

INTRODUCTION: LINKING LEARNING TO PERFORMANCE

As employees of Kent County, we work to serve the public. To improve service delivery, Kent County is dedicated to providing employees with opportunities for education, skill improvement and personal growth. Kent County's Learning & Development function provides opportunities to acquire, share and apply knowledge, skills, and values that help individuals, teams, departments and the whole organization improve performance that consistently aligns and supports the mission of Kent County.

Kent County Mission Through responsible budgeting and thoughtful planning, Kent County's government is committed to providing resources and services that promote a high quality of life for the entire community.

Kent County Core Values

Act with Integrity

Treat each other with respect and dignity

Hold yourself accountable

Honor and keep commitments to one another

Be transparent

Serve as Responsible Stewards of County Resources

Work efficiently to get great results

Be innovative/creative

Ensure fiscal responsibility

Provide High-Quality Service to Internal and External Customers

Be passionate about service

Provide and seek active feedback/input

Communicate the right thing, at the right time, the right way, to the right people

Solve problems

Do your best to exceed customer expectations

Work Collaboratively

Seek to understand and value others' point of view

Work together to establish and achieve shared goals

Encourage others to be engaged and involved

Understand our collective roles and responsibilities

Embrace Diversity, Equity and Inclusion

Leverage the many unique talents and strengths that exist in our workforce and community

Value differences that exist in our workforce and community

Set an example for others in the community to follow

Learning Framework

Getting Results: The Five Absolutes for High Performance by Clint Longenecker and Jack Simonetta serves as our framework for developing effective people-oriented practices and quality task-oriented processes for getting successful results.

Five Absolutes for High Performance



Dear Kent County Employees:

Participation in Kent County learning programs is an opportunity to gain knowledge in a variety of areas that support and reinforce our organizational goals. The rewards of these learning programs are wide-ranging. As an employee, you acquire skills for professional growth, the County benefits from improved job performance, and most importantly, the community we serve is positively impacted.

From humble beginnings in 1996, the County's in-house learning programs have evolved and been considerably enhanced to offer outstanding and comprehensive learning opportunities for you. These programs include:

- **Learning Ensures Achievement Program (LEAP):** consists of a curriculum designed to enhance competencies, improve interpersonal communications, build teamwork, generate a culture of collaboration, and produce a better understanding of our diverse citizenry.
- **Emerging Leaders:** is a professional development series designed for individuals contemplating a role in leadership.
- **The Front Line:** is monthly skill development and policy fundamentals for those who supervise staff. All new supervisors will be enrolled in **The Front Line** immediately upon hire or promotion and prior to enrolling in the LEAD program.
- **Leadership Enrichment and Development Program (LEAD):** is a leadership program designed to increase effectiveness leading both people and operations. LEAD focuses on developing key leadership competencies that address the unique challenges of leading within the context of Kent County.

We encourage you to read this brochure and access the Learning Management System (LMS) at <https://www.accesskent.com/LMS/> to find out about all the learning opportunities Kent County offers. If you have questions regarding its content, please contact the Tamber Bustance at 632-7467 or by email: Tamber.bustance@kentcountymi.gov.

As always, best wishes as you continue your lifelong process of learning.

Sincerely,



Amy Rollston
Human Resources Director



Wayman P. Britt
Interim Kent County Administrator

TABLE OF CONTENTS

Learning Management System Overview	Page 1
Cultural Intelligence Initiative	Page 2
Learning Ensures Achievement Program (LEAP)	Pages 3-10
Emerging Leaders Program	Pages 11-16
The Front Line Program	Pages 17-21
Leadership Enrichment and Development Program (LEAD)	Page 22
Additional Learning Opportunities	Pages 23-25
Appendix	Page 26-27

LEARNING MANAGEMENT SYSTEM (LMS)

Kent County maintains a Learning Management System (LMS) that allows employees to review and register for learning opportunities online. The LMS is a web-based system that tracks employee activity, department activity, and overall organizational information regarding County-sponsored learning opportunities.

Employees can utilize the LMS to:

- View learning opportunities
- Register for offerings
- Set goals and plan for professional development
- View and print individual learning records

Supervisors can use the LMS to:

- Manage class registration for employees
- Register for offerings
- Encourage professional development for staff
- View employee learning records
- Reinforce performance management

Since the LMS is web-based, it allows all County employees easy access from home or work. You may access the LMS at <https://www.accesskent.com/LMS/>. You will be required to log in with a Username and Password.

- Your Username is your first initial and your last name, i.e. Joe Smith is jsmith (lowercase; no nicknames)
- Your Password is your Employee ID Number, i.e. 12345
- *Please ensure your phone number and email address are correct.*

PROFESSIONAL COURTESY

Human Resources Learning & Development works diligently to bring you timely, meaningful professional development opportunities. In order to continue to provide this service, we ask for your cooperation. If you sign up for a class, please come. If you need to cancel, please call at least 3 days in advance. Failure to attend or to notify us regarding cancellation may result in financial loss to the County. We ask that you and your supervisor keep your commitment to your registration for each professional development offering.

