

# City of Albany

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**Organization & Employee Development Division**

*"We are what we repeatedly do. Excellence then is not an act but a habit."  
-Aristotle*

# Commitment to Learning



## Seminars for Success 2008

The Human Resources Department (HRMD) is proud to present the *Seminars for Success 2008* catalogue to City of Albany employees. Our Seminars for Success program addresses the evolving training needs of local government employees. Each seminar offers City employees the opportunity to improve their performance through rigorous hands-on learning.

In conjunction with external facilitators, well-trained Human Resources Development staff members facilitate the seminar series. The HRMD facilitation methodology focuses on conquering organizational challenges through the implementation of strategic training interventions. We are dedicated to ensuring that each seminar prepares employees to meet the challenges of today, tomorrow and the future.

This series of proactive, innovative and engaging seminars challenges employees to think critically about organizational objectives and provides an excellent opportunity for employees to deepen their understanding of City of Albany governance. The organizational benefits derived from attending *Seminars for Success 2008* are innumerable. Each seminar creates an environment that encourages class participants to generate the critical ideas and strategies needed to achieve the City of Albany's strategic plan.

We look forward to seeing you in class!!!

*"A mind once stretched by a new idea never regains its original dimensions."  
Oliver Wendell Holmes*

# Index

## Customized Training

The HRMD is dedicated to assisting City leaders with providing superior public service. In an effort to achieve this objective, the HRMD works diligently to aid City leaders in the complex task of hiring, training, retaining and promoting the best!

However, acquiring vital human resources is only the beginning of the City's commitment to providing superior public service. As new employees enter the organization, the HRMD strengthens the City's commitment to public service by ensuring that employees are trained to meet the growing demands of citizens and City leaders.

Through the meticulous development of customized training, the HRMD cultivates employee skill sets at each stage of their career progression. Each seminar promotes life-long learning by advancing existing employee skill levels and targeting future learning needs.

### Welcome Aboard

- New Employee On-Boarding 06

### Leadership Development Series

- Understanding Ethical Dilemmas 07

### Management Development Series

- Successful Hiring 08
- Performance Pro 09
- Goal Writing 101 10

### Communication Development Series

- Talk to Me 101 11

### HRM 101 Foundations

- Preventing Sexual Harassment 12
- FLSA 101 13
- HIPAA, FMLA, ADA & Workers' Compensation 14
- Drug Free Workplace 15

### Equal Employment Opportunity Awareness

- Diversity Awareness & You 16

### Work Life Balance Initiatives

- Stress Management & Health Fairs 17
- Training Enrollment Form 18

# Schedule at a Glance

**\*\*Classes will be held in various locations \*\***

**Please review the course offering pages to identify specific class dates, times and locations**

## April

|                |        |                |
|----------------|--------|----------------|
| Welcome Aboard | Monday | April 07, 2008 |
| Welcome Aboard | Monday | April 21, 2008 |

## May

|                |        |              |
|----------------|--------|--------------|
| Welcome Aboard | Monday | May 05, 2008 |
| Welcome Aboard | Monday | May 19, 2008 |
|                | TBA    |              |

## June

|                                    |           |               |
|------------------------------------|-----------|---------------|
| Welcome Aboard                     | Monday    | June 02, 2008 |
| Presentation of Training Catalogue | Wednesday | June 04, 2008 |
| Blood Drive                        | Wednesday | June 11, 2008 |
| Welcome Aboard                     | Monday    | June 16, 2008 |
| Welcome Aboard                     | Monday    | June 30, 2008 |

## July

|                                    |           |               |
|------------------------------------|-----------|---------------|
| Welcome Aboard                     | Monday    | July 14, 2008 |
| Fair Labor Standard Act (FLSA) 101 | Wednesday | July 16, 2008 |
| Welcome Aboard                     | Monday    | July 28, 2008 |
| Preventing Sexual Harassment       | Thursday  | July 31, 2008 |

\*All seminars held in room 340 have a maximum number of 20 participants per class. If a greater number of participants enroll for classes scheduled in room 340, the HRMD staff will schedule additional seminars. Maximum participant requirements are necessary due to the interactive nature of the classes and the need to ensure that all participants have an opportunity to engage in open dialogue and learning.

