

Table of Contents

Frank's Letter

Acknowledgements

Table of Contents

General Information

1

Classroom Enrollment Instructions and Guidelines

5

Academy Programs

7

Lead Worker Academy

9

Being a Leader and Communicating with Others

Motivating, Involving Others, and Organizing Work

Giving Feedback, Managing Conflict, and Delegating Work

Training Others on the Job and Growing as a Leader / Graduation

Management Academy

10

Kickoff / Introduction to Management / Supervision

12

Project Management / Class Project

Workplace Communication

Managing Conflict / Conflict Resolution

City Government 101 - Budget / Finance / Ethics / Risk Management /

Safety / CMR Process

Hire Hard / Manage Easy – Behavioral Interviewing that Works

Performance Management / Motivation

Problem Solving / Decision Making

Peer Boss Assessment

Class Project Presentation / Graduation

Project Management Academy (For Project Planners and Adm. Assistants)

13

Project Planning

15

Project Management

Root Cause Analysis

16

Benchmarking & Data Driven Decision Making

Budget Planning and Forecasting

17

Deploying the Plan

Systems Thinking for Project Managers

18

MS Office Project Management

Certificate Programs	19
<i>Business Writing Certificate</i>	21
Grammar and Punctuation	22
Composition and Sentence Structure	
Basics and Structures of Good Business Writing	23
Proofreading Your Work	
<i>Administrative Support Skills Certificate Program</i>	24
Planning for Increased Productivity	26
Partnering with Your Boss	
Leadership Skills For Administrative Staff	27
Email and Records Management	
Microsoft Office Computer Document Integration – Beginning and Advanced	28
Building the Budget and Monitoring the Budget	29
The CMR Processes	
RFP 101: The Request for Proposal	30
<i>Meeting Management and Speaking Certificate (Toastmasters)</i>	31
The Ice Breaker	
Speak with Sincerity	
Organize your Speech	
Show What You Mean	
Vocal Variety	
Work With Words	
Apply Your Skills	
Add Impact to Your Speech	
Persuade With Power	
Inspire Your Audience	
Employment Relations Consortium	35
Discipline: Putting It Into Practice	35
Legal Issues Regarding Hiring	
Performance Evaluations	
The Disability Interactive Process	36
Leaves, Leaves and More Leaves	
Reference Checks	
Public Service 101	
12 Steps to Avoiding Liability	
Public Sector Employment Law Update	
Mandatory Courses	38

Mini Workshops	39
The Mentoring Connection: Being and Finding the Perfect Protégé	41
Managing in Times of Change	
Stress Management	42
Strategies for Growth During Cutbacks	
Stopping the Cycle of Stress	43
Estate and Financial Planning	
Dealing with Difficult Customers	44
Anger Management	
Planning Your PERS Retirement	45
Safety in the Workplace	47
Adult CPR and First Aid	49
Confined Space Awareness	
Safety Summit	51
Hazardous Waste Management	
Hearing Protection	
Blood borne Pathogens	
Respiratory Protection	
Defensive Driving	52
Drug and Alcohol Testing	
NIMS Training (National Incident Management System)	53
Lockout/Tagout	54
Avoiding the Mousetrap	55
Back Safety and Prevention	
Work Zone Safety (Flagging)	56
Child CPR and First Aid	
Safe Industrial Lift Truck Operations (Forklift)	57
Trainings to be Scheduled	59
SAP	59
A/P Processing	60
Budget Entry and Financials Overview	
Budget Monitoring	
Cash Receipts	
Create / Plan for CIP's	61
Non-Capital Projects	
Purchasing Requisitions	62
Timecard Entry	
Work Orders	

Technology Courses	63
Access 2003 - Beginning	65
Access 2003 - Intermediate	
Access 2003 - Advanced: Introduction to Application Development	66
Adobe Acrobat 7 – Beginning (PDF)	
Excel 2003 – Beginning	67
Excel 2003 – Intermediate	
Excel 2003 – Advanced : Database Management and Analysis	68
Introduction to GIS	
Intermediate GIS	69
Keyboarding – Beginning	70
Outlook 2003 – Beginning: Emailing	
Outlook 2003 – Intermediate : Calendar and Scheduling	71
PowerPoint 2003 - Beginning	
PowerPoint 2003 – Intermediate / Advanced	72
Word 2003 – Beginning	73
Word 2003 - Intermediate	
Word 2003 – Advanced: Module III - Form Letters & Long Documents	74
Microsoft Office 2003 - XP	
E-Learning	75
Associate Certificates, Degree Programs and Offsite Training	77
<i>Water College - American Water Works Association</i>	78
Introduction to Water Distribution	
Intermediate Water Distribution	79
Introduction to Water Treatment	
<i>Degree Programs</i>	80
Associate of Arts Degree	
Accelerated Bachelor of Science Degree	
Masters of Arts in Leadership	81
Master of Business Administration	
<i>Offsite Training Resources</i>	82
Index	87
Cubberley Map	93

General Information

One of the benefits of being a City employee is the number of learning opportunities available to all employees. Designed specifically for the busy employee, this year's catalog offers classroom learning, online learning, and offsite opportunities.

Although the organization has experienced downsizing and budget cutbacks, HR Training and Development continues to focus on employee development and offer a variety of learning opportunities. Through employee surveys, focus groups, e-mail requests, and OSHA mandated training, we have put together a comprehensive learning schedule.

Class Enrollment Guidelines

Training classes are available to all regular City of Palo Alto employees, non-profits, and other public agencies, with City employees having first priority. Classes fill quickly and often have waiting lists; therefore, early registration is recommended. Attending a class requires supervisor approval and employee commitment to arrive on the scheduled date and time and actively participate in the course.

Please notify Human Resources Training and Development of any cancellation 48 hours in advance if unable to attend a class. Advance notification will allow fellow colleagues on the waiting list an opportunity to attend the class.

Confirmation Policy

Employees are required to have supervisor/manager authorization to attend classes. To reserve a class, access the training calendar online via "the Loop" or Human Resources Department's web page, or access directly to register online at: <http://172.16.0.57/cgi-bin/register/showinternal>.

Once you have registered for the class you wish to attend, your supervisor will receive an electronic registration notification, requesting supervisor/manager authorization for attendance. When your manager forwards this request back to Human Resources Training and Development, the registration process is complete. E-mail confirmation will be sent to you advising that your supervisor either approved or denied the enrollment. E-mail reminders are sent one week prior to the class and one day before the class.

Waiting List

All classes maintain a waiting list. If you are on a waiting list, you are requested to come to the class ten minutes prior to the scheduled start time.

Enrolled participants have a ten-minute grace period before their seat is given away to an employee on the wait list. This is on a 'first-come, first-serve' basis. If the class is full, any employees from the wait-list will be asked to return to their scheduled work site.

Consideration is given for special situations beyond the employee's control. Human Resources Training and

Development will make every effort to accommodate tardy participants; however, consideration for your fellow classmates and the instructor is requested.

No Show Policy

It is the responsibility of the participant to either e-mail Human Resources Training and Development at hr.training@cityofpaloalto.org or call 617-3117 to cancel enrollment 48-hours prior to class if unable to attend. Failure to give 48-hour advanced notice results in an e-mail to the employee's supervisor notifying him/her that the employee was a "no-show."

Registration Instructions

Start at the City website "The Loop." Click on Departments, then click on Human Resources and select Development. Under Class Registration, click on Citywide classes and then 05-06 classes. To register for a course, click on the appropriate course link. At the bottom of the page, enter your 4-digit employee i.d. number and submit.

The next window will provide you with information needed to complete the registration process. Review the information and verify that everything is correct. If all is correct, select "Everything is Correct." If not, select the appropriate button and follow the instructions.

You will automatically receive notice that a registration request has been generated for you. A copy of the request will be sent to the contact e-mail as well as the supervisor, who, in turn, will be given the option to accept or decline the registration request. Once a formal confirmation is received, be sure to schedule the class, date and time in your Outlook calendar.



Academy Programs

Course Schedule At A Glance

October, 2005	
6	Project Management Academy Series

January, 2006	
10	Management Academy Series

April, 2006	
5	Lead Worker Academy Series

Lead Worker Academy

This engaging four-part series is designed to build both confidence and competence among new leaders. Its focus is on developing basic leadership skills that can grow as leaders progress through their careers. Participants focus on the essential daily tasks required to maximize the productivity, motivation and success of those under their leadership. Leaders are encouraged to differentiate between “getting work done” and “getting work done through others”. To encourage maximum participation and partnership, this series employs a mix of teaching methods including interactive group work, experimental activities, video and focused discussion.

Lead Worker Academy applicants must select one academy. All classes must be attended in order to receive a certificate unless an alternative arrangement is agreed upon.

Learning Objectives:

- Recognize and adapt their leadership style to the styles of those they lead.
- Communicate clearly to others.
- Accept the responsibilities of leadership.
- Create a motivating environment.
- Motivate individuals using the most effective methods.
- Involve others to maximize creativity and idea generation.
- Motivate and communicate with all generations at work.
- Coach team members dynamically.
- Train others, ensuring the highest level of retention.
- Recognize their strengths and capitalize upon them.

Being a Leader and Communicating with Others

Wednesday, April 5, 2006
8:00 am to 3:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Motivating Others, Involving Others and Organizing Work

Wednesday, April 12, 2006
8:00 am to 3:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Giving Feedback, Managing Conflicts and Delegating Work

Wednesday, April 19, 2006
8:00 am to 3:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Training Others, Growing as a Leader and Graduation

Wednesday, April 26, 2006
8:00 am to 3:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Management Academy

One of our most popular programs, the Management Academy provides a framework for understanding current management expectations, practices, and issues and is geared towards professionals on a management fast track. This is accomplished by providing attendees with professionally delivered training classes on topics identified as critical to effective management. Certificates will be awarded at a graduation ceremony upon successful completion of the Academy.