A NOTE ABOUT CULTURAL INTELLIGENCE

In 2016 Kent County leaders and the Cultural Insight Council (CIC) engaged in strategic planning for our diversity, equity and inclusion efforts. As a result, specific training surrounding Cultural Intelligence (CQ) was recommended. Therefore, in 2020 most diversity, equity and inclusion offerings will align with the strategic plan recommendations and will be offered by invitation. Kent County employees can expect the continuance of varied diversity training topics to be offered in 2020 and beyond. If you have any questions related to Kent County's CQ or diversity, equity & inclusion offerings, please contact Darius Quinn, Human Resources Manager at 632-7468.



LEARNING ENSURES ACHIEVEMENT PROGRAM

WHO SHOULD ATTEND?

Any employee looking to grow professionally and personally. LEAP consists of a curriculum designed to enhance interpersonal skills, produce a better understanding of our diverse residents and better understand and live our Values.

REGISTRATION

Pre-registration is required for all offerings. Space is limited, so registration is accepted on a first-come basis. Please register for offerings using the Learning Management System (LMS) at [https:// www.accesskent.com/LMS/](https://www.accesskent.com/LMS/). **Before registering for any offering please obtain supervisory approval.**

LEAP CERTIFICATION PROCESS

LEAP consists of many sessions that are offered several times throughout the year. Completing the LEAP curriculum is a significant accomplishment. Your willingness to grow professionally enriches not only the County as an organization but the services we provide and the interactions we have with residents. Remember that learning doesn't stop here. We encourage all employees to continue developing themselves on an ongoing basis.

To receive your Certificate of Achievement, compare the offerings on your curriculum tracking sheet with your History in the LMS. Send a copy of your completed LEAP tracking sheet to Tamber Bustance (Tamber.bustance@kentcountymi.gov) in the Human Resources Department.

LOCATION:

County Administration Building (**unless otherwise noted**).

Learning & Development Center (2nd Floor Training Room, unless otherwise noted).

Parking is available (for non-downtown employees) in the parking ramp located beneath the County Administration Building. Please present your parking ticket to the Human Resources Department for validation. Please note City lots are the only County validated lots. Please allow a little extra time to find parking. The Government and DeVos lots are the closest to our Learning and Development Center Training room.

If you have any questions concerning any of the offerings, or you are in need of special accommodations, please contact Tamber Bustance 632-7467 or by email Tamber.Bustance@kentcountymi.gov.

PROGRAM CONTENT

CIVILITY AND LIVING OUR VALUES – REQUIRED FOR ALL EMPLOYEES

Amy Rollston, Human Resource Director and Tamber Bustance, Sr. Learning and Development Specialist

Learn what it means to cultivate a culture that includes workplace civility and respect by living our Kent County Values: Acting with Integrity, Being Responsible Stewards of Our Resources, Providing High-Quality Customer Service, Working Collaboratively and Embracing Diversity, Equity and Inclusion. We will also discuss how to identify harassment and incivility and what to do as a bystander.

Check the LMS system for dates. [https:// www.accesskent.com/LMS/](https://www.accesskent.com/LMS/)



ADDRESSING THE EMPATHY GAP

COMMUNICATION/CUSTOMER SERVICE

Floyd Booker, Collaborative Training Solutions

In customer service, what can we do to recognize when our empathy is running low and we need a boost? In the workshop, participants will learn skills to increase empathy, which is defined as the ability to understand and share the feelings of another.

Wednesday, April 15, 2020; 2:30 p.m. - 4:30 p.m.



ADVERSE CHILDHOOD EXPERIENCES AND TRAUMA-INFORMED CARE

COMMUNICATION/CUSTOMER SERVICE

Nola Carew, Master Trainer for ACES

In this workshop, participants will develop an understanding of Adverse Childhood Experiences. What are ACEs (including understanding difference between trauma and ACEs). Look at ACE Study & findings. Discuss the implications of ACEs outcomes and pervasive impacts.

Wednesday, April 29, 2020; 9:00 a.m. – 11:00 a.m.

Tamber Bustance, Sr. Human Resources Specialist for Learning and Development

Communication is more than talking and listening. Genuine communication requires a deep understanding of another person's perspective. But when you take into consideration all of our biases, behavioral idiosyncrasies, unspoken emotions, personal agendas and unshared assumptions, this can seem almost impossible. Using the [Predictive Index](#), Communication Effectiveness introduces participants to personal preference styles of behavior, helps them to create a greater self-awareness and discover simple ways to communicate more effectively. Participants will also learn to appreciate the communication preferences of different people, build strategies to adapt their behaviors for more effective communication and gain an empathic understanding for why their co-workers act the way they do.

Tuesday, March 3, 2020; 10:00 a.m. – 12:00 p.m.



COOKING HEALTHY & DELICIOUS – THE MEDITERRANEAN WAY

Dawn Davies, Public Health Educator, Kent County Health Department

Join Dawn Davies from the Health Department for a presentation and cooking demonstration on eating the delicious Mediterranean way. Discover the health benefits of a Mediterranean diet and how to make it a part of your lifestyle. The class will take you on a journey around the Mediterranean by discussing in detail what the diet is all about, introducing you to new recipes, and sampling delicious menu items.

Wednesday, June 3, 2020; 11:30 a.m. – 2:30 p.m.

