

Delivering Virtual Training During a Pandemic



Training Catalog August thru December 2020



Human Resources Management

Employee Development Division



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For Seating Availability and Registration Contact Your Department Training Coordinator to Schedule Training Classes

Thank you...

BECAUSE WE CARE, WE SERVE!

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(eCampus) Online learning

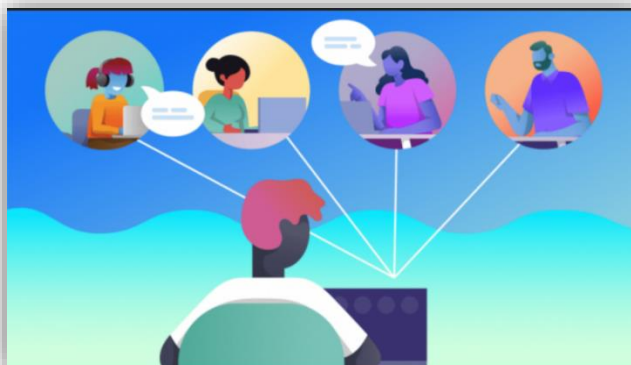
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Communication and Collaboration

Business Writing

Introduction:

Many professionals find business writing difficult, time-consuming, and intimidating. Often times, their writing does not always produce the results they want. From the basic do's and don'ts of business writing to the nitty-gritty of formatting, organizing, spelling, grammar, punctuation, and tone, this course covers all the fundamentals of Business Writing.

Who should attend?

Fulton County employees who wish to improve their business writing skills. This class is ideal for all levels of the organizational chart including and not limited to: assistants, support staff, secretaries, managers, and senior leadership.

What we will cover:

Defining what business writing is and identifying different types that are commonly used

Determining how content, presentation, and knowing your audience affect your business communications

Learning the benefits of organizing and formatting your business writing

Determining what your tone should be in business writing

Learning how to be politically correct in your business writing

Identifying basic spelling, grammar, and punctuation principles

Determining acceptable methods for writing business e-mails and using appropriate e-mail etiquette

2020 Schedule

Class Code

August 25	9:00am - 1:00pm	Zoom Meeting	BWV1
November 10	9:00am - 1:00pm	Zoom Meeting	BWV2



Communication and Collaboration

Communicating Professionally

Introduction:

Communication influences all factors of your life. The way you communicate is a reflection of who you are and the way you establish relationships with those around you. Our verbal and nonverbal cues heavily influence the messages that we send and receive. Professional communication is essential in the work environment. By understanding the way you communicate, you can increase your probability for success with others while at work.

Who should attend?

Fulton County employees who seek to strengthen personal and professional relationships through clear and effective communication.

What we will cover:

Recognizing how the different communication cues that we send directly impact the receiver's perception of what is being communicated

Understanding how culture influences the way we communicate

Learning how to communicate instructions clearly and effectively

2020 Schedule

Class Code

September 09	9:00am - 1:00pm	Zoom Meeting	CPV1
October 21	9:00am - 1:00pm	Zoom Meeting	CPV2
November 24	9:00am - 1:00pm	Zoom Meeting	CPV3



Communication and Collaboration

Five Star Customer Service

Introduction:

This powerful and engaging course will give you the skills you need to communicate professionally, gain respect, enhance relationships and build trust through an excellent experience. You will be introduced to our new customer service standards and their impact on creating happy customers. Discover how caring and attentiveness can make every customer connection a positive one. Learn the customer service language that will thrill your customers and improve your conversations with them. Be prepared to handle demanding customers and difficult situations. The premise of this course is to ensure that you gain the skills to turn every customer service interaction into a rewarding experience.

Who should attend?

All county employees should attend this training.

What we will cover:

Fulton County customer service standards	Building a strong partnership with the customer
Proper telephone etiquette	Showing empathy and caring
Coping with challenging customers	Taking responsibility

2020 Schedule

September 15

9:00am - 1:00pm

Zoom Meeting

October 07

9:00am - 1:00pm

Zoom Meeting

November 19

9:00am - 1:00pm

Zoom Meeting

December 15

9:00am - 1:00pm

Zoom Meeting

Class Code

FSV8

FSV9

FSV10

FSV11



Communication and Collaboration

Keep Your Cool /Anger Management

Introduction:

Have you gotten into a shouting match with a stranger over a parking space?