Classes listed below are scheduled one day, every other week, with varying ending times. Participants are expected to attend all sessions and devote a high level of commitment to the Management Academy training.

Enrollment Process

The specific audience for the Academy is middle managers, first line supervisors, and lead workers who have 0 to 5 years of supervisory experience. Department Heads nominate candidates for the Academy.

Applications are available at <http://www.cityofpaloalto.org/hr/ma/>

If unable to access the Internet, please call 650.617.3117 or send an e-mail to HR Training. Watch email for application deadline.

Kickoff Meeting Introduction to Management/Supervision

Tuesday, January 10, 2006
8 am to 4 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Project Management/ Class Project

Tuesday, January 24, 2006
8 am to 4 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Workplace Communication

Tuesday, February 7, 2006
8 am to 4 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Managing Conflict/Conflict Resolution

Tuesday, February 21, 2006
8 am to 4 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

City Government 101 Budget/ Finance/ Ethics/ Risk Management/ Safety/CMR Process

Tuesday, March 7, 2006
8 am to 4 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

***Hire Hard/Manage Easy
Behavioral Interviewing that Works***

Tuesday, March 21, 2006
8 am to 4 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Performance Management/ Motivation

Tuesday, April 4, 2006
8 am to 4 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Problem Solving/ Decision Making

Tuesday, April 18, 2006
8 am to 4 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Wrap Up – Peer/Boss Assessment

Tuesday, April 25, 2006
8 am to 4 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Project Presentation/ Graduation

Tuesday, May 2, 2006
10 am to 12 noon
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1

Introduction to Management

Attendees are introduced to fundamental management aspects and supervision skills in managing people.

Project Management/ Class Project

This class is an overview of the project management process and basic report formats. Principles of planning, scheduling, controlling, defining roles and responsibilities, managing people, team building and quality management are integral parts of the class.

Workplace Communication

Communication is the foundation for good management. Participants learn effective communication skills, how to master listening skills and learn to speak with diplomacy and assertiveness.

Managing Conflict

Attendees learn to employ alternatives to avoidance or confrontation during conflict through acquisition and development of skills, knowledge, and confidence in conflict resolution strategies.

Budget/ Finance/ Ethics/ Risk Management/ Safety

Class includes overview of Palo Alto budget planning process and reporting, unions and negotiations, and risk management issues.

Talent Selection

Participants learn how to select employee applicants by matching talent and skills through a process called Talent Selection.

Performance Management/ Motivation

Provides participants with the tools to understand and manage the evaluation process, how to identify and address employee performance problems and how to coach peers and staff to create an environment of motivation and support.

Problem Solving/ Decision Making

Participants learn and practice techniques of root cause analysis and how to generate creative solutions for problems encountered at work.

Wrap-up – Peer / Boss Assessment

In this session, participants look at their own career goals and design a personal plan of their own. City department managers show their career path and review department objectives.

Project Presentation/ Graduation

Participants presents class project they developed during class and are awarded certificates in a graduation ceremony.

Project Management for Project Managers and Administrative Assistants

Project management is the application of knowledge, skills, tools, and techniques to a broad range of activities in order to successfully meet predetermined project requirements. This course uses the structured project management framework of initiation, planning, execution, control, and formal closing to familiarize the student with the necessary steps that ensure project success.

A balanced mix of lecture, group discussions, and individual and team exercises are used to develop the skills necessary to define, plan, and monitor projects from launch through completion.

Learning Objectives:

- Build a business case for project initiation
- Define project scope and stakeholder expectations
- Define roles and responsibilities for project stakeholders
- Build an effective project schedule
- Ensure buy-in
- Identify, analyze, quantify, mitigate, and manage risk
- Create project management plans for quality, communication, resources, and stakeholder management
- Manage project change through formal change control processes
- Create change in your organization
- Close a project

Project Planning

Thursday, October 6, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Project Management

Thursday, October 13, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Root Cause Analysis

Thursday, October 27, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Benchmarking & Data Driven Decision Making

Thursday, November 3rd, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Budget Planning & Forecasting/SAP Budgeting

Thursday, November 10, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Academy Programs

Deploying the Plan

Thursday, November 17, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Systems Thinking for Project Managers

Thursday, December 1, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

MS Office Project Management

Monday, December 5, 2005
8:30 am to 12:30 pm
and
Wednesday, December 7, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Project Planning

Learning Objectives:

- Create a strategy for setting up your project for success by identify the purpose of the project and defining parameters
- Define basic project management terms; learn about project management tools and the benefits of organizing project into phases.
- Identify the importance of who needs to be involved, and clarify team roles and responsibilities.

**Thursday, October 6, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5**

Merrin Donley,
Training Consultant

Project Management

Learning Objectives:

- Learn the key project manager actions and results organized according to their support of the essential project management processes.
- Sequence activities in the form of a network diagram; create a schedule and cost estimate.
- Identify and define your priorities and develop a process for effective delegation and follow up
- Learn how to plan and keep meetings focused and on track, producing high quality outcomes and decisions

**Thursday, October 13, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5**

Merrin Donley,
Training Consultant

Root Cause Analysis

Learning Objectives:

- Learn to select a problem, collect data and conduct a process review and determine root cause
- Plan solution and implement; evaluate effectiveness and standardize
- Develop problem solving tools to formulate solutions that work
- Define and resolve problems without making costly mistakes

**Thursday, October 27, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5**

Merrin Donley,
Training Consultant

Benchmarking & Data Driven Decision Making

Learning Objectives:

- Learn the importance of a plan that defines: How Do I Determine What to Benchmark?
- Linking benchmarking efforts to the company's strategic plan and organizational goals
- Develop strategies for research that enables you to find relevant
- Benchmarking information; enables you to identify what data sources are to be used as benchmarking targets
- Understand the importance of analyzing the collected data for common findings, suggested improvements and gaps
- Define the structure for implementing findings, establishing goals, implementing specific changes, and monitoring progress

**Thursday, November 10, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5**

Merrin Donley,
Training Consultant

Budget Planning and Forecasting

Learning Objectives:

- Understand the key elements of the budgeting process, integrating city and department goals, working with operating budgets, costs and expenses, controlling cash flow
- Learn about Financial Planning, choosing profitable objectives, translate managerial decisions into dollars by setting monthly targets and prepare for contingencies, analyze actual to budget comparisons
- See how you can use Excel and SAP to facilitate the process

**Thursday, November 10, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5**

Merrin Donley,
Training Consultant
and
Mike Sartor and David Ramburg,
City Staff

Deploying the Plan

Learning Objectives:• Learn to identify the pitfalls of implementation and “blind alleys”; why they occur and how to avoid them

- Diagnose the effectiveness of your planning process as a driver of implementation and how to use teams in the implementation phase
- Link operational and functional relationships vertically, horizontally and diagonally
- Get tools for managing resistance
- Replace the “control” mentality with performance measurement systems to implementing strategy

**Thursday, November 17, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5**

Merrin Donley,
Training Consultant

Systems Thinking for Project Managers

Systems thinking involves events, patterns of behavior and structures often found in strategic planning and project management. It includes studying things in a holistic way, rather than purely through reduction. Through systems thinking, the aim is to gain insights into the whole by understanding the linkages, interactions and processes between the elements that comprise the whole "system". Systems thinking can help avoid the silo effect, where a lack of organizational communication can cause a change in one area of a system to adversely affect another.

Learning Objectives:

- Learn to understand the system as a whole and the phases of strategic planning
- Learn how to use the balanced score card and link it to strategic and operating plans
- Use benchmarking and situational analysis to assess needs, and set strategic priorities and objectives
- Develop strategies that capitalize on the organization's interactions and processes
- Understand the necessity of developing a systems approach to signal for strategic plan changes

Thursday, December 1, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Mike Sartor,
City Staff

MS Office Project Management

Learning Objectives:

- Use one of your own preliminary project concepts to apply specific project activities by using a work breakdown structure
- Sequence activities in the form of a network diagram, create a schedule and cost estimate, and detailed project budgets.
- Learn how to build a budget and spending plan, create a formal project communications plan, acquire staff, and identify potential risks to the project plan.
- Incorporate principles of Project Management to MS Project

Monday, December 5, 2005
8:30 am to 12:30 pm
and
Wednesday, December 7, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto

Birgit Coates,
Training Consultant



Certificate Programs

Course Schedule At A Glance

September, 2005	
15	RFP Proposal 101: The Request for Proposal

January, 2006	
4	Administrative Support Skills Certificate

Feburary, 2006	
16	Business Writing Certificate

Business Writing Certificate

The Business Writing Certificate will help employees improve their business writing skills to produce more effective documents that get results. Participants will increase the clarity, impact, and overall professionalism of e-mails, memos, letters, and reports. They will learn strategies to create clear, direct written documents with reader-oriented content and logical organization. All City employees that write manuals, articles, public documents and correspondence are urged to obtain this certificate.

To obtain a certificate in Business Writing, all four of the following classes must be attended:

Grammar and Punctuation

Thursday, February 16, 2006
8:00 am to 12:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Composition and Sentence Structure

Thursday, February 23, 2006
8:00 am to 12:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Basics and Structures of Good Business Writing

Thursday, March 2, 2006
8:00 am to 12:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Proofreading Your Work

Thursday, March 9, 2006
8:00 am to 12:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Grammar and Punctuation

This workshop is an intensive review of grammar and punctuation rules and uses, is composed of lecture, and individual and small group exercises. It will help participants create grammatically correct documents.

Learning Objectives:

- Nouns, verbs, adverbs and preposition usage
- End marks, quotation marks and dashes
- Pronouns, adjectives and conjunctions
- Commas, semi-colons, colons, apostrophes and capitalization

**Thursday, February 16, 2006
8:00 am to 12:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5**

Patricia Haddock,
Training Consultant

Composition and Sentence Structure

This workshop is an intensive review of sentence and paragraph structure to help participants create focused documents with logical organization.