Wednesday, June 17, 2020; 2:30 p.m. – 5:00 p.m.

Tuesday, August 18, 2020; 2:30 p.m. – 5:00 p.m.



COOKING WITH HERBS & SPICES

Dawn Davies, Public Health Educator, Kent County Health Department

Join Dawn Davies from the Health Department for a presentation and cooking demonstration on cooking with herbs and spices. Reduce salt in your cooking and have fun with new flavors by utilizing fresh herbs and spices! Get tips on selecting, storing, and pairing flavors with foods to take your meals to the next level. Taste test delicious dishes that incorporate fresh herbs and homemade spice blends.

Tuesday, March 31, 2020; 1:30 p.m. – 4:30 p.m.

Wednesday, April 1, 2020; 9:30 a.m. – 12:00 p.m.

Tuesday, May 19, 2020; 2:30 p.m. – 5:00 p.m.

Tuesday, June 2, 2020; 9:30 a.m. – 12:00 p.m.



CUSTOMER SERVICE EXCELLENCE

CONFLICT/CUSTOMER SERVICE

Terry Bykerk and Mike Wierenga, 2 The Rescue

The Customer Service Excellence workshop will provide tools on how to assess customer service needs and different strategies on how to overcome barriers when unexpected situations arise. We will share best practices and how to live our values while providing mandated services.

Thursday, March 26, 2020; 9:30 a.m. – 11:30 a.m.

DE-ESCALATION AND SITUATIONAL AWARENESS

CONFLICT/CUSTOMER SERVICE

Terry Bykerk and Mike Wierenga, 2 the Rescue

2 The Rescue's seminar and scenario-based trainings offer proven techniques that remove the employee from dangerous and unprofessional emotional confrontations before violence occurs. This session provides tested de-escalation techniques and communication skills, which will advance employee safety and improve customer service efficiency when dealing with agitated, unmanageable and potentially violent individuals in office settings, public forums and street environments. These MCOLES, EMS, MAA and STC approved programs explore proven techniques of awareness, recognition and reaction that remove employees from dangerous confrontations before it is too late.

This session will emphasize the following areas which are critical for your safety and survival:

- Customer Service Do's & Don'ts
- Situational Awareness
- Verbal and Non-Verbal Violence Indicators
- De-escalation Techniques
- Stance and Positioning
- Listening Skills
- Verbal Judo

Wednesday, October 28, 2020; 9:00 a.m. – 12:00 p.m. - (Location: KC Health Department)



ESSENTIALS FOR BUILDING YOUR RELATIONAL SKILLS **COMMUNICATION/CUSTOMER SERVICE**

Tarence Lauchie', T. Lauchie' & Associates

This interactive session will explore how the 5 clusters of building relational skills impact our effectiveness in the workplace: self-awareness, managing emotions, motivating oneself, empathy and social skills. Participants will gain knowledge and the tools to demonstrate positive Emotional Intelligence in various work environments and learn how to flex their approach when dealing with others.

Thursday, February 6, 2020; 9:00 a.m. – 12:00 p.m.



FINANCIAL WELLNESS: CREDIT AND DEBT MANAGEMENT

Jinnifer Ortquist, MSU Extension

There is a lot of consumer confusion around “credit”, and yet credit affects so many aspects of daily life. This workshop will address credit myths, explain the importance of credit reports, demystify credit scores and provide tips to build credit, manage debt and protect your identity.

Tuesday, March 24, 2020; 9:00 a.m. – 10:30 a.m.

Tuesday, November 3, 2020; 3:00 p.m. – 4:30 p.m.



GET CREATIVE WITH BEANS

Dawn Davies, Public Health Educator, Kent County Health Department

Join Dawn Davies from the Health Department for a presentation and cooking demonstration on cooking creatively with beans. Enjoy these nutrition powerhouses at breakfast, lunch and dinner! Discover different types of beans and how to incorporate the inexpensive and nutritious food in your meals. This class will change how you see beans forever!

Wednesday, September 9, 2020; 5:00 p.m. – 8:00 p.m.

Thursday, September 17, 2020; 9:30 a.m. – 12:00 p.m.

Wednesday, October 14, 2020; 2:30 p.m. – 5:00 p.m.

HAPPINESS HAPPEN

Tamber Bustance, Sr. Learning and Development Specialist

Does happiness just happen? According to research, the Neurochemicals of Happiness are set off by intentional actions on our part. In this workshop, we will discuss how to improve wellness with simple actions and fun (proven) strategies of stressbusters.

Wednesday, February 19, 2020; 1:30 p.m. - 3:30 p.m.

LISTENING TO UNDERSTAND**COMMUNICATION/CUSTOMER SERVICE**

Dave Weinandy, Ph.D., Aquinas College

Whether professionally or personally, frequently, we are fascinated with and attracted to people who never say a word! This session will be a combination of covering applied listening research, as well as perfecting skills to make you a better listener and more powerful communicator. Come learn about the types of listening, how to create an atmosphere with your delivery and messaging that invites listening, as well as how to maintain focus when others are talking.