Do you slam the phone down when faced with endless computerized voice prompts?

Have you ever acted out physically or used aggressive behavior in an argument with another person?

If you answered yes to any of the questions above, it's an indication that your emotions may be getting the best of you. Instead of expressing your anger in an unhealthy and hostile manner, learn how to "Keep Your Cool."

This course will introduce proven anger management strategies that will help you keep your emotions under control and help you build positive and productive relationships at work.

Who should attend?

All Fulton County employees should attend this course.

What we will cover:

What is anger?

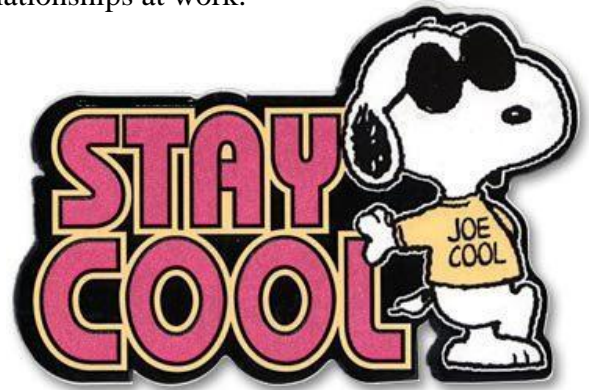
Anger management techniques

How to manage aggressive behavior while remaining calm and focused

Strategies to prevent or decrease anger

How to value customer complaints and deal effectively with adversities and challenges

Healthy ways to control and express anger



2020 Schedule

Class Code

August 27	9:00am - 1:00pm	Zoom Meeting	KCV1
October 13	9:00am - 1:00pm	Zoom Meeting	KCV2

Business and Financial Management

AMS Advantage Intro

Introduction:

This course is designed to teach AMS users how to maneuver through the AMS application. A general overview of workflow practice and policy are reviewed and discussed with participants. The participant will receive a user ID for the AMS application after completion of the course.

Who should attend?

Employees who perform inquiries as well as process documents and payments to vendors.

Approval must be obtained from Department Heads before employees may attend a course and receive a user ID and access. Employees who do not receive written approval will not be permitted to take a course or receive a user ID to access the system. In order for participants to receive training and access to the AMS Financial System, Training Coordinators must do the following:

- 1) **Register the participant in the Fulton County AMS Employee Training System Module.**
- 2) **Submit Approval Form to DOIT Customer Service.**

What we will cover:

Overview of the system	Different ways to perform inquiries
How to change your password	Payment status/Check verification
Navigating within the system	Budget verification
Vendor code verification	

2020 Schedule

Class Code

September 15	10:00am - 12:00pm	Zoom Meeting	ADV1
October 13	10:00am - 12:00pm	Zoom Meeting	ADV2

AMS Advantage Intro

Business Financial Management

AMS Invoice and Payment

Introduction:

This course is designed to teach AMS users how to input data for processing payments to vendors. The class will also cover maneuvering tips and shortcuts used with the AMS application. A participant's user ID profile will be changed to include the capability of processing vendor invoices after completion of the course.

Approval must be obtained from Department Heads before employees may attend a course and receive a user ID and access. Employees who do not receive written approval will not be permitted to take the course nor will they receive a user ID or access to the system. In order for participants to receive training and access to the AMS Financial System, Training Coordinators must do the following:

- 1) Register the participant in the Fulton County AMS Employee Training System Module**
- 2) Submit Approval Form to DOIT Customer Service**

User IDs and access to the AMS Financial System are assigned based upon completion of AMS training. All employees must first complete the AMS Advantage INTRO course before receiving a user ID and access. Additional access to the system is granted based on completion of the training module that corresponds to the area of access needed.

Who should attend?

Employees who process documents and payments to vendors.

What we will cover:

Different ways to perform inquiries (Advanced); types of payment generating documents

Financial System documents in the procurement process

Guidelines for processing payments; review of payment voucher policy

Proper completion of the payment voucher documents, reasons for payment delays

Vendor inquiry, payment status/verification, and budget verification

Creation of IN documents and PV documents, proper use of funds and object codes

2020 Schedule

Class Code

September 22	10:00am - 12:00pm	Zoom Meeting	IPV1
October 20	10:00am - 12:00pm	Zoom Meeting	IPV2

Business Financial Management

Approaching Retirement 401A

Introduction:

This course is designed for Fulton County employees that are covered under the 401(a) Defined Contribution Plan and who are approaching retirement age. Before retirement, employees need to be sure they have planned and prepared appropriately for that next big step in life. General information on the retirement process will be given.

