maintaining a safe workplace.
- Know the legal danger in retaliating against an employee who is injured or complains about safety.

Class Schedule:

Date	Time
February 13, 2015	2:30—4:30 pm
May 22, 2015	10:30—2:30 pm
July 31, 2015	2:30—4:30 pm
November 13, 2015	9:30—11:30 am

SUPERVISOR DEVELOPMENT COURSE SERIES

Leading Change (for Supervisors) (8 Hours)

Summary:

This course focuses on leaders' crucial role in initiating change in the workplace. Leaders learn how to introduce a change initiative and lead discussions with employees to explore how best to implement the changes. They also learn to help others overcome their resistance to change. These skills enhance a leader's ability to minimize the potentially negative effects of change on morale, processes, and productivity.

Key Topics of Learning include:

- The Plain and Simple Truths about Change
- Stepping Outside the Comfort Zone: The Personal Side of Change
- Changing Behavior Is Difficult, but It's Possible (Special Section!)
- Making Positive Change Happen: Start with a Good Plan
- Following Through: Critical Steps for Successful Implementation

Class Schedule:

Date	Time
March 5, 2015	8:00 am — 5:00 pm

SUPERVISOR DEVELOPMENT COURSE SERIES

Delegating Effectively (8 Hours)

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. The training program will include the use of role-play, case studies and the application of delegating in real-life work situations.

Learning Objectives:

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

- Define delegation to make sure it is effective.
- 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.

Class Schedule:

Date
March 24, 2015
July 21, 2015

Time:

All classes will meet from 8:00 am – 5:00 pm.

SUPERVISOR DEVELOPMENT COURSE SERIES

Developing High Performance Teams (8 Hours)

Summary:

Your success as a manager can often depend on how well your team operates. How are their problem-solving skills? Are they enthusiastic and motivated to do their best? Do they work well together? There have been hundreds of studies demonstrating that human beings function better and learn better in groups. If you want to develop your team leadership skills and unleash the talent of your individual team members, this course is a practical look at current leadership practices that work.

Learning Objectives:

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

- Identify different types of teams.
- Build teamwork by recognizing and tapping into the twelve characteristics of an effective team.
- Promote trust and rapport by exploring team styles and how style impacts group dynamics.
- Recognize the key elements that move a team from involvement to empowerment and how to give these elements to your team.
- Develop strategies for dealing with team conflict and common situations.
- Understand how action planning and analysis tools can help your team perform better.

Class Schedule:

Date	Time
March 26, 2015	8:00 am — 5:00 pm

SUPERVISOR DEVELOPMENT COURSE SERIES

Problem-Solving and Decision Making (16 Hours)

Summary:

As an individual, facts and knowledge can only go so far. Tough problem solving requires the ability to define the true problem, analyze the possible causes, create options, select the most feasible option, and then implement it. This course should help participants enhance their skills to find sustainable solutions and learn new ways to use critical thinking in problem-solving to reach win-win decisions.

Learning Objectives:

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

- Increase awareness of problem solving techniques and problem-solving tools by employing critical thinking skills.
- Distinguish root cause from symptoms to identify the right solution for the right problem.
- Improve problem-solving and decision making skills by identifying personal problem-solving style(s) and the use of critical thinking.
- Improve the ability to participate in and communicate about a collaborative problem-solving process.
- Recognize the top ten rules of good decision making.

Class Schedule:

Date	Time
May 8, 2015 (Day 1)	Each day 8:00 am – 5:00 pm
May 13, 2015 (Day 2)	

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, Counseling and Progressive Discipline (8 hours)

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

Class Schedule:

Date	
January 9, 2015	March 20, 2015
January 16, 2015	March 27, 2015
January 23, 2015	April 3, 2015
January 30, 2015	April 10, 2015
February 6, 2015	April 17, 2015
February 13, 2015	May 1, 2015
February 20, 2015	May 8, 2015
February 27, 2015	May 15, 2015
March 6, 2015	May 22, 2015
March 13, 2015	May 29, 2015

Time:

All classes will meet from 8:00 am – 4:30 pm.

Please note, this course is offered weekly. For additional dates, please contact your Employee Relations Business Partner or Human Resources Specialist.

SUPERVISOR DEVELOPMENT COURSE SERIES

Supervisor Excellence Training

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.