Learning Objectives:

- Subject-predicate-object sentence structure
- Different types of sentences
Sentence fragments and run-on sentences
- Topic sentences
- Paragraph construction
- Logical flow
- Sentence diagramming and modeling
- Requirements of various types of documents, such as e-mail, memos, letters, and reports

**Thursday, February 23, 2006
8:00 am to 12:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5**

Patricia Haddock,
Training Consultant

Basics and Structures of Good Business Writing

This workshop explains how professional writers create successful written materials. It gives participants a process for planning, writing, and revising documents that get results. Participants will complete several individual and small-group writing assignments and will read their written documents to the class.

Learning Objectives:

- Establish and realize a goal for each document
- Determine content before writing
- Write persuasively to focus on reader benefits
- Write compelling subject lines
- Write more easily and confidently
- Apply journalistic solutions to business writing problems
- Create clear, and concise instructions
- Break through writing blocks and overcome procrastination
- Revise for clarity and understanding, and proofread for accuracy
- Identify and correct wordiness

Thursday, March 2, 2006
8:00 am to 12:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Patricia Haddock,
Training Consultant

Proofreading Your Work

This workshop gives participants an opportunity to work on job-related written documents and receive one-on-one feedback from the instructor. It uses lecture and writing exercises to teach participants how to proofread and revise documents for clarity and reading ease. Participants should bring job-related writing projects to class.

Thursday, March 9, 2006
8:00 am to 12:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Patricia Haddock,
Training Consultant

Administrative Support Skills Certificate

Today's offices are both high-tech and fast-paced. Effective administrative support staff must be able to keep up with the demands of this modern-day work environment. They need flexibility, time management and organization skills, finely honed interpersonal communication, the ability to deal effectively with a variety of internal and external customers, while remaining poised and calm. This curriculum presents the skills and procedures that will help administrative support staff do just that.

Learning Objectives:

- Plan for greater productivity
- Manage time
- Get and stay organized
- Develop concentration and focus
- Handle multiple priorities
- Work effectively with other people
- Create better written documents
- Provide increased customer service for both internal and external customers
- Handle difficult people and conflict.
- Work with management
- Solve problems more easily and effectively
- Assume a greater leadership role.
- Integrate Microsoft Office to streamline workflow and increase productivity

To obtain a certificate in Administrative Support Skills, six of the eight classes listed below must be attended.

Planning for Increased Productivity

Wednesday, January 4, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Partnering With Your Boss

Wednesday, January, 11, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Leadership Skills For Administrative Staff

Wednesday, January, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

E-mail and Records Management

Wednesday, January 25, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Microsoft Office Computer Document Integration

Day 1

Wednesday, February 1, 2006
8:30 am to 12:30 pm

Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab

and

Day 2

Wednesday, February 8, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab

Monitoring the Budget Process

Wednesday, February 15, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab

The CMR Process

Wednesday, February 22, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

RFP 101: The Request for Proposal

Thursday, September 15, 2005
9:30am to 12:30pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1

Planning for Increased Productivity

This workshop teaches the fundamentals of productivity and helps participants identify how to become more productive on the job.

Learning Objectives:

- Understand the difference between time management and productivity
- Review their primary job duties and compare these to how they spend their time
- Learn how to set SMART goals and practice setting SMART goals that support job duties
- Learn how to plan time by the week and day and establish priorities
- Identify where time goes
- Identify and eliminate time wasters and sources of interruptions
- Develop concentration and focus and enter into flow states

Work with procrastination
Wednesday, January 4, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Pat Haddock,
Training Consultant

Partnering with Your Boss

This workshop helps participants work more effectively with their managers.

Learning Objectives:

- Identify management roles.
- Understand management styles
- Understand how styles support management goals
- Learn how to become a valued member of the manager's team
- Know how to give input and feedback to managers
- Keep managers informed
- Resolve conflicts with managers
- Solve problems and take initiative
- Confidently represent the boss
- Learn how to work with multiple managers

Wednesday, January 11, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Pat Haddock,
Training Consultant

Leadership Skills for Administrative Staff

This workshop teaches the difference between management and leadership and helps participants develop leadership skills.

Learning Objectives:

- Identify leadership skills
- Understand the pros and cons of leadership styles
- Create a leadership model
- Create a vision and mission
- Set the example for leadership
- Lead teams more effectively
- Influence others and create consensus, not conflict

**Wednesday, January 18, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5**

Pat Haddock,
Training Consultant

E-Mail and Records Management

Learn everything you want to know about managing electronic records and e-mail from the foremost expert in municipal government records management and document imaging (the instructor has assisted over 75 California municipal governments with their records management programs). Are e-mails public record? How long should you keep e-mails? How long should you keep files on your computer? This session includes the development of a model e-mail policy.

Learning Objectives:

- “Best Practices” in managing e-mail and electronic records
- Tough situations in e-mail, and how to avoid them
- The Public Records Act and e-mail
- Software to manage e-mail
- Development of a model e-mail policy

**Wednesday, January 25, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5**

Pat Haddock,
Training Consultant

Microsoft Office Computer Document Integration

This course has been designed to address the “big picture” of Microsoft Office. Word, Excel and PowerPoint are powerful applications, when programmed for compatibility and document integration. Each application will be reviewed separately to provide background information. This course is geared towards showing participants how to use these applications together, thus saving time, streamlining workflow, and increasing productivity. This course will provide techniques, using hands-on activities to demonstrate importing, exporting, and sharing the different types of office documents.

Learning Objectives:

- Using the Microsoft Office Shortcut Bar
- Copying and Linking Data between Documents
- Embedding Objects
- Shared Microsoft Office Tools and Features
- Special PowerPoint Integration features
- Using the Office Binder

Day 1*

**Wednesday, February 1, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab**

and

Day 2*

**Wednesday, February 8, 2006
8:30 am to 2:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab**

* Day 2 is a continuation of Day 1, not a separate session. Both Day 1 and Day 2 classes must be attended.

Birgit Coates,
Training Consultant

Building The Budget & Managing The Budget

Learning how to read a budget and understand the budgeting process is imperative for the new administrative assistant. In addition, part of the role of the Administrative Assistant is to understand how to prepare a department budget and monitor in SAP

Learning Objectives:

- The budget preparation process
- How to read a budget
- Relationship between budgets and forecasts
- Palo Alto's budgeting process
- Department budget preparation
- Monitoring the budget in SAP

**Wednesday, February 15, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5**

David Ramburg, Mary Divinski
City Staff

The CMR Process

This course will assist your understanding of how City business is conducted through staff communication with the Council. We will provide techniques and models for building your own internal department/division system for accurate, timely City Manager Reports. Participants will learn methods of sharing, storage and file compression to eliminate paper copies and create on-line reference material for departmental staff.

Learning Objectives:

- Understanding the purpose of CMRs
- Creating and maintaining shared report folders
- Create and implement a specific departmental/divisional timeline for your work group
- Develop understanding of City Manager templates and guidelines

**Wednesday, February 22, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5**

Dee Zichowic,
City Staff

RFP 101: The Request for Proposal

As a result of the work completed by the City Works Contract Streamlining Committee, new procedures have been created in an effort to reduce the amount of time to acquire professional services. This training is focused on providing this information to all project managers who are involved in the preparation services regardless of their experience level. Some of the topics to be addressed are listed below. Bring questions to ask the City Attorney and Purchasing.

Learning Objectives:

- Solicitation and contract authority limits
- Timelines for the project and the solicitation process
- The RFP “boilerplate:
- How to prepare technical specifications and scopes of work
- Evaluation process
- The professional services contract
- The CMR process
- Amendment and additional services
- Managing your contract
- Tracking you contract

**Thursday, October 20, 2005
9:30am to 12:30pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1**

Johnella Walker,
City Staff

Meeting Management and Speaking Certificate (Toastmasters)

In this certification program, participants will receive two certificates, one from the City and one from Toastmasters International (CTM – Certified Toastmaster). The benefits of this program are enormous. Whether you are communicating with your staff, coworkers or kids, this program can help. You will build quick-thinking skills through one to two minute impromptu speeches, give prepared speeches, manage and conduct a meeting and perform other vital roles to learn the process of meeting management, speaking, motivating and evaluating other speakers.

The Certificate is made up of ten prepared speeches pertaining to the following projects. Speeches can be conducted over a period of several months and are designed to develop your speaking skill one step at a time.

The Speech Courses are:

The Ice Breaker

Speak with Sincerity

Organize your Speech

Show What you Mean

Vocal Variety

Work With Words

Apply Your Skills

Add Impact To Your Speech

Persuade With Power

Inspire Your Audience

Learning Objectives:

- How to think quickly through one to two minute speeches
- How to introduce speakers and conduct meetings
- Vocal variety, word development in speeches, clarity, enthusiasm, and hand gestures
- Art of persuasion and confidence in speaking
- How to use visual aids and tools to deliver speeches
- How to inspire an audience
- Leadership skills through organizing meeting and motivating others
- Formulating and implementing plans

**Meetings are held every Monday
from 12:00 noon to 1:00pm**

Council Chambers, City Hall

In order to achieve a Communication and Meeting Management Certificate through the City of Palo Alto, membership to Toastmasters is required. Cost of the program is \$40.00 every six months and is tuition reimbursable.



Employment Relations Consortium

Course Schedule At A Glance

September, 2005	
28	Discipline: Putting It into Practice

November, 2005	
1	Legal Issues Regarding Hiring
1	Performance Evaluations

February, 2006	
8	The Disability Interactive Process
8	Leaves, Leaves and More Leaves

April, 2006	
4	Reference Checks
4	Public Service 101

May, 2006	
18	12 Steps to Avoiding Liability
18	Public Sector Employment Law Update

Employment Relations Consortium

As part of continuing education efforts for Managers, Supervisors, Attorneys and Human Resource Managers, the City of Palo Alto annually joins the Employment Relations Consortium coordinated by Liebert Cassidy Whitmore, a law firm specializing in employment law. Liebert Cassidy Whitmore is an approved MCLE (minimum continuing legal education) provider wherein agency attorneys can earn MCLE credit by attending the Consortium workshops.