Who should attend?

This course is for employees who are within 5 years of retirement and are participants in the 401(a) Defined Contribution Plan.

What we will cover:

Overview of IRA's including stocks, bonds, mutual funds, and annuities

What is an appropriate investment mix as retirement approaches?

How to decide how much income to draw in retirement

How income can be guaranteed during retirement

How much more you will have if you choose to work a few extra years

Do you need the guidance of a financial planner or investment adviser?

What happens to your account at your demise?

2020 Schedule

Class Code

September 10	9:00am - 3:00pm	Zoom Meeting	ARV2
November 06	9:00am - 3:00pm	Zoom Meeting	ARV3



Human Relations

New Employee Orientation

Introduction:

Fulton County Government New Employee Orientation is a mandated course for all permanent new employees. The new employee orientation training is coordinated by the Human Resources Department and the Employee Development Division. It is facilitated by various staff from key departments and service providers from approved vendors. The training is held at the beginning of the pay period and it is designed to provide an overview of Fulton County Government, employee benefits and important policies, procedures, and functions of the County.

Who should attend?

All new permanent Fulton County employees.

What we will cover:

Required personnel and payroll documents

Fulton County benefits

Employee voluntary benefits

Conditions of employment

Personnel regulations



2020 Schedule

Class Code

New Employee Orientation will start at 8:30 am and end at 4:30 pm.

August 19	EO280	October 14	EO284
		October 28	EO285
September 02	EO281	November 12	EO286
September 16	EO282		
September 30	EO283	December 09	EO287

Human Relations

Preventing Workplace Violence

Introduction:

Workplace violence is a very serious problem that affects every organization. This course will address policies and procedures that Fulton County has established in an effort to prevent this increasing problem. It will also enable the participants to better understand the scope of workplace violence; recognize the warning signs of violent behavior; and prepare to take appropriate action, if it does occur in their workplace. The goal of this course is learning preventative measures.

Who should attend?

All Fulton County employees

What we will cover:

Define and discuss the scope of workplace violence

Identify potential types & causes of workplace violence

Recognize potential signs of workplace violence

Fulton County's policy on workplace violence

Illustrate proper security measures when responding to incidents of workplace violence

Fulton County's protocol during incidents of workplace violence



2020 Schedule

Class Code

December 04 9:00am - 1:00pm Zoom Meeting WPV1



Information Technology



Download these apps and create accounts using the barcode on the back of your Library Card! These resources are available to all Fulton County employees.

Website: www.fulcolibrary.org

Default Pin: changeme



Hoopla

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- **FREE** eBooks & Comics
- Multiple Lingual Content



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Digital Magazines

- **FREE** Kids Magazines
- **FREE** Back Issues
- App available for Android, IOS, and Kindle Fire



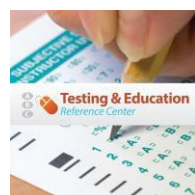
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Testing and Education Reference Center

- **FREE** College Prep Tools
- ACT/SAT Prep Exam Prep, Scholarship Search, GED Skills, Technical Schools, and Career information

For all kids e-resources, visit "<http://www.afpls.org/digitallibrary>"



Leadership & Influence

Attendance Management

Introduction:

The management of workplace attendance is an important aspect of supervision in the workplace. This course will give supervisors the skills to identify attendance problems and best practices to reduce excessive absenteeism. Participants will understand the importance of accurate timekeeping records and engage in a Q&A session with the HR Policy Advisor.

Who should attend?

All managers, supervisors, and leaders that desire strategies for responsibility in attendance and punctuality.