Friday, February 7, 2020; 2:30 – 4:30 p.m. Location: Administration Bldg. room 311

**NETWORKING FOR INTROVERTS****COMMUNICATION**

Tamber Bustance, Senior Learning and Development Specialist

Being an introvert makes some things difficult. Small talk may not come easy, and it may be hard work to establish rapport with new people. In this class, we will create a safe environment to discuss a few tips and habits for making networking less intimidating.

Wednesday, May 13, 2020; 10:00 a.m. – 12:00 p.m.

NEUROSCIENCE OF INFLUENCE**COMMUNICATION**

Kathy Glynn, Blue Sky Thinking

In the hyper-connected world we now live in - where "viral" is something we try to generate instead of avoid - it's more important than ever to understand how influence is generated. How do ideas and values spread? The answers lie inside our brains. Neuroscience is generating new insight into the ways in which we influence one another - and some of the news may surprise you.

Tuesday, March 10, 2020; 9:00 a.m. – 12:00 p.m.

POSITIVE COMMUNICATION CREATES POSITIVE RELATIONSHIPS COMMUNICATION

Dave Weinandy, Ph.D., Aquinas College

Although everyone is born with the means to communicate; communication ability, like any talent, must be developed. Effective communication is the key to providing exceptional service to internal and external customers alike. This class will help you learn to communicate in a meaningful and appropriate manner. You will also learn how to clear up misunderstandings quickly and how to use the feedback process to your advantage.

Tuesday, February 25, 2020; 2:30 p.m. – 4:30 p.m.



Tamber Bustance, Learning and Development and Matthew Budd, Juvenile Detention

This is a follow up to the Civility and Living Our Values workshop. Practice having difficult conversations using civility as one of your guiding principles.

Monday, April 13, 2020; 2:30 p.m. – 4:30 p.m.

LEARNING ENSURES ACHIEVEMENT PROGRAM (LEAP)

CURRICULUM TRACKING SHEET

REQUIRED CATEGORIES:

Communication Skills (requirement: 1)

Completion Date(s): _____

Customer Service (requirement: 1)

Completion Date(s): _____

Conflict Management (requirement: 1)

Completion Date(s): _____

REQUIRED COURSES:

Diversity: Intro to Cultural Intelligence (CQ)

Completion Date: _____

Civility and Living Our Values

Completion Date: _____

ALL EMPLOYEES MUST COMPLETE THREE ADDITIONAL COURSES FROM ANY CATEGORY:

Completion Date: _____

Completion Date: _____

Completion Date: _____

Please Print Name: _____

Department: _____

Supervisor's Name: _____

Department: _____

EMERGING LEADERS

WHO SHOULD ATTEND?

Emerging Leaders is a professional development series designed for individuals contemplating a role in leadership.

PROGRAM FORMAT

Emerging Leaders consists of different leadership sessions. Each session has been carefully chosen to offer a variety of leadership development opportunities. ***To be considered for completion you must attend 7 Emerging Leaders offerings.***

REGISTRATION

Pre-registration is required for all offerings. Space is limited so registration is accepted on a first-come basis. Please register for offerings using the Learning Management System (LMS) at <https://www.accesskent.com/LMS/>. **Before registering for any offering please obtain supervisory approval.**

EMERGING LEADERS CERTIFICATION PROCESS

Completing the Emerging Leaders curriculum is a significant accomplishment. Your willingness to grow professionally enriches not only the County as an organization but the services we provide and the interactions we have with our citizens. Remember that learning doesn't stop here. We encourage all employees to continue developing themselves on an ongoing basis.

LOCATION:

County Administration Building (unless otherwise noted)

Learning & Development Center (2nd Floor Training Room, unless otherwise noted)

Parking is available (for non-downtown employees) in the parking ramp located beneath the County Administration Building. Please present your parking ticket to the Human Resources Department for validation. Please note City lots are the only County validated lots. Please allow a little extra time to find parking. The Government and DeVos lots are the closest to our Learning and Development Center Training room.

If you have any questions concerning any of the offerings, or you are in need of special accommodations, please contact Tamber Bustance 632-7467 or by e-mail at tamber.bustance@kentcountymi.gov

PROGRAM CONTENT



BECOMING AN INFLUENTIAL LEADER

Tarence Lauchie', T. Lauchie' & Associates

Do you want to learn new skills in order to make a positive impact? In this workshop, we will practice the art of Influence, which is defined as the capacity to have an effect on the character, development, or behavior of someone or something.

Thursday, February 13, 2020; 9:00 a.m. – 12:00 p.m.



CHALLENGING CONVERSATIONS AND PRACTICING GIVING FEEDBACK

Hilary Arthur, District Court Administrator and Magistrate and Adam London, Chief Health Officer

In this workshop, participants will practice communication and conflict management skills in regard to leadership decisions. They will also have an opportunity to look closely at good practices for delivering and receiving feedback.

Friday, April 24, 2020; 9:00 a.m. – 11:00 a.m.

ETHICS IN THE WORKPLACE

Dave Kok, Chief Deputy, Sheriff's Office

This interactive class provides you with basic information about ethical theories and how they might apply to everyday situations in the workplace. The majority of the session will be devoted to analyzing case studies involving ethical dilemmas.