# Schedule at a Glance

## August

|                                      |          |                 |
|--------------------------------------|----------|-----------------|
| Successful Hiring                    | Thursday | August 07, 2008 |
| Welcome Aboard                       | Monday   | August 11, 2008 |
| Welcome Aboard                       | Monday   | August 25, 2008 |
| HIPAA/FMLA/ADA/Workers' Compensation | Thursday | August 28, 2008 |
| Stress Management                    | TBA      |                 |

## September

|  |          |                    |
|--|----------|--------------------|
| Welcome Aboard                         | Monday   | September 08, 2008 |
| Men's Health Fair-PSA Screening        | TBA      |                    |
| Drug Free Workplace                    | Thursday | September 11, 2008 |
| Welcome Aboard                         | Monday   | September 22, 2008 |
| Performance Management/Performance Pro | Thursday | September 25, 2008 |
| Understanding Ethical Dilemmas         | TBA      |                    |

## October

|                                  |           |                  |
|----------------------------------|-----------|------------------|
| Welcome Aboard                   | Monday    | October 06, 2008 |
| Women's Health Fair              | TBA       |                  |
| Joint Department Head Conference | Wednesday | Oct. 15-17, 2008 |
| Welcome Aboard                   | Monday    | October 20, 2008 |

## November

|                  |          |                   |
|------------------|----------|-------------------|
| Welcome Aboard   | Monday   | November 03, 2008 |
| Goal Writing 101 | Thursday | November 06, 2008 |
| Flu Shots        | Friday   | November 07, 2008 |
| Flu Shots        | Friday   | November 14, 2008 |
| Welcome Aboard   | Monday   | November 17, 2008 |
| Talk to Me 101   | Thursday | November 20, 2008 |

## December

|                |          |                   |
|----------------|----------|-------------------|
| Welcome Aboard | Monday   | December 01, 2008 |
| EEO Awareness  | Thursday | December 11, 2008 |
| Welcome Aboard | Monday   | December 15, 2008 |

*The idea is there locked inside. All you have to do is remove the excess stone."*  
*- Michelangelo on Creativity*

# Welcome Aboard!

## New Employee On-Boarding

Various Dates – See Schedule

9:00am – 3:00pm  
Room 340  
Government Center

New employee on-boarding welcomes new employees to the City of Albany and eases their transition to the new work environment. In the *Welcome Aboard* seminar, new employees are introduced to City of Albany organizational values while learning “who is who” in the organization.

Topics addressed include: a virtual tour of City of Albany departments, new hire paperwork, benefits enrollment, compensation, EEO policies and a discussion concerning drug free work place policy initiatives.

### Primary Objectives

- To welcome employees to the City in a pleasant and informative setting
- To disseminate information that is crucial to new employee education
- To reduce new employee uncertainty and anxiety
- To develop realistic job expectations and employee satisfaction

Cost – None



TRAINING ENROLLMENT FORM NOT REQUIRED

## Understanding Ethical Dilemma

September 2008

9am – 11am OR 1pm – 3pm

Room 120

Government Center

Trainer: Niger R. Thomas

The ethical dilemma seminar assists participants with developing a systematic approach to resolving ethical dilemmas. *Understanding Ethical Dilemma's* course topics encourage participants to examine the beliefs, values and laws that influence ethical decision making in the workplace. Interactive scenarios and open forum classroom discussions assist participants with determining how to address ethical dilemmas unique to the local government environment. Methods that assist employees with recognizing ethical issues and making sound ethical decisions will also be examined.