What we will cover:

Identify laws and policy requirements affecting attendance

Create a Performance Improvement Plan (PIP) for attendance issues

Clarify how exempt and nonexempt status affects timekeeping requirements

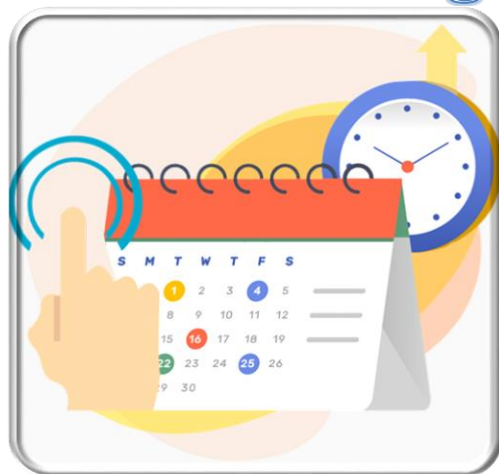
Categorize what is an appropriate and inappropriate adjustment of an employee's schedule

2020 Schedule

Class Code

September 22	9:00am - 1:00pm	Zoom Meeting	AMV1
November 30	9:00am - 1:00pm	Zoom Meeting	AMV2

Attendance Management



Leadership & Influence

Discipline with Dignity

Introduction:

Handling disciplinary problems is not something that many managers look forward to doing; however, it is a very critical part of their job. Not only must managers know the correct disciplinary process, but they must also handle discipline confidently, fairly and effectively. Progressive discipline can help you get employees back on track and avoid the consequences of poor performance or misconduct.

Done correctly, the disciplinary process can ensure consistency and fairness in dealing with employee problems. Conducting the process with dignity will enhance communication between managers and employees and help achieve higher performance and productivity. This course will teach managers the disciplinary process of Fulton County.

Who should attend?

Employees that are responsible for conducting disciplinary actions

What we will cover:

Apply progressive discipline steps fairly and consistently

Identify laws and policy requirements affecting discipline

Conduct effective disciplinary meetings

Document disciplinary actions properly

2020 Schedule

Class Code

October 15

9:00am - 1:00pm

Zoom Meeting

DIAV1

Consistency and Fairness

Leadership & Influence

Effective Interviewing Techniques for Supervisors

Introduction:

Interviewing is a skill. How can you be sure that you chose the most suited person for the position? There is a way to maximize the interview process through careful planning and attention to detail in the interview. This course will give participants the necessary skills and practice to maximize every interaction with applicants.

Who should attend?

All managers and supervisors who want to learn strategies to choose the best applicant for the team.

What we will cover:

Recognize legal issues related to the interview process

Develop strategic and meaningful interview questions

Plan an effective strategy for the panel interview

Apply best practices to assess a candidate's strengths, weaknesses, and suitability for the job

2020 Schedule

Class Code

September 16	9:00am - 1:00pm	Zoom Meeting	ITV1
November 20	9:00am - 1:00pm	Zoom Meeting	ITV2



Leadership & Influence

Growing from Good to Great: Listen, Learn...then Lead

Introduction:

The best leaders exhibit certain qualities that make them successful. Learn to embrace these qualities and be a great leader, too.

Cultivate soft skills that allow your team to engage, maintain focus and take actions that will guide them to success. This training will outline the essential skills required for effective leadership.

Who should attend?

Fulton County managers and supervisors who wish to develop techniques in successfully engaging their team and accelerating performance.

What we will cover:

The Basic Four of Leadership

How great leaders inspire action

Identifying 5 attributes of great leaders

Using recognition to engage your team and accelerate performance

Learning to build a sense of shared purpose by listening and responding to inspire others



2020 Schedule

Class Code

September 24	9:00am - 1:00pm	Zoom Meeting	GLV1
November 05	9:00am - 1:00pm	Zoom Meeting	GLV2



Leadership & Influence

How to Manage Challenging Employees

Introduction:

Need a plan to deal with a difficult employee? This course offers strategies to promote individual accountability. Participants will learn how to have the most important-and-difficult conversations with a challenging employee.

Who should attend?

All managers and supervisors that want to build more effective relationships in the workplace.