Thursday, March 12, 2020; 9:00 a.m.- 11:00 a.m.



I CAN'T WAIT TO MAKE MY NEXT PRESENTATION

Dave Weinandy, Ph.D., Aquinas College

There is no such thing as a natural born speaker. Rather, public presentation is a skill that can be taught and learned by anyone. You've spent days determining what it is you need to tell people. Now, let's spend a few hours making sure others want to listen to your message. Our goal is to make you a more motivated and motivating speaker! In this non-threatening, interactive workshop, you will increase your public speaking effectiveness. We will cover such areas as: physical and vocal delivery, introductions and conclusions, adapting to your audience, reducing anxiety, credibility, visual aids, and content development for different types of presentations. Don't dread speech-giving; learn to love it!

Wednesday, March 18, 2020; 12:30 p.m. – 4:30 p.m.

Wednesday, November 4, 2020; 12:30 p.m. – 4:30 p.m.

INTERGENERATIONAL CONNECTIONS AND THE PREDICTIVE INDEX

Tamber Bustance, Sr. Learning and Development Specialist

Never before have we had five generations of people together in the workplace. Because of this shift in employee demographics, the need to create safe places to discuss intergenerational communication is necessary. It is also important to remember that people do not always fit neatly into categories. In this Generational Diversity workplace, we will look at the historical factors (events and norms of the day) that may provide commonality for generational groupings, while at the same time incorporate how personality drivers may steer people beyond traditional groupings.

We will utilize the Predictive Index tool, which measures four core drives that predict workplace behaviors and motivators and discuss how these drives may impact generational categories.

Tuesday, April 28, 2020; 2:30 p.m. – 4:30 p.m.



LEADERSHIP ESSENTIALS FOR RELATIONSHIP BUILDING

Tarence Lauchie', T. Lauchie' & Associates

In this workshop, emerging leaders will explore how the 5 clusters of building relational skills impact their leadership effectiveness in the workplace: self-awareness, managing emotions, motivating oneself, empathy and social skills. Participants will examine the value of relationship building when taking on a leadership role, and they will also practice Emotional Intelligence techniques that will help them increase empathy and build social skills.

Thursday, September 10, 2020; 9:00 a.m. – 12:00 p.m.



MANAGING DIFFERENT PERSPECTIVES AT WORK

Tarence Lauchie', T. Lauchie' & Associates

How do you handle it when others may have a different viewpoint? In this workshop, we will discuss good practices for working with others, who may have a different perspective, in the workplace.

Wednesday, March 11, 2020; 9:00 a.m. – 12:00 p.m.

MASTERING CONFLICT

Dave Weinandy, Ph.D., Aquinas College

Whether at work, in relationships, or interpersonal conflict may destroy relationships or it can strengthen them. In this session, we will learn how to positively manage confrontation. Specifically, we will cover:

- Different types of conflict we experience and the importance of defining the conflict situation in the same manner.
- Practical factors that can affect how/whether the conflict will be resolved.
- The assessment of each participant's preferred method for resolving conflict, as well as the implications of the results.
- The steps and strategies one should follow (proactively and reactively) when engaged in a conflict episode.
- What to do when communicating with difficult people.
- The role forgiveness plays in the aftermath of conflict, as well as (potential) future conflict.

Wednesday, October 7, 2020; 2:30 – 4:30 p.m.



TRAUMA-INFORMED LEADERSHIP

Floyd Booker, Collaborative Solutions

This is a leadership approach that is grounded in research and provides strategies to coach and grow performance in employees who may appear to be unmotivated, challenging or disgruntled. This approach goes well beyond trouble shooting individual performance concerns.

Wednesday, February 12, 2020; 9:00 a.m. – 11:00 a.m.



VICARIOUS TRAUMA AND SELF CARE

Erica Curry-VanEe, Urban Curry Consulting

How can you better identify when you are being affected by vicarious trauma? What are some of the researched responses to help you? Join us as we discuss good practices in resiliency and self-care.

Wednesday, February 26, 2020; 2:00 p.m. – 4:30 p.m.

Tuesday, August 25, 2020; 9:00 a.m. – 11:30 a.m.

EMERGING LEADERS

CURRICULUM TRACKING SHEET

COURSE TITLES:

- _____ Completion Date: _____

To be considered for completion you must attend 7 Emerging Leaders offerings.

Please Print Name: _____

Department: _____

Supervisor's Name: _____

Department: _____

THE FRONT LINE

WHO SHOULD ATTEND?

All new supervisors will be enrolled in **The Front Line** immediately upon hire or promotion and prior to being able to enroll in the LEAD program. The Front Line curriculum is designed to allow participants to “jump in” at any point during the year, allowing for timely skill development. Seasoned supervisors are also encouraged to attend any topics that are of interest.

PROGRAM FORMAT:

The Front Line consists of several critical management topics that will be offered annually to allow participants to attend the entire series within their first year of transition.*

*some exceptions may apply

REGISTRATION

Pre-registration is required. You will be automatically enrolled in all sessions upon hire or promotion.