We have selected several exciting workshops that will benefit most managers in various departments. Some sessions count towards City of Palo Alto Certificate Programs. Please call HR Development for approval towards a certificate program.

These Workshops are held at several locations around the Peninsula and South Bay area. Once HR Training and Development receives registration requests, we will advise attendees on exact class location. Please call HR Development at 650.329.2116 or 650.617.3117 with any questions.

Discipline: Putting It into Practice

This practical “how to” workshop is designed to maximize the involvement of participants and give them a “hands-on” sense of how to apply the necessary principles and procedures when disciplining employees

**Wednesday, September 28, 2005
9:00 am to 4:00 pm
Mountain View, CA**

Legal Issues Regarding Hiring

This workshop is designed for supervisors and managers involved in the selection process of potential candidates for employment and takes participants through all steps of the hiring process.

**Tuesday, November 1, 2004
9:00 am to 12:00 pm
Cupertino, CA**

Performance Evaluations

This highly interactive and practical workshop is designed to help supervisors strike the delicate balance between their responsibility to uphold employment standards on the one hand and the employee’s rights to fair warning and due process on the other hand.

**Thursday, November 1, 2005
1:00 pm to 4:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1**

The Disability Interactive Process

This workshop will cover the interactive process from start to finish. Included in the discussion will be starting the interactive discussion, reasonable accommodation and light duty assignments.

**Wednesday, February 8, 2006
9:00 am to 12:00 pm
Fremont, CA**

Leaves, Leaves and More Leaves

Participants in this workshop will leave with a better understanding of the various paid and unpaid leaves (FMLA/CFRA/ADA/FEHA/sick leave, etc.) including when employees are eligible for leaves and your responsibilities as an employer.

**Wednesday, February 8, 2006
1:00 pm to 4:00 pm
Fremont, CA**

Reference Checks

What is involved in the reference check of an employee? This workshop is aimed to train supervisors and managers in the legal parameters of seeking and providing references for prospective and former employees.

**Thursday, April 4, 2006
9:00 am to 12:00 pm
Los Altos, CA**

Public Service 101

How does public sector employment differ from private sector employment? In this workshop the unique aspects of being a public sector employee will be discussed. Topics to include: the discoverability of email, off duty conduct, conflict of interest, ethics, personal liability, Brown Act, and the Public Records Act.

**Thursday, April 4, 2006
1:00 pm to 4:00 pm
Los Altos, CA**

12 Steps to Avoiding Liability

This session will provide managers with the tools they need to take preventative steps before a lawsuit is filed and invest necessary time and resources to defend a lawsuit.

**Thursday, May 18, 2006
9:00 am to 12:00 pm
Cubberley Community Center
4000 Middlefield Road, H-1
Palo Alto, CA**

Public Sector Employment Law Update

In this informative session, attendees will review new laws and court cases to keep them on top of significant changes in labor and employment law.

**Thursday, May 18, 2006
1:00 pm to 4:00 pm
Cubberley Community Center
4000 Middlefield Road, H-1
Palo Alto, CA**



Mandatory Courses

Mandatory Courses

Mandatory Courses

Throughout the year, the City of Palo Alto will offer mandatory classes that will include the following:

New Employee Orientation

Safety in the Workplace

**City of Palo Alto Policies and
Procedures**

Violence and Harassment

Purchasing Procedures

Budget and Finance

Labor Relations

Performance Management

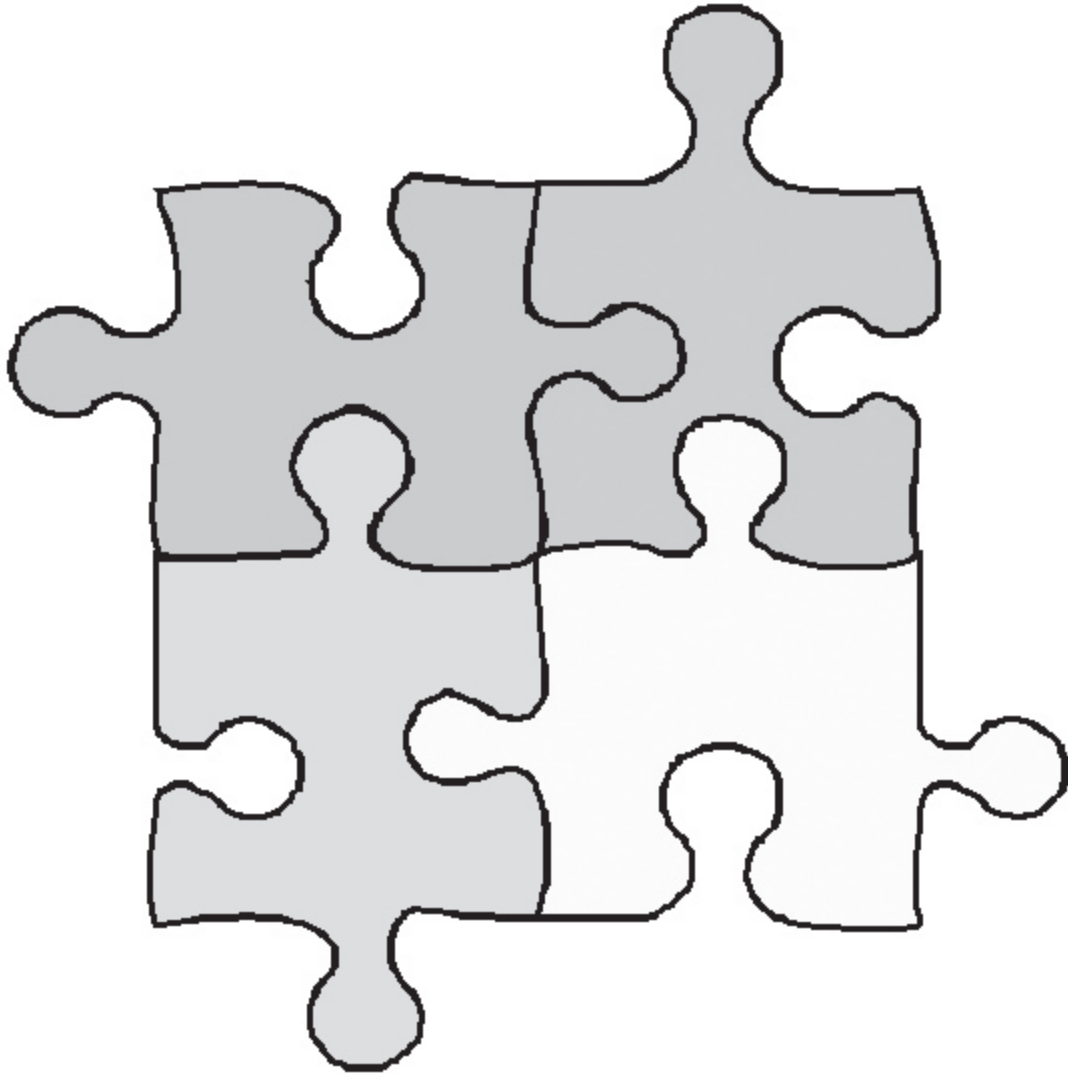
Ethics

Diversity

Classes, dates and times will be announced via the City of Palo Alto “loop” and email system. Employees will be directed to sign up for classes by their supervisor.

Watch email for class dates and times.

All supervisor employees are mandated to take harassment and violence every other year and should be scheduled to attend these workshops.



Mini Workshops

Course Schedule At A Glance

September, 2005	
13	The Mentoring Connection: Being and Finding the Perfect Protégé
27	Managing in Times of Change
27	Planning for PERS Retirement

October 2005	
11	Stress Management
12	Strategies for Growth During Cutbacks

November, 2005	
1	Stopping the Cycle of Stress
8	Estate and Financial Planning
15	Anger Management

December, 2005	
7	Dealing with Difficult Customers

The Mentoring Connection: Being and Finding the Perfect Protégé

Mentoring relationships can be a key factor to your personal and professional growth if you can gain the full benefits from the experience.

Learn ways to leverage and find your key mentoring experience.

**Tuesday, September 13, 2005
1:30 pm - 2:30 pm
Council Conference Room,
250 Hamilton Avenue, Palo Alto**

Debra Jacobs,
City Staff

Managing in Times of Change

This series offers a hands-on, interactive approach to understanding and managing change. Participants will learn how to identify and evaluate change and create an intervention to help manage the stress of change.

Learning Objectives:

- Change resiliency profile
- Stages of change
- Coaching interventions
- Beginning a change management action strategy

**Tuesday, September 27, 2005
9:30 am to 11:00 am
Cardinal Hotel Conference Room
250 Hamilton Avenue, Palo Alto**

Kenda Swartz,
Training Consultant

Stress Management

Stress exists almost in every aspect of our lives. In this short seminar, participants will learn how to identify and evaluate the stressors as they gain an understanding of the affects of the mind-body, interaction-physiological impact of the stress response.

Learning Objectives:

- Understanding the four main causes of stress
- Restructuring maladaptive thoughts to better respond to stress
- Continuing the change management action strategy

Tuesday, October 11, 2005
1:30 pm to 3:30 pm
Council Chambers
250 Hamilton Avenue, Palo Alto

Kenda Swartz,
Training Consultant

Strategies for Growth During Cutbacks

In order to look at how to grow during cutbacks, individuals need to look at the impact of change and what are the roadblocks they are experiencing that are preventing them from growing. In this mini workshop, strategies will be developed to deal with change and growth during cutbacks.

Wednesday, October 12, 2005
10:30 to 12:00 noon
Council Chambers
250 Hamilton Avenue, Palo Alto

Merrin Donley,
Training Consultant

Stopping the Cycle of Stress

It is important to understand the cycle of stress in order to prevent it from affecting our lives. In this hands-on workshop, participants will learn how to identify the four main causes of stress, and how to restructure our thoughts to prevent the stress from overpowering our lives. Come to this mini-workshop and walk away with an action plan on how to manage and stop stress.