What we will cover:

Identify challenges associated with supervising some employees

How to prepare for difficult conversations

Discuss what managers can do to improve the employee experience

Understand how perception influences the way we communicate with each other

Receive a copy of Fierce Conversations: Achieving Success at Work and in Life, One Conversation at a Time by Susan Scott

2020 Schedule

Class Code

August 21	9:00am - 1:00pm	Zoom Meeting	MRV1
October 30	9:00am - 1:00pm	Zoom Meeting	MRV2
December 18	9:00am - 1:00pm	Zoom Meeting	MRV3



Leadership & Influence

Managing Within the Law

Introduction:

Managing your staff appropriately and legally is a major undertaking. By using a variety of teaching aids, this course will cover the skills needed to supervise within the legal requirements of Personnel Law. It will enable you to recognize and solve employee relationship problems without being the initiator of unnecessary claims and complaints by staying in compliance with the law. It will also equip you to spot and handle legal issues and know when to rely on internal experts to avoid lawsuits.

A comprehensive overview of several Fulton County Policies will be given to aide you in your management responsibilities.

Who should attend?

All supervisors and managers

What we will cover:

Proper processing of Worker's Compensation Forms

Conformance of EEO Laws and related County Policies

Compliance with the Fair Labor Standards Act

Requirements of the Americans with Disabilities Act (ADA) and related County Policy

ABOVE
THE LAW



2020 Schedule

Class Code

November 13 9:00am - 3:30pm Zoom Meeting MLV1

Managing Within the Law

Leadership & Influence

The Voice of Leadership

Introduction:

As a leader, your role is critical to the success of the County. You are integrally involved in establishing, communicating, and managing the achievement of the County's goals and objectives. It is important that you understand the needs of citizens, employees, and stakeholders. You can utilize your leadership voice to inspire, influence, and achieve results.

Who should attend?

Supervisors, managers, and leaders who want to enhance their leadership communication skills.

What we will cover:

Understanding the importance of having a distinct voice that represents you as a leader

Recognizing the benefits of choosing your language carefully so that your messages will inspire other people to follow you

Learning communication secrets that are used by great leaders

2020 Schedule

Class Code

September 29	9:00am - 1:00pm	Zoom Meeting	VLV1
December 08	9:00am - 1:00pm	Zoom Meeting	VLV2



Professional Development

Delegate It and Get It Done

Introduction:

Delegating is a critical skill for supervisors at any level. Delegating involves working with an employee to establish goals, granting the sufficient authority to achieve their goals, and remaining available as a resource to ensure the goals are achieved. Supervisors that delegate effectively can free up some of their time and help their employees grow and develop essential problem-solving skills. This course will teach some basic steps that will help you learn to delegate properly.

Who should attend?

Professionals with the responsibility of making assignments and leading others in groups, projects, and/or daily tasks.

What we will cover:

Delegating process

Delegating effectively

Barriers for delegating effectively

2020 Schedule

Class Code

August 31	9:00am - 1:00pm	Zoom Meeting	DIV1
October 09	9:00am - 1:00pm	Zoom Meeting	DIV2



Professional Development

Power of Teamwork

Introduction:

From day one, we spend our lives functioning as part of a team or group and the workplace is no exception. Teamwork is the ability to work together toward a common vision; it's the ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.

Who should attend?

Open to all County employees

What we will cover:

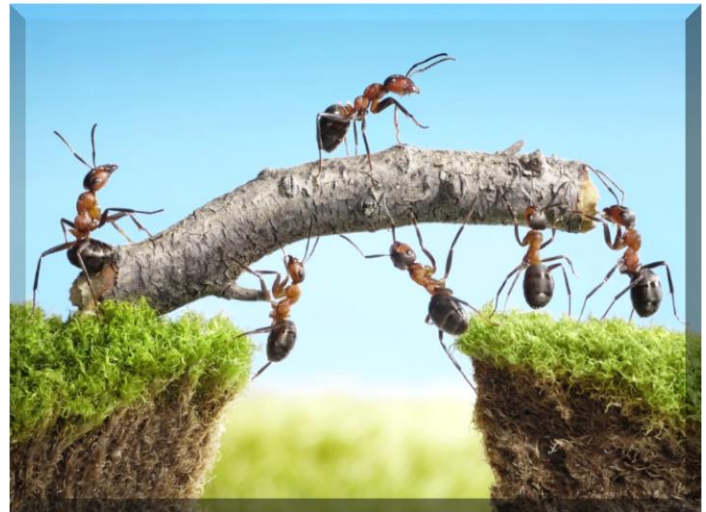
In this interactive skill-building course, we will:

Define the characteristics of a team

Identify the advantages of teamwork

Learn how to build a team

Determine what makes a winning team



2020 Schedule

Class Code

November 06	9:00am - 1:00pm	Zoom Meeting	PTV1
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Teamwork is the key to success

Professional Development

Turning Conflict into Positive Change

Introduction:

Do you have difficulty interacting with individuals or teams where unresolved conflict is present? Would you like to learn how to be a force for positive change and make a noticeable difference in the way you see and respond to conflict?