Class Schedule:

Date	
January 7, 2015	March 25, 2015
January 14, 2015	April 1, 2015
January 28, 2015	April 8, 2015
February 4, 2015	April 15, 2015
February 11, 2015	April 22, 2015
February 18, 2015	April 29, 2015
February 25, 2015	May 6, 2015
March 4, 2015	May 13, 2015
March 11, 2015	May 20, 2015
March 18, 2015	May 27, 2015

Time:

All classes will meet from 8:00 am – 4:30 pm.

Please note, this course is offered weekly. For additional dates, please contact your Employee Relations Business Partner or Human Resources Specialist.

SUPERVISOR DEVELOPMENT COURSE SERIES

Supervisor Excellence Training

Module Three: Recruitment, Selection and On-boarding (6 hours)

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

Class Schedule:

Date
January 13, 2015
January 27, 2015

Time:

All classes will meet from 10:00 am – 4:30 pm.

Please note, this course is offered weekly. For additional dates, please contact your Employee Relations Business Partner or Human Resources Specialist.

SUPERVISOR DEVELOPMENT COURSE SERIES

Supervisor Excellence Training

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.

Class Schedule:

Date		
January 8, 2015	May 14, 2015	September 10, 2015
January 15, 2015	May 21, 2015	September 17, 2015
January 22, 2015	May 28, 2015	September 24, 2015
January 29, 2015	June 4, 2015	October 1, 2015
February 5, 2015	June 11, 2015	October 8, 2015
February 12, 2015	June 14, 2015	October 15, 2015
February 19, 2015	June 18, 2015	October 22, 2015
February 26, 2015	June 25, 2015	October 29, 2015
March 5, 2015	July 2, 2015	November 5, 2015
March 12, 2015	July 9, 2015	November 12, 2015
March 19, 2015	July 16, 2015	November 19, 2015
March 26, 2015	July 23, 2015	December 3, 2015
April 2, 2015	July 30, 2015	December 10, 2015
April 9, 2015	August 6, 2015	December 17, 2015
April 16, 2015	August 13, 2015	
April 23, 2015	August 20, 2015	
April 30, 2015	August 27, 2015	
May 7, 2015	September 3, 2015	

Time:

All classes will meet from 8:00 am – 4:30 pm.

Please note, this course is offered weekly. For additional dates, please contact your Employee Relations Business Partner or Human Resources Specialist.

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

SUPERVISOR DEVELOPMENT COURSE SERIES

CORE Onboarding (4 Hours)

Summary:

This session is designed to provide crew leaders, supervisors and managers with information on how to efficiently welcome (Onboard) new employees to the Organization. Onboarding is a process developed to create a smooth adjustment for a new employee into the organization. It starts before a new employee arrives and continues for six months to the first year of employment. The CORE Onboarding course will provide the crew leaders, supervisors and managers with the tools they need to become successful at welcoming the new employee to the organization. Comprehensive Onboarding programs have been shown to have dramatic and lasting positive effects on retention and engagement rates of new employees.

Learning Objectives:

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

- Develop a strong welcome, ensuring continual employee growth and understanding.
- Deliver clear, upfront expectations to foster improved productivity and reduce miscommunication which could lead to anxiety, and dependency on other staff.
- Introduce new employees to formal and informal cultural norms, values, and practices which impact how employees view the organization.
- Identify and select an Onboarding Peer for the new employee.
- Complete a 90-day Onboarding Planner.
- Access the online Toolbox and website of automated forms, guidelines and checklists.
- Manage the Onboarding Program eReminders.

Class Schedule:

Date	Time
January 23, 2015	8:30 am - 11:30 am
March 13, 2015	1:30 pm - 4:30 pm
May 8, 2015	1:30 pm - 4:30 pm
July 10, 2015	8:30 am - 11:30 am
September 11, 2015	1:30 pm - 4:30 pm
November 13, 2015	8:30 am - 11:30 am

SUPERVISOR DEVELOPMENT COURSE SERIES

Management Development Institute (16 Hours)

Summary:

Managers will learn important leadership skills and principles for communication, motivation, prioritization and awareness of self and others. Additionally, one-on-one coaching is provided.

Learning Objectives:

By the end of this training, participants will:

- Be familiar with strengths through the StrengthsFinder 2.0 Assessment.
- Understand Behavioral Types & Personality Style (DiSC Assessment).
- Be able to adapt Communication Style in the Workplace.
- Be able to identify Developmental & Performance needs.
- Develop skills with Strategy, Tactics, Values & Vision.