Learning Objectives:

- Physiological effects of stress
- Stress Management tools
- Relaxation exercise practice
- Complete a change management action strategy

Tuesday, November 1, 2005
10:30 am to 12:00 noon
Council Chambers
250 Hamilton Avenue, Palo Alto

Kenda Swartz,
Training Consultant

Estate and Financial Planning

This class explains why a comprehensive financial and estate plan are important and what steps you should take to make sure they work together to protect your assets. Learn the latest in Estate Planning and Financial Planning tools and techniques. Learn what probate is and why you should avoid probate, how a living trust works, and what documents you and your loved ones need in case of disability.

Learning Objectives:

- What is a living trust and how does it work
- What is a living and death probate
- How to avoid probate
- Documents to have in case of disability
- Steps to take at the death of a loved one
- Importance of your financial plan working together

Tuesday, November 8, 2005
11:00 am to 12:30 pm
Council Chambers
250 Hamilton Avenue, Palo Alto

Rochelle Falk,
Marketing and Client Relations Director

Anger Management

Anger is a normal, human feeling that sometimes does not feel normal nor human. Give yourself and others a break by finding some ways to overcome inappropriate expressions of anger.

Learning Objectives:

- Learn what triggers anger and how to avoid slipping into old behaviors
- Take action on being more assertive and not aggressive

Tuesday, November 15, 2005
10:30 pm to 12 noon
Council Chambers
250 Hamilton Avenue, Palo Alto

Kenda Swartz,
Training Consultant

Dealing with Difficult Customers

Discover ways to 'let go' of the anger coming from difficult customers. Learn to turn a complaint into an opportunity rather than a threat.

Learning objectives:

- Strategies for handling objections or confrontational customers
- Positive thinking and avoiding defensiveness

Wednesday, December 7, 2005
1:30 pm to 3:30 pm
Council Chambers
250 Hamilton Avenue, Palo Alto

Kenda Swartz,
Training Consultant

Planning your PERS Retirement

It's your future. Unlock the mysteries of your CalPERS retirement benefits.

Learning Objectives:

- What to consider when deciding the best date to retire
- Benefit options available at retirement
- Taxability of retirement benefits
- Retirement application process
- CalPERS health benefits
- Post retirement issues

Watch email for onsite classes offered by PERS. The Planning Your Retirement class will be offered again in Spring, 2006.

**Tuesday, September 27, 2005
9:00 am to 12:30 pm**

or

**Tuesday, September 27, 2005
2:00 pm to 4:30 pm**

**Council Chambers
250 Hamilton Avenue, Palo Alto**

CalPERS Representative



Safety in the Workplace

Course Schedule At A Glance

September, 2005	
7	Confined Space Awareness
14	Adult CPR and First Aid

October, 2005	
18	Safety Summit
25	Avoiding the Mouse Trap

November, 2005	
2	Confined Space Awareness
8	Defensive Driving
3	Drug and Alcohol Testing

December, 2005	
8	Lockout/Tagout

January, 2006	
11	Work Zone Safety (Flagging)
26	Confined Space Awareness

February, 2006	
9	Safety Summit
21	Adult CPR and First Aid

March, 2006	
1	Avoiding the Mousetrap
23	Confined Space Awareness
8	Back Safety and Prevention

April, 2006	
13	Child CPR and First Aid
20	Lockout/Tagout

May, 2006	
3	Drug and Alcohol Testing
9	Adult CPR and First Aid
25	Confined Space Awareness

June, 2006	
22	Safety Summit

July, 2006	
20	Confined Space Awareness

Adult CPR and First Aid

This class meets the CalOSHA requirements for CPR and First Aid. In this comprehensive course, individuals will learn how to prevent, prepare for and respond to types of emergency. Participants will learn and practice Adult CPR, rescue breathing, choking rescue and the following first aid skills: bleeding control, treatment of burns, fractures, sprains, seizures, poisoning, heat/cold related injuries, preventing disease transmission, and in-line stabilization.

Wednesday, September 14, 2005
8:00 am to 3:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1

or

Tuesday, February 21, 2006
8:00 am to 3:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1

or

Tuesday, May 9, 2006
8:00 am to 3:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1

*Palo Alto Chapter of the American Red
Cross,*
Training Consultant

Confined Space Awareness

This class will assist employees entering and working in confined spaces. The program defines a permit-required confined space, explains confined space hazards, preparations for entering a confined space, and demonstrates how to safely work in them. The program stresses the importance of safety awareness to help workers recognize a permit required confined space and then evaluate and control its hazards. Non-entry rescue techniques are emphasized and demonstrated.

Learning Objectives:

- Define confined spaces and permit required confined spaces
- Confined space hazards
- Preparations for entry
- Mandatory positions and components of a Permit
- Required Confined Space Program
- How to safely work in permit confined spaces
- Procedures for special work situations
- Non-entry rescue procedures

Geared towards employees who have not previously attended Confined Space Training and those who would like a refresher.

Wednesday, September 7, 2005
7:30 am to 1:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1

or

Wednesday, November 2, 2005
7:30 am to 1:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

or

Thursday, January 26, 2006
7:30 am to 1:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1

or

Thursday, March 23, 2006
7:30 am to 1:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1

or

Thursday, May 25, 2006
7:30 am to 1:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1

or

Thursday, July 20, 2006
7:30 am to 1:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1

Fire Department,
City Staff

Safety Summit

Designed to be an interactive and educational day, Safety Summit is a mandatory class for any employee or workgroup with mandatory safety issues. Courses are not only designed to meet Cal/OSHA requirements, but are presented by qualified instructors who have real-life experiences in the subject matter.

Come prepared with your questions for immediate and up-to-date responses. We've listened to your comments over the past years and have made adjustments. Do not wait to sign-up at the end of the year. Sign up today.

A one-day Safety Summit includes:

- Hazardous Waste Management:
7:30 am to 11:00 am
- Hearing Protection:
11:30 am to 1:00 pm
- Bloodborne Pathogens
1:00 pm to 2:00 pm
- Respiratory Protection
2:00 pm to 3:00 pm

Thursday, October 18, 2005
7:30 am to 3:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Theater

or

Thursday, February 9, 2006
7:30 am to 3:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Theater

or

Wednesday, June 22, 2006
7:30 am to 3:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Theater

SCM Team,
Training Consultant

Defensive Driving

This course focuses on principles of defensive driving to lower the risk of collisions. Through AAA's (American Automobile Association) managing visibility, time and space is the safe strategy for driving defensively. Attendees will receive information in seeing, communicating, adjusting speed, driving emergencies, and managing margin of safety. Take care of your vehicle, and most importantly, you, the driver. Start driving defensively today!

All employees who drive City vehicles or who drive frequently during work hours should take this course.

Learning Objectives:

- Driving visibility
- Safe space and time strategy
- Emergency driving
- Safety margins

Tuesday, November 8, 2005
7:30 am to 11:30 am
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-1

Craig Dill,
Training Consultant

Drug and Alcohol Testing

The Department of Transportation (DOT) requires that all commercial drivers and employees working on covered pipelines be subject to drug and alcohol testing. This course is designed to instruct employees and their supervisors on the program and testing process.

This training is mandatory for employees who are required to have a commercial driver's license, work with gas distribution, or provide response for emergencies involving gas. See policy and procedures 2-19 or 2-22 for specific information.

Learning Objectives:

- Who is required to be tested
- The testing process
- DOT rules and regulations

Thursday, November 3, 2005
7:30 am to 9:00 am
Municipal Service Center
3201 East Bayshore Road, Palo
Alto Public Works Lunchroom

or

Wednesday, May 3, 2006
7:30 am to 9:00 am
Municipal Service Center
3201 East Bayshore Road, Palo
Alto Public Works Lunchroom

Joe Schreckenghaust,
City Staff

NIMS Training (National Incident Management System)

On February 28, 2003, President Bush issued Homeland Security Presidential Directive-5. HSPD-5 directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable all government, private-sector, and non-governmental organizations to work together during domestic incidents. This course is mandated for any government employee. An introductory class, NIMS explains the purpose, principles, key components and benefits of NIMS.

- Describes the advantages of common communication and information management systems.
- Explains how NIMS influences technology and technology systems.
- Describes the purpose of the NIMS Integration Center

All future NIMS class dates and times to be announced. Watch email and the loop for updates.

Barbara Cimino,
City Staff

Learning Objectives:

- Describes the key concepts and principles underlying NIMS.
- Identifies the benefits of using ICS as the national incident management model.
- Describes when it is appropriate to institute an Area Command.
- Describes when it is appropriate to institute a Multiagency Coordination System.
- Describes the benefits of using a Joint Information System (JIS) for public information.
- Identifies the ways in which NIMS affects preparedness.
- Describes how NIMS affects how resources are managed.

Lockout / Tagout

Cal-OSHA (Title 8, Section 3314) mandates strict procedures for lockout/tagout. This program instructs employees in individual responsibilities, the importance of strict compliance and how to protect themselves and their co-workers. This class is intended for employees who are trained and authorized to perform service or maintenance on machinery and who are responsible for locking and/or tagging out equipment. Specific instruction is given in fundamentals of lockout/tagout, responsibilities controlling hazardous energy, warnings and information, equipment, procedures for initiation and release, and special situations. Practices for physically blocking or disconnecting energy from the equipment or system, along with tagging notifications will be discussed.

Learning Objectives:

- Purpose of lockout/tagout
- Lockout/tagout responsibilities
- Description of equipment
- Definition of functions
- Demonstrate procedures
- Understanding special situations

**Thursday, December 8, 2005
8:00 am to 10:00 am
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room A-2**

or

**Thursday, April 20, 2006
8:00 am to 10:00 am
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room A-2**

*Fire Department,
City Staff*

Avoiding the MouseTrap

Does it seem as if your employees are trapped in a never-ending cycle of “clicking and dragging”? Are they holding on to their mouse for dear life? If so, there’s a three-step solution designed to break this dangerous habit!!!