Often conflicts can be resolved fairly easily, and in a way that actually benefits everyone involved. This insight-packed course will show you how. The training covers constructive ways conflict can benefit you and your team and teach you ways to minimize defensiveness and hostility.

Who should attend?

Fulton County employees who wish to learn techniques to resolve conflict in a positive manner and manage situations charged with potentially destructive behavior.

What we will cover:

Defining conflict

Learning to make a positive change in the way you see and respond to conflict

Determining constructive ways that minimize defensiveness and hostility

Learning the ways conflict can benefit you and your team

Identifying the 5 classic conflict-resolution strategies, and the pros and cons of each



2020 Schedule

Class Code

October 22	9:00am - 1:00pm	Zoom Meeting	TCV1
December 03	9:00am - 1:00pm	Zoom Meeting	TCV2



Fulton County Department Training Coordinators

Department	Name	Telephone Number
Arts Council	Emmitt Stevenson/Mia Childress	(404) 612-8190/ (404) 612-5795
Behavioral Health	Natalie Crittendon	(404) 612-7028
Board of Health	Felicia Knight-Thompson	(404) 613-1453
Child Attorney	Sophia Stewart	(404) 613-4835
Clerk to the Commission	Lee Murrell	(404) 612-8246
Clerk of Superior Court	BreAnna Rowland	(404) 613-5360
Community Development	Gwendolyn Hunter	(404) 612-3647
Cooperative Extension	Trina Chaney	(404) 762- 4077
County Attorney	Katina Patterson	(404) 612-0246
County Manager	Rosemary Shedrick/ Alana Gillespie	(404) 612-0249/ (404) 612-3080
District Attorney	Yana Young	(404) 612-4981
Department of Senior Service	Karen Belton	(404) 613-0469
Department of HIV Elimination	Andrea Davis	(404) 612-1325
Diversity & Civil Rights	Marsha McCracken	(404) 612-0446
DREAM	April Pye/Barnette Jones	(404) 612-7028/ (404) 612-0894
Emergency Services- 911	Latisha Schofield	(404) 612-7902
External Affairs	Douglass Bell	(404) 612-1388
Finance	Rronda Sanchez	(404) 612-7695
Housing and Community Development	Gwendolyn Hunter	(404) 613-3647
Human Resources Management	Simeal Moore	(404) 613-0887
Information Technology	Shena Willis	(404) 612-7296
Internal Audit	Queena Jenkins	(404) 612-1020
Juvenile Court	LaWanda Onley	(404) 613-4616
Library	Peggie Watson/Quanda Pye/Cassandra Turnipseed	4) 730-1976/ 4) 730-1805/ 4) 808-3457
Magistrate Court	Timothy Ezell	(404) 613-9902
Marshal's Office	Dama Sanders	(404) 612-4430
Medical Examiner's Office	Karleshia Bentley	(404) 613-4407
Police Department	Elaine Smith	(404) 613-5710

Fulton County Department Training Coordinators (continued)		
Department	Name	Telephone Number
Probate Court	Sandra Dupree	(404) 612-4670
Public Defender	Yvette Bacon	(404) 612-5199
Public Works	Cherylyn Griffin	(404) 612-7444
Purchasing	Marylan James	(404) 612-7981
Registration & Elections	Brenda McCloud /Mariska Bodison	(404) 612-7099/(404) 612-7020
Sheriff's Department	Valesia Robinson	(404) 613-2388
Solicitor General	Tamikia Moses	(404) 612-6958
State Court	Tyrone Coley	(404) 612-8880
Superior Court Admin	Keyana Alexander	(404) 612-8812
Tax Assessor	Darlene Davis/ Shureka Davis	(404) 612-6437/ (404) 612-9008
Tax Commissioner	Demetria Anthony	(404) 613-0786



BECAUSE WE CARE, WE SERVE!

[illegible]This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.