LOCATION:

County Administration Building (unless otherwise noted)

- Learning & Development Center (2nd Floor Training Room, unless otherwise noted)
- Parking is available (for non-downtown employees) in the parking ramp located beneath the County Administration Building. Please present your parking ticket to the Human Resources Department for validation. Please note City lots are the only County validated lots. Please allow a little extra time to find parking. The Government and DeVos lots are the closest to our Learning and Development Center Training room.

If you have any questions concerning any of the offerings, or you are in need of special accommodations, please contact Tamber Bustance 632-7467 or by e-mail at tamber.bustance@kentcountymi.gov.

PROGRAM CONTENT

The Front Line focuses on the unique challenges that County supervisors face in these critical areas:

ENCOMPASS: AN ESSENTIAL TOOL FOR LEADERSHIP

Jessi Zielinski, Encompass

During this session, County leaders will receive an overview of ENCOMPASS benefits, from a supervisor's perspective. This interactive discussion will inform supervisors how ENCOMPASS can support them through difficult situations; referrals, procedures and coaching, as well as explain the ENCOMPASS services available to all employees. These services include ENCOMPASS' enhanced work-life web tools, financial and legal resources and enhanced supervisory and management tools.

Tuesday, April 14, 2020; 9:00 a.m. – 10:00 a.m.

Tuesday, November 17, 2020; 3:30 p.m. – 4:30 p.m.

THE TOUGHEST SUPERVISOR CHALLENGES AND HOW TO OVERCOME THEM

Darius Quinn, Human Resources Manager & Stephanie Hernandez, Human Resources Manager

What is your toughest challenge as a supervisor?

Every job has its challenges. What sets your job apart is that you manage people; your toughest challenges are likely to be employee-related issues. In this interactive session, Kent County supervisors will focus on:

- Resolving conflicts between employees effectively
- Dealing with employees' personal problems with sensitivity and fairness
- Showing support for employees with performance issues while building a defensible case for discipline and/or termination if necessary
- Other supervisory challenges that arise in Kent County

Wednesday, June 3, 2020; 8:00 a.m. – 12:00 p.m.

Wednesday, December 2, 2020; 8:00 a.m. – 12:00 p.m.

KENT COUNTY POLICIES, PROCEDURES & RETIREMENT OVERVIEW

Darius Quinn, Human Resources Manager & Michelle Balcom, Pension Plan Administrator

This session provides an overview of the Human Resources Policies and Procedures Manual. These County-established rules and regulations are intended for all employees as a guide to govern conduct and behavior. Additionally, this session will touch upon the County's pension plan and other retirement-related matters.

Thursday, February 27, 2020; 8:00 a.m. – 12:00 p.m.

Wednesday, August 26, 2020; 8:00 a.m. – 12:00 p.m.

LEGAL & EFFECTIVE HIRING FROM START TO FINISH

Stephanie Hernandez, Human Resources Manager and Tracie Eckhardt, Sr. Human Resources Specialist

What every supervisor needs to know to effectively recruit, interview and hire the right employees from start to finish. This session will also include an overview of the County's Neogov applicant tracking system.

Tuesday, April 21, 2020; 8:30 a.m. – 12:30 p.m.

Wednesday, November 11, 2020; 8:30 a.m. – 12:30 p.m.

LEAVES OF ABSENCE MANAGEMENT, FMLA BASICS

Holly Hartley, Human Resources Mgr. Benefits/Compensation/HRIS

Learn how to coordinate employees taking time off in conjunction with The Family and Medical Leave Act (FMLA), Americans with Disabilities Act, Workers Compensation and the Counties' Policies and Procedures.

Thursday, May 7, 2020; 9:00 a.m. – 12:00 p.m.

Thursday, November 5, 2020; 9:00 a.m. – 12:00 p.m.

PERFORMANCE EVALUATION, FEEDBACK & THE CORRECTIVE ACTION PROCESS

Tamber Bustance, Learning and Development and Darius Quinn, Human Resources Manager

Feedback is a useful tool for indicating when things are going in the right direction and for redirecting problem performance. This session includes tips for conducting fair and constructive performance evaluations as well as an overview of administering disciplinary action and implementing improvement plans that promote growth and continuous learning. You will be provided with templates to help you write effective discipline and administer it in accordance with collective bargaining agreements.

Tuesday, March 17, 2020; 9:00 a.m. – 12:00 p.m.

Wednesday, September 2, 2020; 9:00 a.m. – 12:00 p.m.

RECORDED WEBINARS THAT ARE REQUIRED FOR ALL SUPERVISORS

KENT COUNTY'S LEGAL ENVIRONMENT

Recorded webinar

<http://kcintranet.kc.gov/training.asp>

In this session you will learn the basic principles of the Freedom of Information Act (FOIA), the FOIA Online Services, and various employment laws and how to protect yourself and the County from liability by assessing risk appropriately. This session will help you develop an inner compass to do the right thing and make the appropriate decisions in accordance with applicable laws.