Learning Objectives:

- Decrease mouse use via the application of key commands
- Teach the rudiments of the PBE Computing Techniques
- Detect & correct improper & potentially injurious
- Movements when mousing or using any input device.

Tuesday, October 25, 2005
8:00 am to 9:00 am
Cubberley, City Training Center,
4000 Middlefield Road, Palo Alto
Room H-5

or

Wednesday, March 1, 2006
8:00 am to 9:00 am
Cubberley, City Training Center,
4000 Middlefield Road, Palo Alto
Room H-5

Vivienne Fleischer,
Training Consultant

Back Safety and Prevention

Thorough knowledge of the back’s function can help prevent debilitating injuries. Participants will learn facts about the anatomy and biomechanics of the spine and proper positioning of the body when sitting and/or lifting.

This course is **MANDATORY** for those employees who are experiencing back discomfort or involved in a workers’ compensation back claim.

Learning Objectives:

- Understand the back myths, truths, and misconceptions
- Key to a healthy back
- Safe work practices and best techniques

Wednesday, March 8, 2006
9:15 am to 10:15 am
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room H-5

Deidre Rogers, RN, CAE,
Training Consultant

Work Zone Safety (Flagging)

Protecting the citizens of Palo Alto is a priority in traffic control for the City.

Learn how to protect public and fellow employees through safe and effective traffic control procedures.

This class is **MANDATORY** for all employees who are expected to control traffic in the roadway and have not attended a flagging class in the recent past.

Please contact Joe Schreckenghaust, City Safety Officer at 650.329.2166 if you have any questions.

Learning Objectives:

- Current law and proposed standard
- Flagger qualifications and responsibilities
- Equipment recommendations
- Positioning for safety
- Motorist's safety
- Flagging signals and traffic control
- Traffic signs and placement
- Diverting traffic and channelizing devices
- Barricades and one-way traffic control
- Emergency response and night flagging

Wednesday, January 11, 2006
7:30 am to 11:30 am
Municipal Service Center
3201 East Bayshore Road, Palo
Alto
Public Works Lunchroom

Safety Center Representative,
Training Consultant

Child CPR and First Aid

This class meets the CalOSHA requirements for CPR, First Aid and trains individuals to prevent, prepare for and respond to any type of emergency. Participants will learn and practice Child CPR, rescue breathing, choking rescue and the following first aid skills: bleeding control, treatment of burns, fractures, sprains, seizures, poisoning, heat/cold related injuries, preventing disease transmission, and in-line stabilization.

Learning Objectives:

- Rescue breathing
- Choking rescue
- First Aid
- Disease transmission prevention
- In-Line stabilization

Thursday, April 13, 2006
8:00 am to 3:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
Room M-4

American Red Cross,
Training Consultant

Safe Industrial Lift Truck Operations (Forklift)

Citing frequent accidents, OSHA lists general hazards of forklifting that operators must be trained to recognize. This course is designed to meet and exceed the requirements of 8 CCR 3664 in training operators to recognize and prevent the causes of accidents through use of both classroom and hands-on training.

This course is **MANDATORY** for any city employee who operates a forklift and who has not received training in the past three years.

For more information, please contact Russ Kamiyama at 650.496.6912

Courses are offered when a fixed amount of participants have been identified.

Trainings to be Scheduled

Safety classes can be scheduled for individual workgroups depending on the need at the department's request.

To inquire about individual department classes or schedule other Safety classes, please call HR Training at 650.617.3117



SAP

A/P Processing Invoices

In this class, participants will learn how to process invoices through SAP with and without a purchase order.

**Training offered as needed.
Please contact Mary White at
329-2532 to schedule training**

**Watch the loop and city email for
group classes.**

Mary White,
City Staff

Budget Entry and Financials Overview

In this class, participants will walk away with the understanding and ability to submit budget items.

The class is intended only for staff who have an interactive role with SAP during the budget process.

**Training offered as needed.
Please contact David Ramburg at
329-2634 to schedule training.**

**Watch the loop and city email for
group classes.**

David Ramburg,
City Staff

Budget Monitoring

This class will teach navigation and utilization of budget processes and how to utilize the budget functions within SAP.

Participants will also learn how to generate basic budget reports and how to interpret them.

**Training offered as needed.
Please contact David Ramburg at
329-2634 to schedule training**

**Watch the loop and city email for
group classes.**

David Ramburg,
City Staff

Cash Receipts

This class provides participants with the ability to create and park cash receipts. Open to employees who handle cash receipts.

**Training offered as needed.
Please contact Janice Anderson
at 329-2301 to schedule training.**

**Watch the loop and city email for
group classes.**

*Janice Anderson, Lorena Cardenas
and Stephen Green,*
City Staff

Create / Plan for CIP's

Through SAP, this class will provide instructions and guidelines for all project managers and/or managers that will be entering the next year's budget details. With step-by-step instructions, the participants will learn how to create a project with WBS elements, plan its costs and revenues in SAP and prepare for the next budget cycle. Reports for budget planning will be covered. This class is mandatory for those who have responsibility for submitting Capital Projects during the budget cycle.

**Training offered as needed.
Please contact Judy Hejza or
Mary Divinski at 329-2566 to
schedule training.**

**Watch the loop and city email for
group classes.**

*Judy Hejza, Mary Divinski and
Rosemary Ralston,
City Staff*

Non-Capital Projects

This class will be held for the project managers and/or managers and budget coordinators who wish to create projects for non-capital items. These projects will collect costs and be settled to a specific cost center, and are distinct from Internal Orders. The project can be statistical or it can be real (with work orders and assets). The instruction will cover the creation of the projects, planning and monitoring costs, and defining the settlement rule. Networks and activities will also be covered.

**For information on training
offered as needed, contact 329-
2566**

*Judy Hejza and Rosemary Ralston,
City Staff*

Purchase Requisitions

Participants will learn how to carry out the most important and frequent tasks involved in Purchasing.

Pre-requisite: Timecard Entry

Learning Objectives:

- Describe the CPA procurement process
- Process material reservations (STORES orders)
- Create and maintain purchase requisitions
- Release purchase requisitions
- Process goods receipts (Receive services/supplies)
- Describe the purchase requisition process

**Training offered as needed.
Please contact Janice Roessler at
329.2391 to schedule training.**

**Watch the loop and city email for
group classes.**

Janice Roessler,
City Staff

Timecard Entry

In this class, participants will learn how to complete and submit a time card for supervisor review and payroll processing. How to approve timecards and run various reports will also be reviewed.

**Training offered as needed.
Please contact Vix Villaluna at
329.2682 to schedule training.**

**Watch the loop and city email for
group classes.**

Vix Villaluna,
City Staff

Work Orders

This class will provide participants with the ability to create and manage work order requests and follow the lifecycle of a work order.

**Training offered as needed.
Please contact Melissa Smart at
329-6940 to schedule training.**

**Watch the loop and city email for
group classes.**

Melissa Smart and Anna Vuong,
City Staff



Technology

Course Schedule At A Glance

September, 2005	
19	PowerPoint 2003 - Beginning
12 14 26 28	Microsoft Office 2003 XP

October, 2005	
3	Word 2003 - Beginning
17	PowerPoint 2003 - Intermediate/Advanced

November, 2005	
7	Excel 2003 - Beginning
21	Outlook 2003 - Beginning: E-mailing

December, 2005	
6	Introduction to GIS
12	Access 2003 - Beginning
13	Intermediate GIS

January, 2006	
10	Word 2003 - Intermediate
17	Outlook 2003 - Intermediate: Calendar and Scheduling
24	Adobe Acrobat 7.0 - Beginning

February, 2006	
7	Keyboarding - Beginning
14	Excel 2003 - Intermediate
21	Access 2003 - Intermediate

March, 2006	
14	Word 2003 - Advanced: Module III - Form Letters
21	Access 2003 - Advanced: Database Management and Analysis

April, 2006	
4	Access 2003 - Advanced Introduction to Application Development
11	Overview of Publisher

June, 2006	
14	Intermediate GIS

Access 2003 – Beginning

This class teaches basic relational database concepts. Learn about basic database design, getting started with Access, creating tables, entering data records and work with queries, forms and reports. This class is great for the participant who will be using Access primarily for data entry, running queries and running reports. This class is recommended for anyone wanting to continue to access intermediate and advanced levels.

Learning Objectives:

- Designing databases fundamentals
- Getting started with Access
- Identifying database objects
- Creating tables
- Switching between design and datasheet views
- Setting field properties
- Working with records
- Using select queries
- Working with forms
- Creating reports

Monday, December 12, 2005*

and

Wednesday, December 14, 2005*

8:30 am to 12:30 pm

**Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab**

* Attendance is required for both days.

Birgit Coates,
Training Consultant

Access 2003 – Intermediate

In this class, participants will review the basics and continue to learn intermediate skills, including linking tables and “Enforcing Referential Integrity” to ensure data accuracy. Participants will work with enhancing forms and reports, and learn locate data records, use in depth criteria in queries, and work with basic charts.

Learning Objectives:

- Review of the basics
- Create and modifying forms
- Work with borders
- Insert objects in forms and reports
- Locate and replace data
- Create filters by form
- Work with charts

Tuesday, February 21, 2006*
and

Thursday, February 23, 2006*
8:30 am to 12:30 pm

**Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab**

* Attendance is required for both days.

Birgit Coates,
Training Consultant

Access 2003 – Advanced: Introduction to Application Development

Are you the person who is or will be setting up the database? Well, roll up your sleeves and learn how to customize Access and design a database to meet your specific needs. This class is also for the participant that will oversee and maintain the database. Learn the concepts of application interface design and configuration, create custom dialog boxes and switchboards, and protect and back up your database.