### Primary Objectives

- To accurately identify ethical issues
- To determine the most appropriate approach to resolving ethical dilemmas
- To evaluate alternative actions to resolving ethical dilemmas
- To explore the risk associated with making unethical decisions

Cost – None



PLEASE COMPLETE ENCLOSED TRAINING ENROLLMENT FORM AND RETURN TO:  
HUMAN RESOURCES DEPT., ATTN: OED  
BY TBA

# Management Development: Successful Hiring

## Good Hiring Made Easy

Thursday, August 7, 2008  
9:00am – 12pm OR 1pm – 4pm

Room 340  
Government Center  
Trainer: Angela Price

*Successful Hiring* training increases the participant's knowledge of the City's hiring process. Hiring managers will learn how to ensure fair and nondiscriminatory hiring practices are being adhered to during the recruitment and selection process. This seminar will also increase the probability that City hiring practices will remain consistent and legally compliant.

**MANDATORY ATTENDANCE** for Department/Division Heads and any other employees who may have the responsibility of interviewing, hiring or participating on interview panels.

### **Primary Objectives**

- To learn how to find the right person for the right job
- To become familiar with the automated application process
- To determine which interview questions are legal and illegal
- To become familiar with interview etiquette and Title VII employment law

**Cost** – None



PLEASE COMPLETE ENCLOSED TRAINING ENROLLMENT FORM AND RETURN TO:  
HUMAN RESOURCES DEPT., ATTN: OED  
BY JULY 18, 2008

# Management Development: Performance Pro

## Online Performance Management

Thursday, September 25, 2008

9:00am – 11:00am OR 1:00pm – 3:00pm

Room 340

Government Center

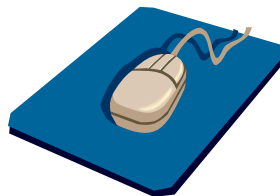
Trainer: Entra Blackmon

*Performance Pro* is an appraisal management system that simplifies and enhances the employee performance appraisal process. Participants will learn how to utilize this powerful performance measurement system to develop performance objectives that drive bottom line success. This seminar will also enhance the participant's ability to plan and conduct high quality performance appraisal reviews.

### Primary Objectives

- To become familiar with positive performance review techniques
- To review updates and changes to the overall process
- To track employee development status
- To reduce turnover and employee dissatisfaction

Cost – None



PLEASE COMPLETE ENCLOSED TRAINING ENROLLMENT FORM AND RETURN TO:  
HUMAN RESOURCES DEPT., ATTN: OED  
BY SEPTEMBER 15, 2008

# Management Development: Goal Writing 101

## Performance Measures that Count!

Thursday, November 6, 2008

9:00am – 11:00am OR 1:00pm – 3:00pm

Room 340

Government Center

Trainer: Entra Blackmon

*Goal Writing 101* gives participants the opportunity to develop their performance goal writing skills. Participants will also explore the benefits of utilizing the S.M.A.R.T. approach when developing performance objectives. By participating in hands-on exercises, learners will be encouraged to create performance goals that work to achieve the organization's mission and strategic plan.

### Primary Objectives

- To close competency gaps
- To plan for future succession planning needs
- To establish communication objectives based on specific job requirements
- To develop goals that link organizational goals and objectives

Cost – None



***“The tragedy of life doesn't lie in not reaching your goal.  
The tragedy lies in having no goal to reach.”  
- Benjamin E. Mays***

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HUMAN RESOURCES DEPT., ATTN: OED  
BY OCTOBER 17, 2008

# Communication Development:

# Talk to Me!

## Talk to Me 101

Thursday, November 20, 2008  
9:00 am – 11:00am OR 1:00pm – 3:00pm

Room 340  
Government Center  
Trainer: Niger R. Thomas

*Talk to me 101* explores the effective application of communication techniques with both internal and external customers by utilizing the DISC. The art of listening, understanding the message and providing effective feedback are the focal points of *Talk to Me 101*. Role-play exercises dealing with “real world” municipal scenarios facilitate the immediate transfer of classroom learning to the work environment.