Class Schedule:

This course is taught once a year and the class meets a total of six times over a six-month period from January through June. Interested mid-level managers should contact their Employee Relations Business Partner or Human Resources Specialist for details on the application process.

SUPERVISOR DEVELOPMENT COURSE SERIES

Executive Leadership Program (24 Hours)

Summary:

Executives will learn important leadership skills and principles for leading departments to greater success.

Learning Objectives:

By training completion, participants will have acquired knowledge in:

- Flex Leadership Styles;
- Potential vs. Performance: Peter Principle;
- Multiple Generations in the Workforce;
- Script Change in Organizations; and
- Harvard's Service to Success Chain.

Class Schedule:

This course is taught once a year and the class meets a total of eight times over a six-month period from January through June. This course is targeted to City executives and is by invitation.

SUPERVISOR DEVELOPMENT COURSE SERIES

Situational Leadership®: Building Leaders (8 Hours)

Summary:

This workshop introduces participants to the Situational Leadership® Model and equips leaders with the necessary tools to skillfully navigate the demands of a diverse workforce. 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.

With an interactive curriculum that uses a combination of instructor-led training, multimedia, role-playing and skill-building activities, participants are able to practice applying the methodology of the model used. They learn to effectively manage any situation by immediately prioritizing actions into specific tasks and utilizing the tools that indicate each individual's ability to perform.

In addition, assessments, LEAD Self and LEAD Others, provide participants with insights into their primary leadership behaviors and the range of styles they tend to act upon.

Learning Objectives:

By training completion, participants will be able to:

- Define leadership
- Apply the Situational Leadership® methodology by:
 - Identifying the specific task for application of the Situational Leadership® process
 - Accurately assessing the Performance Readiness® Level of an individual
 - Responding with the right leadership style and behaviors to meet the performance needs of the individual
 - Communicating the leadership response more effectively
 - Managing the movement of an individual through various levels of Performance Readiness®
- Identify opportunities to improve in the application of Situational Leadership® through self-assessment and development planning

Class Schedule:

Date	Time
February 20, 2015	8:00 am—5:00 pm
July 30, 2015	8:00 am—5:00 pm

SUPERVISOR DEVELOPMENT COURSE SERIES

Motivating Others (8 Hours)

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:

- 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.

Class Schedule:

Date
January 20, 2015
July 7, 2015

Time:

All classes will meet from 8:00 am – 5:00 pm.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

SAEPS SHOPPER (8 Hours)

Summary:

San Antonio eProcurement System (SAePS) utilizes a number of tools to improve our current system. Supplier Relations Management (SRM) is one of these 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 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.

Class Schedule:

Date
January 27 (Day 1) & 28 (Day 2), 2015
February 11 (Day 1) & 12 (Day 2), 2015
March 18 (Day 1) & 19 Day 2), 2015
April 16 (Day 1) & 17 (Day 2), 2015
May 14 (Day 1) & 15 (Day 2), 2015
June 10 (Day 1) & 11 (Day 2), 2015
July 15 (Day 1) & 16 (Day 2), 2015
August 11 (Day 1) & 12 (Day 2), 2015
September 10 (Day 1) & 11 (Day 2), 2015
October 15 (Day 1) & 16 (Day 2), 2015
November 17 (Day 1) & 18 (Day 2), 2015
December 9 (Day 1) & 10 (Day 2), 2015

Time:

All classes will meet from 8:00 am – 12:00 pm.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

SAEPS APPROVER (3 Hours)

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

Class Schedule:

Date
February 19, 2015
March 12, 2015
May 22, 2015
July 23, 2015
September 24, 2015
November 12, 2015

Time:

All classes will meet from 8:00 – 11:00 am.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

SAP Basic Navigation (4 Hours)

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

Class Schedule:

Date
January 6, 2015
February 5, 2015
March 10, 2015
April 7, 2015
May 8, 2015
June 5, 2015
July 7, 2015
August 7, 2015
September 4, 2015
October 2, 2015
November 4, 2015
December 4, 2015

Time:

All classes will meet from 8:00 am – 12:00 pm.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Microsoft Office Project 2007 Level 1 (8 Hours)

Summary:

Microsoft Office Project 2007 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

Class Schedule:

Date	Time
May 7, 2015	8:00 am – 5:00 pm

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Microsoft Office Project 2007 Level 2 (8 Hours)

Summary:

Microsoft Office Project 2007 Level 2 is the second course in the Microsoft Project 2007 series. In Microsoft Project 2007 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

Class Schedule:

Date
January 22, 2015
June 18, 2015

Time:

All classes will meet from 8:00 am – 5:00 pm.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

ITIL Foundation v3 (24 Hours)

Summary:

The ITIL course is designed for individuals who want to understand the value of technology in an organization. It's an interactive, intensive, and instructor-led three-day course focused on the Foundation Certification IT Service Management (ITSM) as prescribed in Version 3 of the Information Technology Infrastructure Library (ITIL). In this course, the participant will prepare for the ITIL v3 Foundation exam while learning the main ITIL concepts as taught by an instructor with practical experience managing IT operations and ITSM activities.

Learning Objectives:

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

- Make IT Services more customer-focused.
- Ensure the quality of IT Services.
- Ensure costs of IT Services are managed appropriately.
- Develop a clearer structure for the IT organization making it more efficient and easier to manage IT changes.
- Have a uniform frame of reference for international communications regarding IT.
- Standardize and integrate IT procedures.
- Define demonstrable and auditable performance measurements.

Class Schedule:

Date	Time
February 4, 2015 (Day 1)	Each day 8:30 am - 5:00 pm
February 5, 2015 (Day 2)	
February 6, 2015 (Day 3)	

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Adobe InDesign (40 Hours)

Summary:

Topics include layout, typography, graphics, and printing.

Learning Objective:

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

- Create a multiple page layout including text and graphics for publishing.

Class Schedule:

Date	Time
February 23, 2015 (Day 1)	Each day 10:00 am - 5:00 pm
February 24, 2015 (Day 2)	
February 25, 2015 (Day 3)	
February 26, 2015 (Day 4)	
February 27, 2015 (Day 5)	

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Adobe Photoshop (40 Hours)

Summary:

Introduction to graphics software for image enhancement, photo-retouching, and image composition.

Learning Objectives:

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

- Create, capture, and edit digital images
- Print/display images
- Calculate resolution and file size for output devices
- Examine ethical concerns and issues related to digital imaging.

Class Schedule:

Date	Time
March 2, 2015 (Day 1)	Each day 8:00 am - 5:00 pm
March 3, 2015 (Day 2)	
March 4, 2015 (Day 3)	
March 5, 2015 (Day 4)	
March 6, 2015 (Day 5)	

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Adobe Captivate (40 Hours)

Summary:

Techniques for developing and modifying multimedia presentations and creating interactive slide shows.

Learning Objectives:

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

- Utilize advanced multimedia functions to insert and modify visual elements
- Integrate information with other programs
- Create interactive slide shows
- Utilize multimedia web and collaboration features

Class Schedule:

Date	Time
June 8, 2015 (Day 1)	Each day 8:00 am - 5:00 pm
June 9, 2015 (Day 2)	
June 10, 2015 (Day 3)	
June 11, 2015 (Day 4)	
June 12, 2015 (Day 5)	

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Prezi (12 Hours)

Summary:

Create and modify multimedia presentations complete with slides, charts, and special effects.

Learning Objectives:

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

- Create and modify presentations by using visual and audio effects
- Integrate other software applications into a presentation.

Class Schedule:

Date	Time
March 31, 2015 (Day 1)	Each day 1:00 pm—5:00 pm
April 1, 2015 (Day 2)	
April 2, 2015 (Day 3)	

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

Adobe Fundamentals (8 Hours)

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 or even to open a different file
- Optimize PDFs for handheld devices, as well as screen readers and other accessibility devices
- Streamline the document review process with collaborative review and mark-up tools
- Set up transparency, spot colors, and other settings for printed PDFs with confidence

Class Schedule:

Date
February 9, 2015
June 18, 2015

Time:

All classes will meet from 8:00 am – 5:00 pm.

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

FastCourse Microsoft Access 2007 Level 1 (8 Hours)

Summary:

FastCourse Microsoft Access 2007 Level 1 is designed for learning basic Access skills in an instructor-led format. It provides a user-friendly method for developing 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

Class Schedule:

Date	Time
April 29, 2015	8:00 am—5:00 pm

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

FastCourse Microsoft Access 2007 Level 2 (8 Hours)

Summary:

Prerequisite: Access 2007 Level 1 or equivalent experience with all topics covered in Access 2007 Level 1.