Learning Objectives:

- Design overview
- Create macros and attaching them to events
- Create switchboard controls
- Use database utilizes
- Protect, replicating and synchronize databases

Tuesday, April 4, 2006*
and
Thursday, April 6, 2006*
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab

* Attendance is required for both days.

Birgit Coates,
Training Consultant

Adobe Acrobat 7 – Beginning (PDF)

In this beginning course, use navigation aids to create and modify documents in a PDF format. Learn to share files electronically through email, a network, and on the web so recipients can view, print, and offer feedback. City of Palo Alto file management and network policies will also be discussed.

Learning Objectives:

- Navigate to specific content and content within a PDF document
- Create a PDF document from Word
- Create a PDF document from the Print Command
- Create a PDF document using Acrobat
- Modify PDF documents
- Edit Text
- Add Headers and Footers
- Use bookmarks and links
- Add review Tools to a PDF document

Tuesday, January 24, 2006*
and
Thursday, January 26, 2006*
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab

* Attendance is required for both days.

Birgit Coates,
Training Consultant

Excel 2003 – Beginning

This class provides a basic introduction to Microsoft Excel 2000. Topics will include identifying the Excel interface and creating, formatting and printing spreadsheets. Participants will learn to use Excel's formula and functions feature to calculate numbers with ease. Learn tips such as the "fill series" feature, and tricks such as the "autofit" feature to work as efficiently as possible in Excel.

Learning Objectives:

- Using Excel menus and toolbars
- Moving around worksheets
- Entering labels, formulas and dates
- Moving and copying data
- Formatting and printing worksheets
- Working with formulas and functions
- Working with charts

Monday, November 7, 2005 *

and

Wednesday, November 9, 2005*

8:30 am to 12:30 pm

**Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab**

* Attendance is required for both days.

Birgit Coates,
Training Consultant

Excel 2003 – Intermediate

This class builds upon the basic features of Excel and introduces participants to some of the more advanced features of this spreadsheet program. Learn how to use advanced functions, protect your Excel worksheet by making it a "read only" file and automate repetitive tasks by recording macros. This is an excellent class for those who work with Excel but would like to fine-tune their skill set.

Learning Objectives:

- Range names
- Advanced functions: VLOOKUP, IF, PMT, etc.
- Advanced number formatting
- Create outline views
- Protect worksheet data
- Multiple workbooks
- Templates and macros

Tuesday, February 14, 2006*

and

Thursday, February 16, 2006*

8:30 am to 12:30 pm

**Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab**

* Attendance is required for both days.

Birgit Coates,
Training Consultant

Excel 2003 – Advanced: Database Management and Analysis

Excel is a great tool to use to organize data. In this advanced level class, participants will work with Excel's database features to compile, sort, filter and analyze data, work with the "goal seek" and "subtotals" features, create reports and learn to analyze data using pivot tables. This class is also for participants desiring to become MOUS (Microsoft Office User Specialist) certified.

Learning Objectives:

- Define, add and modify an Excel database
- Sort data
- Database Functions: DAVERAGE, DCOUNT, DSUM
- Advanced filter and automatic subtotals features
- Basic pivot tables
- Using data analysis tools to audit worksheets
- Goal seek
- Creating reports

Tuesday, March 21, 2006*
and
Thursday, March 23, 2006*
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab

* Attendance is required for both days.

Birgit Coates,
Training Consultant

Introduction to GIS

This is an introductory training class on the use of the Geographic Information Systems used by Palo Alto. Participants will learn how to create simple or detailed maps of the city on their desktops, and how to navigate to any location by name, address, parcel number or other label. Participants will also learn to query features to derive information about pipes, parcels, buildings, and streets - just about anything on the map. Learn how to use GIS and tap the power of this citywide resource.

Learning Objectives:

- View and print standard map products
- Customize standard maps
- Create new map views
- Navigate map by numerous map identifiers
- Query features to access attributes, i.e. zoning, pipe size or voltage
- Filter attributes to select desired features

Tuesday, December 6, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-4 Lab

or

Wednesday, June 7, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-4 Lab

Dave Matson and John Thayer,
City Staff

Intermediate GIS

This class will begin with a review of basic concepts and use of filters to query the GIS database. Using structured query language (SQL) commands, participants will learn to build multilevel queries to extract just the information and maps needed from the Geographic Information System. In addition, participants will learn about sketch files and how to use them to create new features that can be incorporated into the GIS, how to use buffers to extract just the information desired based on proximity to a geographic location, and how to create custom thematic maps with legends and titles.

Learning Objectives:

- Review of basic functions
- Review using filters
- Use SQL commands to build multi-level queries of GIS
- Create sketch files to create new personal feature classes
- Use buffers to query data based on geographic proximity
- Create custom thematic maps based on query results

Wednesday, December 13, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-4 Lab

or

Wednesday, June 14, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-4 Lab

Dave Matson and John Thayer,
City Staff

Keyboarding – Beginning

This class will be delivered using a blended learning environment. Participants will learn keyboard familiarization through a self-paced on-screen, interactive program. Proper keyboard fingering will be developed using basic keys, as well as, other specialized keys. The instructor will set up individual action plans that will allow participants to work through practice exercises and monitor keyboarding techniques. In the follow-up class, the instructor will measure typing speed and progress.

Learning Objectives:

- Keyboard basics
- Proper keyboard finger positioning
- Specialized keys and their uses
- Hands on lab-practice exercises
- Increase Word per Minute (WPM) typing speed

Tuesday, February 7, 2006*
8:30 am to 12:30 pm
and
Tuesday, March 7, 2006*
10:00 am to 12:00 noon
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab

* Attendance is required for both days.

Birgit Coates,
Training Consultant

Outlook 2003 – Beginning: E-mailing

Learn how to personalize your information. Outlook's e-mail feature enables users to communicate with others on a local network and on the Internet. Learn the e-mail feature to send, reply, forward, organize and delete messages, as well as, use special views and create folders, flags and personal signatures. Participants will learn to set up contacts using Outlook's address book feature, how to create groups and send attachments.

Learning Objectives:

- Outlook's Interface
- Send/ receive/ reply to email messages
- AutoPreview and other views
- Create and organize Outlook folders
- Delete messages
- Use AutoSignatures
- Create Contacts
- Send and open attachments

Monday, November 21, 2005
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
H-5 Lab

Birgit Coates,
Training Consultant

Outlook 2003 – Intermediate: Calendar and Scheduling

Outlook's calendaring feature enables users to schedule and organize daily activities. In this class, participants will learn how to set up appointments, meetings, and events. Invite others to meetings, and use the address book. In addition, create and track a task (to do) list, and keep yellow sticky notes. Turn an e-mail request into a task in a second!

Learning Objectives:

- Calendar features/views
- Set up repeat appointments
- Set up meetings
- Invite attendees
- Edit Contacts
- Work with tasks and notes

Tuesday, January 17, 2006
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
H-5 Lab

Birgit Coates,
 Training Consultant

PowerPoint 2003 – Beginning

This class teaches basic slide presentation skills. Participants will learn how to begin the slide process by learning design techniques, create and edit new slides, and run the final slide show presentation. They will also learn how to use the different PowerPoint views to modify and enhance presentations by adding, rearranging and deleting slides. Insert WordArt and ClipArt and build effects to complete a dynamic presentation.

Learning Objectives:

- Get started with PowerPoint
- Open an existing slide show presentation
- Use other slide views
- Create, modify and save presentations
- Add transition animation effects

Monday, September 19, 2005*
 and
Wednesday, September 21, 2005*
9:00 am to 1:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab

* Attendance is required for both days.

Birgit Coates,
 Training Consultant

PowerPoint 2003 – Intermediate/ Advanced

In this class participants will work more extensively with PowerPoint's advanced features, such as editing text using outline view and adding charts and tables. Explore various design techniques by working with and modifying templates, color schemes and background graphics. Add other multi-media elements by inserting sound and motion clips to your presentation. Learn to create a polished presentation by linking slides, hiding slides and using advanced animation.

Learning Objectives:

- Working with slide outlines
- Create charts and tables
- Create organization charts
- Modifying the Slide Master
- Prepare speaker notes
- Change templates and color schemes
- Animate text, charts and objects

Monday, October 17, 2005*
and
Wednesday, October 19, 2005*
9:00 am to 1:00 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab

* Attendance is required for both days.

Birgit Coates,
Training Consultant

MS Publisher - Beginning

Learn a desktop publishing program that lets you combine text and graphics, as well as worksheets and charts. Learn to take information created in other programs, to produce a publication, such as a newsletter, greeting card, booklet, advertisement, flyer, press release, brochure, sign, calendar, form, letterhead, label, business card, envelop, postcard, banner, certificate, and more!

Learning Objectives:

- Getting started
- Creating a publication
- Formatting text
- Working with art
- Enhancing a publication
- Working with multiple pages
- Using special features
- Working on the web

Tuesday, April 11, 2006*
and
Thursday, April 13, 2006*
8:30 am to 12:30 pm
Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab

* Attendance is required for both days.

Birgit Coates,
Training Consultant

Word 2003 – Beginning

This class provides the participants with the basic features of Word and gives them experience creating, editing, formatting, proofreading and printing documents. Learn how to optimize your word processing skills by using keyboard shortcuts, effective text selection techniques and Word's automatic text features.

Learning Objectives:

- Identify Word screen elements
- Move around documents
- Create and save documents
- Text editing techniques
- Move and copy text
- Print options
- Change fonts, point sizes and other character attributes
- Change paragraph and line spacing
- Use tabs and indents
- Work with Spell Check and the Thesaurus

Monday, October 3, 2005*

and

Wednesday, October 5, 2005*

9:00 am to 12:30 pm

**Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab**

* Attendance is required for both days.