LIVING OUR VALUES AND PREVENTING HARASSMENT

Video and Webinar

The goal of this recorded webinar is to help you determine your role, as a supervisor, in providing an environment free of harassment. You will learn how to define, recognize and prevent harassment in our workplace. In addition, you will learn how to respond if an employee reports harassment. More information is available at the Learning Management System (LMS) at <https://www.accesskent.com/LMS/>

THE FRONT LINE

CURRICULUM TRACKING SHEET

COURSE TITLES:

- _____ Completion Date: _____

Required Webinars:

Living Our Values and Preventing Harassment Webinar

Completion Date: _____

Kent County's Legal Environment Webinar

Completion Date: _____

To be considered for completion you must complete ALL SESSION including Kent County's Legal Environment and Living Our Values and Preventing Harassment Webinars.

Please Print Name: _____

Department: _____

Supervisor's Name: _____

Department: _____



LEADERSHIP ENRICHMENT AND DEVELOPMENT

WHO SHOULD ATTEND?

LEAD is a leadership program designed to increase effectiveness leading both people and operations. LEAD focuses on developing key leadership competencies that address the unique challenges

of leading within the context of Kent County. All directors, deputy directors, division directors, managers and supervisors who are looking to improve their leadership skills and are responsible for planning and directing daily operations of a department or work unit are strongly encouraged to attend.

PROGRAM FORMAT:

LEAD 2020 is offered in the Fall. LEAD consists of several sessions typically held on Wednesdays from 8:00 a.m. – 12:00 p.m. Participation is limited to sixteen participants. **Participants must be available to attend all sessions.**

REGISTRATION:

Human Resources maintains a participant waiting list in conjunction with Department Director nominations to fill available seats. To capitalize on the learning experience and provide for stimulating discussion, participants will be selected from a wide variety of functional areas and management levels. If you are interested in participating in LEAD, please contact Tamber Bustance tamber.bustance@kentcountymi.gov.

LOCATION:

County Administration Building
Learning & Development Center (2nd Floor Training Room)

TESTIMONIALS:

"This program was well worth the 24 hours of class training. It was enjoyable, a lot of work but worth it. I believe there are 12 better managers running around Kent County."

"The Subject Matter Experts did a great job."

"I really appreciated this opportunity for such a thorough training on how to be an effective leader where good results can happen."

ADDITIONAL LEARNING OPPORTUNITIES

MAKING CENTS OF RETIREMENT

Michelle Balcom, Pension Plan Administrator

Get ready NOW to prepare for your future. No matter what your age, this session will benefit you. The purpose of this session is to educate employees about the County-sponsored retirement plans. An explanation of the County's Pension Plan, how it works and what you can expect in the way of a benefit will be highlighted. The Deferred Compensation Plan and how it can benefit County employees in reaching financial goals for retirement will also be covered. This session is also available as a department-specific session or as part of your departmental staff meeting. *

*This session is **not** intended to be an individual financial consultation session. For advice you need to contact a financial consultant or advisor, tax preparer, banker or an attorney for estates and trusts.*

Wednesday, April 1, 2020; 9:00 a.m. – 12:00 p.m.

Wednesday, December 2, 2020; 9:00 a.m. – 12:00 p.m.

****If you are interested in having Michelle do a customized/abbreviated session for your department, please contact Michelle at michelle.balcom@kentcountymi.gov***

TECHNOLOGY TRAINING WITH NEW HORIZONS

New Horizons Computer Learning Centers

Kent County has partnered with New Horizons Computer Learning Centers to offer County employees online technology training classes. There will be a variety of classes to choose from including Adobe and the entire Microsoft Office Suite. You can select, register for classes and make any changes using the portal: <https://nhlearningsolutions.com/Portals/KentCounty>

LOCATION:

New Horizons Computer Learning Center: 630 Kenmoor Ave SE Suite 205, Grand Rapids, MI 49546

CULTURAL INSIGHT COUNCIL (CIC) BROWN BAG LUNCHEON SERIES

The brown bag luncheon series was created to serve as a venue where County employees can come together and develop an awareness and understanding of the cultures that exist within our workforce and community. Each quarter the council will host an educational presentation on a select cultural topic. Watch for announcements from the CIC on a variety of important topics, dates, times and locations.

FERRIS STATE UNIVERSITY – LATINO BUSINESS AND ECONOMIC DEVELOPMENT CENTER

Latino Talent Initiative program

- To equip young Latino professionals with the skills, resources, and confidence needed to become leaders at work and in their own communities.
- To build a professional network with the fastest growing business segment in the nation.

Program Director: Carlos Sanchez, CarlosSanchez@ferris.edu
<https://ferris.edu/HTMLS/administration/academicaffairs/lbedc/talent.htm>

KENT COUNTY/MSU EXTENSION

Kent County Human Resources is partnering with Michigan State University (MSU) Extension to provide timely, meaningful offerings* for our employees. The Extension program helps people improve their lives by bringing the vast knowledge resources of MSU directly to individuals, communities and businesses. For more information about what they offer in the classroom and by request, explore the [MSU Extension Catalog of Programs and Services](#), which features programming in Agriculture, Business & Community, Family, Food & Health, Lawn & Garden, Natural Resources and 4-H & Youth, [click](#) and see what MSU Extension can do for you... you just might be surprised.

***Winter offerings listed on page 26-27**

CUSTOMIZED LEARNING PROGRAMS

The Human Resources Department is available to assist department directors, managers and supervisors with individualized training programs. We offer services such as assessing departmental learning needs, linking learning to department goals, Predictive Index, researching specific topics or programs, and developing customized sessions.