FastCourse Microsoft Access 2007 Level 2 is designed for learning intermediate Access skills in an instructor-led format. Provides a user-friendly method for developing a solid foundation in intermediate Access.

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

Class Schedule:

Date	Time
January 21, 2015	8:00 am - 5:00 pm

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

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

FastCourse Microsoft Access 2007 Level 3 (8 Hours)

Summary:

Prerequisite: Access 2007 Level 2 or equivalent experience with all topics covered in Access 2007 Level 2.

This course is for advanced participants that have excellent working knowledge of Level 1 and Level 2 Access 2007. Topics include Working with Advanced Queries, Setting up Complex Forms, Creating Complex Reports, Customizing the Database Interface and Setting Security and Integrating Access with Other Applications

Learning Objectives:

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

- Create a Select Query
- Set Join Properties
- Identify Join Types
- Define Left and Right Joins
- Create and Run Parameter Queries
- Create a Calculated Field in a Query
- Create and Run Action Queries
- Create a Main Form Containing a Subform
- Add a Calculated Control to a Form
- Set Properties to Assist and Control Data Entry
- Create a Complex Report
- Add a Subreport to a Main Report
- Create a Report from a Subreport
- Create Calculated Controls on a Subreport
- Set Page Breaks and Custom Controls
- Understand what the Performance Analyzer Analyzes
- Customize the Database Interface and Setting Security
- Convert Access 2007 Databases to Other Access Formats
- Share Data Among Microsoft Office Applications
- Display Access Data on the Web
- Create PivotTables and Pivot Charts

Class Schedule:

Date	Time
April 8, 2015	8:00 am - 5:00 pm

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

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

FastCourse Microsoft Excel 2007 Level 1 Basics (8 Hours)

Summary:

Prerequisite: None

FastCourse Microsoft Excel 2007 Level 1 Basics is designed for learning basic Excel skills in an instructor-led format. It provides a user-friendly method for developing a solid foundation in 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

Class Schedule:

Date	Time
January 28, 2015	8:00 am – 5:00 pm
February 18 & 19, 2015	Each day 8:00 am – 12:00 pm
May 6, 2015	8:00 am – 5:00 pm
August 19 & 20, 2015	Each day 8:00 am – 12:00 pm
November 11 & 12, 2015	Each day 8:00 am – 12:00 pm

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

FastCourse Microsoft Excel 2007 Level 2 Intermediate (8 Hours)

Summary:

Prerequisite: Excel 2007 Level 1 or equivalent experience with all topics covered in Excel 2007 Level 1.

FastCourse Microsoft Excel 2007 Level 2 Intermediate is designed for learning intermediate Excel skills in an instructor-led format. It provides a user-friendly method for developing a solid foundation in 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

Class Schedule:

Date	Time
March 4, 2015	8:00 am – 5:00 pm
July 15, 2015	8:00 am – 5:00 pm
September 15 & 16, 2015	Each day 8:00 am – 12:00 pm
December 15 & 16, 2015	Each day 8:00 am – 12:00 pm

COMPUTER/TECHNOLOGY DEVELOPMENT COURSE SERIES

FastCourse Microsoft Excel 2007 Level 3 Advanced (8 Hours)

Summary:

Prerequisite: Excel 2007 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 2007. Topics include PivotTables and macros, financial functions, data analysis auditing and additional functions, advanced formatting and analysis tools, collaboration, and more. The class concludes with an integration lesson.

Learning Objectives:

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

- Understand working with Tables
- 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
- 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
- Trace Precedents and Dependents
- Audit Formula Errors
- Work with Grouped Worksheets
- Work with Conditional Formatting
- Use Data Tables – One-Variable and Two-Variable Data

Class Schedule:

Date	Time
April 22, 2015	8:00 am - 5:00 pm
May 20 & 21, 2015	Each day 8:00 am – 12:00 pm
August 12, 2015	8:00 am – 5:00 pm
October 22 & 23, 2015	Each day 8:00 am – 12:00 pm

LANGUAGE, EDUCATION & TRADE DEVELOPMENT COURSE SERIES

Cash Handling (8 Hours)

Summary:

The City of San Antonio maintains financial policies that comply with State and Federal laws. It incorporates recognized best practices in overseeing the City's financial assets. 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 Cash Handling training course covers concepts and cash handling policies. This course is a requirement for all employees who collect or handle cash or cash equivalents.