### Primary Objectives

- To improve communication by identifying effective communication styles
- To develop a personal communication profile
- To strengthen management/employee relationships by increasing participants' awareness of various styles of communication
- To build stronger sense of trust and respect among employees

Cost – None



PLEASE COMPLETE ENCLOSED TRAINING ENROLLMENT FORM AND RETURN TO:  
HUMAN RESOURCES DEPT., ATTN: OED  
BY OCTOBER 13, 2008

## Preventing Sexual Harassment

Thursday, July 31, 2008

9:00am – 11:00am OR 1:00pm – 3:00pm

Government Center Room 100

Trainer: Entra Blackmon

*Prevention* is the best tool to eliminate sexual harassment in the workplace. In this workshop employees will be encouraged to take the necessary steps to prevent sexual harassment from occurring. This seminar will also provide an open forum for questions and answers regarding: Title VII of the Civil Rights Act of 1964, the enforcement of the City's Anti-Harassment policy and vicarious employer liability issues.

### Primary Objectives

- To teach employees about that various forms of sexual harassment
- To teach employees about the variety of circumstances that cause sexual harassment to occur in the workplace
- To communicate to employees that sexual harassment will not be tolerated
- To offer guidance on how to enforce City of Albany Anti-Harassment policies

Cost – None



PLEASE COMPLETE ENCLOSED TRAINING ENROLLMENT FORM AND RETURN TO:  
HUMAN RESOURCES DEPT., ATTN: OED  
BY July 1, 2008

## Fair Labor Standards Act (FLSA)

Wednesday, July 16, 2008  
9:00am – 11:00am **OR** 1:00pm – 3:00pm

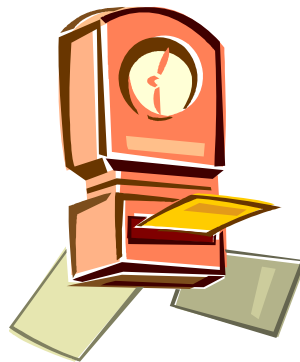
Government Center Room 100  
Trainer: Niger Thomas

*FLSA 101* focuses on creating a greater level of awareness about FLSA regulations among City managers and employees. The Fair Labor Standards Act (FLSA) prescribes standards for basic minimum wage and overtime compensation requirements for most private and public employees. The act is administered by the U.S. Department of Labor's Wage and Hour Division.

### Primary Objectives

- To understand FLSA laws and regulations
- To understand exemption status and overtime pay requirements
- To review the requirement for displaying FLSA posters
- To recommend steps to ensure compliance and accurate time keeping

Cost – None



PLEASE COMPLETE ENCLOSED TRAINING ENROLLMENT FORM AND RETURN TO:  
HUMAN RESOURCES DEPT., ATTN: OED  
BY July 1, 2008

## HIPAA, FMLA, ADA & Workers' Compensation

Thursday, August 28, 2008  
9am – 12pm OR 1pm – 3pm

Room 100 Government Center  
Trainers: Various

The Health Insurance Portability and Accountability Act (HIPAA) sets guidelines for protecting the privacy of individually identifiable health information in the workplace.

The Family and Medical Leave Act (FMLA) requires employers to provide eligible employees up to 12 weeks of unpaid, job protected leave in a 12-month period for qualified family and medical events.

The Americans with Disabilities Act (ADA) protects the rights of individuals with disabilities by guaranteeing equal opportunity in public accommodations, employment, transportation, state and local government services and telecommunications.

Workers' Compensation is a major disability compensation program which provides wage replacement benefits, medical treatment, vocational rehabilitation, and other benefits to workers who are injured at work.

### Primary Objectives

- To understand eligibility requirements for each program
- To understand how programs overlap
- To understand record keeping requirements
- To understand the role of the Human Resources Department

Cost – None



PLEASE COMPLETE ENCLOSED TRAINING ENROLLMENT FORM AND RETURN TO:  
HUMAN RESOURCES DEPT., ATTN: OED  
BY AUGUST 8, 2008

## Play It Safe!

Thursday, September 11, 2008  
9am – 11am OR 1pm – 3pm

Room 100  
Government Center  
Trainer: Beverly A. McCrimmon

*Play it Safe* reinforces the City of Albany's commitment to providing a safe work environment for City employees. The Drug Free Workplace policy balances employee confidentiality rights with the need to maintain a safe, productive and drug-free environment. This policy is applicable to all regular and part-time employees.