TUITION REIMBURSEMENT PROGRAM

Tuition Reimbursement is available to full-time employees who have been employed with the County for one year. Selected courses and degree programs must be related to professional growth. Requests for tuition reimbursement are approved on a first come – first serve basis and are dependent on availability of funds. *The reimbursement rate is \$315.00 per credit hour.*

The Tuition Reimbursement guidelines and forms are available on the Kent County intranet at: <http://kcintranet.kc.gov/forms/>

AQUINAS COLLEGE DONNELLY SCHOLARSHIP

Aquinas College is known for providing students individualized attention and is pleased to partner with Kent County to offer eligible employees the Donnelly Scholarship. Aquinas will award a 20% Donnelly Scholarship to be applied to any number of classes an eligible part-time or full-time employee chooses to take at either the undergraduate or graduate level. Once received, the scholarship is available for up to seven years or until graduation, whichever is sooner. The employee applies for the scholarship before attending. New classes begin approximately every eight weeks, and Aquinas does not charge an application fee. Associate, Bachelor's and Master's degrees, as well as select online courses are available. Use the scholarship to start or finish a degree, earn an additional degree, or enroll in a few courses for personal or professional enrichment. It's very flexible. View information about Aquinas' academic programs at aquinas.edu/admissions. Additional information is available at <http://kcintranet.kc.gov/forms/>, or you may contact either Tamber Bustance at Tamber.bustance@kentcountymi.gov or Aquinas College by emailing Donnelly@aquinas.edu.

EXERCISE CLASSES AT GRCC

Here is the link:

<https://www.grcc.edu/humanresources/professionaldevelopment/wellness/groupexercise>

APPENDIX

KENT COUNTY MSU EXTENSION

MICHIGAN STATE UNIVERSITY | Extension

Winter 2020

Schedule

All classes held at MSU Extension, 775 Ball Ave NE, Grand Rapids, MI 49503 There is no cost to attend these classes.

RELAX: Alternatives to Anger Series

A series of four lessons to learn positive ways to manage anger and stress. Register by contacting Holly Tiret, tiret@msu.edu, 616-632-7893

Dates	Days	Times
January 6, 13 and 20, 2020 (3 meetings)	Mondays	5:00-6:30 PM
February 3, 10, 17, 24, 2020 (4 meetings)	Mondays	11:00 AM to 12:30 PM
March 2, 9, 2020 (Fast Track, 2 meetings)	Mondays	4:00-6:00 PM
March 16, 23, 30 and February 6, 2020 (4	Mondays	12:30-2:00 PM

Thriving Families Monday Morning Workshops

Classes to help you keep yourself and your family healthy socially, emotionally, physically and financially. Register for any or all, by contacting individual instructors listed per class.

Date	Class	Instructor	Email	Phone
Quarter 1				
1/6/20	Mindfulness - Begin with a Breath	Georgina	perrygeo@msu.edu	616-632-7884
1/13/20	Mindfulness for Children	Georgina	perrygeo@msu.edu	616-632-7884
1/20/20	Teaching Children Mindful Eating	Holly	tiret@msu.edu	616-632-7893
1/27/20	The Plate Method: A New Way to Eat Healthy	Christi	demitzch@msu.edu	616-632-7881
2/3/19	RELAX: Alternatives to Anger for Parents and Caregivers	Georgina	perrygeo@msu.edu	616-632-7884
2/10/19	Making a Spending Plan work for You	Jinnifer	ortquisj@msu.edu	616-632-7874
2/17/20	Laughter is the Best Medicine	Holly	tiret@msu.edu	616-632-7893
2/24/20	Mindfulness - Begin with a Breath	Holly	tiret@msu.edu	616-632-7893
3/2/20	Mindfulness for Children	Holly	tiret@msu.edu	616-632-7893
3/9/20	Teaching Kids Mindful Eating	Holly	tiret@msu.edu	616-632-7893
3/16/20	Tips to Build & Protect Your Credit	Jinnifer	ortquisj@msu.edu	616-632-7874
3/23/20	RELAX: Alternatives to Anger for Parents and Caregivers	Georgina	perrygeo@msu.edu	616-632-7884

3/30/20	The Many Types of Physical Activity	Christi	demitzch@msu.edu	616-632-7881
---------	-------------------------------------	---------	--	--------------

Powerful Tools for Caregivers Online – For any informal caregiver. Part of a research project.		
Dates: Tuesdays – January 21, 28, and February 4, 11, 18, 25, 2020 Time: 3:00-4:30 PM <i>Registration required by January 10, 2020. Class size limited to 5. Schedule Intake</i>	This offering is in connection with a research study, Telehealth Powerful Tools for Caregivers Effectiveness Study to study the effectiveness of delivering the program online as compared to in person. Participation is voluntary and you may stop at any time.	Holly Tiret, tiret@msu.edu , 616-632-7893 Shannon Lindquist, lindqui8@msu.edu , 231-832-6139

****Topics may change due to instructor availability.***

****Inclement Weather Cancelations – Classes will be canceled if Grand Rapids Public Schools are cancelled.***

****Childcare is not provided***