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 Policies and Procedures.
- Identify the correct policy or procedure to apply in various scenarios.
- Explain the principles of good cash handling, segregation of duties, and security.
- Identify cash and cash equivalents.
- Identify controls related to cash handling.
- Recognize counterfeit money.
- Recognize safety procedures concerning cash and cash equivalents.

Class Schedule:

Date	
January 27, 2015	July 28, 2015
February 3, 2015	August 11, 2015
February 24, 2015	August 25, 2015
March 24, 2015	September 22, 2015
April 14, 2015	October 27, 2015
April 28, 2015	November 3, 2015
May 26, 2015	November 19, 2015
June 23, 2015	December 17, 2015

Time:

All classes will meet from 8:00 am – 4:30 pm.

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

LANGUAGE, EDUCATION & TRADE DEVELOPMENT COURSE SERIES

Commercial Driver's License Permit Prep (32 Hours)

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 the General Knowledge, Air Brakes and Pre-trip inspection. The program includes classroom instruction, computer-based practice exams and independent study. 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.

Class Schedule:

Dates	Time
February 16, 2015 CDL Prep Class (Day 1)	Each day 7:30 am - 4:30 pm
February 17, 2015 CDL Prep Class (Day 2)	
February 18, 2015 CDL Prep Class (Day 3)	
February 19, 2015 CDL Prep Class (Day 4)	

LANGUAGE, EDUCATION & TRADE DEVELOPMENT COURSE SERIES

GED Preparation Course Completion (48 Hours)

Summary:

The course provides instruction in four content areas and is designed to review and develop the Math, Reasoning through Language Arts, Social Studies, Science and critical thinking skills participants need to succeed in passing the GED exam. This year, a GED Preparation Course in Spanish will be offered.

Learning Objectives:

By the end of this training, participants will:

- Have more confidence with Computer Technology.
- Receive a three-hour basic computer intensive course to employ the necessary computer skills to take the computer-based GED exam.
- Have learned mouse clicks and build word processing skills.
- Learn the use of tools embedded in testing software.
- Understand strengths and areas to focus on through a pre-assessment.
- Create an individualized learning plan with structured instruction based on areas of improvement.
- Receive face-to-face instruction (instructor lead and active learning)
- Have access to a full Tutoring lab (math, reading and writing labs are available to GED students).
- Receive a post-assessment to determine if participant is prepared to take the GED exam.
- Be given a simulated GED computer-based exam and assistance with registration for the actual GED exam.
- Demonstrate an understanding of mathematic principles and formulas.
- Be able to apply knowledge of English and grammar through essay writing.
- Demonstrate reading comprehension skills.
- Demonstrate basic knowledge of science and Social Sciences.
- Acquire knowledge for test-taking tips, strategies, and study skills.
- Will pass post-test in all five areas with a 150 score or better.

Class Schedule:

Date	Time
January 26—March 25, 2015 (Mon, Tues, Wed)	9:00 am—12:00 pm
January 26—March 25, 2015 (Mon, Wed)	6:00 pm—9:00 pm
January 27—March 26, 2015 (Tues, Thur) Spanish	6:00 pm—9:00 pm
March 16, 2015—May 6, 2015 (Mon, Tues, Wed)	4:30 pm - 6:30 pm
June 1, 2015—July 22, 2015 (Mon, Tues, Wed)	4:30 pm - 6:30 pm

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

LANGUAGE, EDUCATION & TRADE DEVELOPMENT COURSE SERIES

CPR/AED/First Aid Awareness (4 Hours)

Summary:

Harper's Embrace Lifesaver Program provides free CPR/AED/First Aid Awareness training to COSA employees. Harper's Embrace is a registered 501(c)3 in the state of Texas. The program has been providing lifesaving, educational sessions for the past seven years in San Antonio.

The philosophy of Harper's Embrace is the belief that every individual, regardless of age, location or economic status, should have the opportunity to learn the lifesaving techniques of CPR at no cost. 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 Objective:

By the end of this training, participants will be able administer CPR.

* This is NOT a CPR certification course

Class Schedule:

Date
February 27, 2015
April 30, 2015
June 19, 2015
August 20, 2015
October 22, 2015
December 3, 2015

Time:

All classes will meet from 12:30 – 4:30 pm.

**CITY OF SAN ANTONIO
HUMAN RESOURCES DEPARTMENT**

Riverview Towers Building
111 Soledad, 1st, 2nd, & 10th Floors
San Antonio, TX 78205

sharepoint/sites/HR/COSALearningCenter