### Primary Objectives

- To offer assistance to front-line managers responsible for enforcing the policy
- To send a clear message that substance abuse is against City policy
- To review and become familiar with policy updates
- To define abnormal conduct and erratic behavior associated with "Reasonable Suspicion Testing"

Cost – None



PLEASE COMPLETE ENCLOSED TRAINING ENROLLMENT FORM AND RETURN TO:  
HUMAN RESOURCES DEPT., ATTN: OED  
BY AUGUST 15, 2008

# Equal Employment Opportunity Awareness

## Introduction to EEO

&

## Diversity Awareness

Thursday, December 11, 2008

9am – 11am OR 1pm – 3pm

Room 100

Government Center

Trainer: TBA

*Introduction to EEO & Diversity Awareness* reinforces the City's commitment to EEO and diversity awareness. The Equal Employment Opportunity Commission (EEOC) enforces laws that prohibit discriminatory practices in the workplace. EEOC regulations include: Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act, the Age Discrimination in Employment Act and the Equal Pay Act.

### Primary Objectives

- To become familiar with services offered by the agency
- To become familiar with laws enforced by the agency
- To become familiar with the responsibilities of employers to enforce EEO
- To increase employee awareness about the importance of diversity

Cost – None



PLEASE COMPLETE ENCLOSED TRAINING ENROLLMENT FORM AND RETURN TO:  
HUMAN RESOURCES DEPT., ATTN: OED  
BY NOVEMBER 14, 2008

# Work Life Balance Initiatives

## Strike the Balance: Wellness Initiatives

Various Dates

Various Locations

Please see Schedule at a Glance

**Blood Drives** – Co-sponsored by American Red Cross

- Goal – 25 pints

**Keys to Better Health** – Stress Management: Room TBA

- Improve job performance and morale
- Lower absenteeism and turnover
- Reduce disability claims

**PSA Testing** – Early detection of Prostate Cancer in Men

- Q&A with local Urologist
- Informative pamphlets

**Women's Health Fair** – Co-sponsored with Dougherty County Human Resources Department and Phoebe Putney Memorial Hospital

- Q&A with local physician
- Informative pamphlets

**Flu Shots** – Co-sponsored with Dougherty County Health Department

- The Georgia Health Department recommends this vaccine as a preventative measure for good health during the winter influenza season

**Open Enrollment** – Benefits Extravaganza: Room TBA

- Provides the opportunity for employees to change, add, or cancel benefits such as insurance coverage





## City of Albany Training Enrollment Form

|                      |             |              |             |  |
|----------------------|-------------|--------------|-------------|--|
| Full Name:           |             |              |             |  |
|                      | <i>Last</i> | <i>First</i> | <i>M.I.</i> |  |
| Department:          |             |              |             |  |
| Email Address:       |             |              |             |  |
| Office Phone:        | ( )         |              |             |  |
| Training Class       |             |              | Class Time: |  |
| Supervisor Signature |             |              | Date:       |  |
| Employee Signature   |             |              | Date:       |  |

### Waiting List:

It is not uncommon for classes to reach their maximum enrollment during the registration process. Employees who request enrollment after a class has reached its maximum capacity are eligible to be put on a waiting list. Please call 229-431-2828 or 229-878-3143 for details.

### Attendance:

Employees must register to attend class. All classes will begin at the designated starting time. **Parking locations are located in the parking deck adjacent to the Planning & Development building.**

### Cancellations:

All cancellations should be made as soon as the employee knows he/she will not be able to attend the class. Please call 229-431-2828 or 229-878-3134 for details.

### Special Needs Request:

The Organization and Employee Development Division makes reasonable accommodations for any known disability that may interfere with a person's ability to participate in training. Persons needing accommodation must notify the Human Resources Department no later than two weeks before the date of training to allow adequate time to make needed arrangements.

To make a request known, please call 229-431-2828 or 229-878-3134.