Birgit Coates,
Training Consultant

Word 2003 – Intermediate

This class introduces participants to the more advanced features of Word 2000 such as combining documents, creating mailing labels and using tables. Learn to create multi-page documents including page numbering and newsletters with added graphics features such as WordArt and photos. Designed for participants who are familiar with using Word and seeking to increase their skills.

Learning Objectives:

- Create and use templates
- Create labels and envelopes
- Use styles and outlines
- Create headers and footers
- Create and using tables
- Work with columns
- Use WordArt

Tuesday, January 10, 2006*

and

Thursday, January 12, 2006*

8:30 am to 12:30 pm

**Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab**

* Attendance is required for both days.

Birgit Coates,
Training Consultant

Word 2003 – Advanced: Module III – Form Letters

This class continues at the advanced level concentrating on form letters, and mass mailing. Participants will work with Word's automated features such as "Mail Merge Helper" and learn to create data sources in tables, and import outside data.

Learning Objectives:

- Create basic forms
- Inserting form fields
- Sort information
- Import data sources
- Use Mail Merge Helper
- Create Macros

Tuesday, March 14, 2006*

and

Thursday, March 16, 2006*

8:30 am to 12:30 pm

**Cubberley Community Center
4000 Middlefield Road, Palo Alto
I-5 Lab**

* Attendance is required for both days.

Birgit Coates,
Training Consultant

Microsoft Office 2003 - XP

The City will be upgrading all PC's to Microsoft XP Operating System. Also, Microsoft Office 2003 is the latest version of Microsoft Office for Windows. This class is an overview of the XP screen elements and the new features of Office 2003.

Come and learn all about the new bells and whistles on this computer system.

Chose from one of the following dates to attend this class:

Monday, September 12, 2005

or

Wednesday, September 14, 2005

or

Monday, September 26, 2005

or

Wednesday, September 28, 2005

**8:30 am to 10:00 am
Cubberley Community Center
4000 Middlefield Road, Palo Alto
H-5 Lab**

or

**10:00 am to 11:30 am
Cubberley Community Center
4000 Middlefield Road, Palo Alto
H-5 Lab**

Birgit Coates,
Training Consultant

E-Learning Online Anytime Learning

Learn at your desk! You can even explore some totally new topics. It's up to you. Online learning means that your education fits right into your schedule.

Heavier workloads and busy schedules are making it increasingly difficult for people to leave their desks to attend training. Valuable work minutes - or hours - are wasted in transit to training sites. No wonder online learning is becoming such a popular training option for employees!

Through GCF Online Global Learning, you can take 24 – hours a day, 7 days a week online tutorials. Tutorials are not given for class credit, but are opportunities for you to learn in your own time. More extensive online classes are also available on a weekly bases through sign-up. Once you complete this class, you will obtain a CEU (Continuing Education Unit). In order to prove that you have completed the class, you will need to provide a class transcript from GCF. You are sure to succeed with so many support features including:

- Skills assessments to help you design your own learning
- Online instructor-facilitated classes delivered via message board for those who enjoy interaction or need additional support with self-study
- An extensive library of office productivity and soft skill courses

The Tutorials offered are:

The Basics:

Computer Basics
Windows 98
Windows XP

Internet:

Internet Basics
Email basics
Internet Safety

Office 2003

Office 2003
Word 2003
PowerPoint 2003
Excel 2003
Access 2003

Office 2002 (XP)

Office XP
Word 2002 (XP)
PowerPoint 2002 (XP)
Excel 2002 (XP)
Access 2002 (XP)

Office 2000:

Office 2000
Word 2000
PowerPoint 2000
Excel 2000
Access 2000

Office 97:

Access 97
Excel 97
PowerPoint 97
Word 97
Windows 95

Open Source:

OpenOffice.org; Writing
OpenOffice.org: calc
OpenOffice.org: Impress

Life Skills:

Math Basics
Money basics
Career Development
Workplace Development

Technology

The Classes offered are:

- Access 2000
- Access 2000 (XP)
- Excel 2000
- Excel 2000 (XP)
- Math Basics
- PowerPoint 2000
- PowerPoint 2000 (XP)
- Word 2002 (XP)

To sign up for a class and gain on-line access, visit the website at <http://www.gcflearnfree.org/>. Once there, you will need to create a user name and password to register. You will also need to sign a waiver acknowledging your commitment to complete the online curriculum.

Please contact Ranya Anabtawi at 650.329.2116 to receive a waiver form.



Associate Certificates, Degree Programs, and Offsite Training

Water College – American Water Works Association

The Water College, a division of the California Nevada Section of the American Water Works Association, (CA-NV-AWWA), and the Public Agency Training Center have partnered to offer classes at the Cubberley Community Center located in Palo Alto. The focus of the Water College is to provide water education and association certification for drinking water professionals. The courses offered are beneficial for those employees obligated to take courses for specific job requirements and who are preparing to take the water certification exam.

Since Operator Certification is now mandatory in California and Nevada for both water treatment operators and water distribution operators, The City is pleased to bring these required courses to a convenient facility. The Water College is one avenue the City has taken to assist employees in addressing certification and continuing education requirements without the hassle of costly registration and travel expenses.

Introduction to Water Distribution

This series of classes will prepare attendees for CA DHS distribution operator exam grades D1 thru D3 as well as the CA-NV AWWA Grade 1-2. It is a basic requirement for entry-level employment with a public water system.

Learning Objectives:

- Water distribution responsibilities
- Hydrological cycle
- Ground and surface water sources
- Sources water management
- California State DHS regulations related to public water systems
- Common water contaminants and their affect
- Disinfection methods
- Sampling procedures
- Distribution system operations
- Water quality parameters
- Public health aspects

**Dates: To be announced.
Watch email and website for
updates or call 650.617.3117**

Intermediate Water Distribution

This series of classes will help prepare attendees for the CA DHS distribution operator exam grades D3 and D4 as well as the CA-NV AWWA Grade 2-3. It will also prepare the participant for journeymen-level employment in a public water system.

Learning Objectives:

- Applied water mathematics
- Water distribution operator responsibilities
- Source water management
- California State DHS regulations related to public water systems
- Applied water hydraulics
- Principles of electricity
- OHM's Law
- Water quality parameters
- Public health aspects of a potable water supply

**Dates: To be announced.
Watch email and website for updates or call 650.617.3117**

Introduction to Water Treatment

This class will help prepare the participant for the CA DHS treatment plan operator exam grades T1 – T2 and for entry-level employment in the Water Treatment industry and/or apprentice level operator.

Learning Objectives:

- Water Treatment plant operator responsibilities
- California State DHS regulations related to public water systems
- Common water contaminants and affect
- Water treatment plant processes and controls
- Treatment chemicals and equipment
- Disinfection methods
- Water quality parameters, and the public health aspects of a potable water supply

**Dates: To be announced.
Watch email and website for updates or call 650.617.3117**

Degree Programs

The City of Palo Alto offers several degree programs in conjunction with neighboring colleges. All programs are continuous education opportunities and employees may enter the programs during several intervals during the year. All classes are designed to meet the unique needs of the working adult.

Associate of Arts Degree

Foothill Community College is our partner in offering an AA degree for City employees. All courses are offered at the Cubberley Foothill campus.

This program is a wonderful opportunity for employees continuing, starting or wishing to finish a degree, so start today.

This year employees may complete most of their degree online through Foothills online classes. Please go to www.deanza.edu or call HR Training x2126 for additional information. Watch e-mail for details.

Accelerated Bachelor Degree in Business Management

The City of Palo Alto has partnered with neighboring Menlo College's Professional Studies Program in offering an accelerated bachelor degree program. Whether you are struggling to return to college, interested in enhancing your career or changing career directions, completing a degree with the Professional Studies Program is a great choice providing individualized attention and a focused and enriching education. The program is offered through an onsite cohort system, where employees begin the program with a small group of students and complete the academic and practical curriculum achieving the highest and most up to date education.

Employees may choose between a Bachelor of Science in Management and a Bachelor of Arts in Management. Both programs prepare students to tackle the increasingly complex problems facing City workers today.

For further information, contact the Director of Admissions, Menlo College Professional Studies Program at 650.543.3945, or HR Training at x2126.

To sign up for regularly held Information sessions, go to: www.menlo.edu/psp

Masters of Arts In Leadership

The City of Palo Alto is pleased to announce a partnership with St. Mary's College in Moraga offering an MA in Leadership for the Public Sector. Designed to help equip public-sector professionals with skills necessary to harness change and help guide organizations toward successful futures, the program emphasizes public sector service and insight into policymaking, funding and policy implementation necessary for effective public sector leadership.

The MA in Leadership is web-based, taking advantage of the latest technology and convenience for the adult learner. The 18-month program is designed in eight-week, on-line modules. At the conclusion of the eight-week modules, the cohorts or classes gather for face-to-face executive meetings to provide participant dialogue with peers and recognized public leaders and scholars in Leadership.

The MA in Leadership program is open to men and women currently working in a public service agency. To be considered for admission, an applicant should submit evidence of:

- Successful completion of a baccalaureate degree
- Current employment in a public-sector field

Financial assistance, including loans and other aid is available. The program's staff is also equipped to assist those who are taking advantage of 3% at 50.

For additional information, please contact St. Mary's College by phone at 1.800.538.9999 or by email offcampus@stmarys-ca.edu

Any questions, please contact HR Training at x2126.

Master of Business Administration

The University of Phoenix (UOP) partners with City of Palo Alto to offer the Masters in Business Administration degree (MBA). In addition to the traditional MBA, specializations available are Accounting, E-Business, Global Management, Health Care Management, Human resource Management, Marketing, and Technology Management.

To prepare students for a managerial, decision-making role, the UOP MBA programs introduce theory and principles that frame a wide range of problems or issues in each of the courses. The most current techniques or tools are applied to these theories to allow participants to practice making decisions to solve problems.

San Jose and San Mateo learning centers offer the 22-month program, both online or classroom. Financial aid, including student loans is available. City employees qualify for a waiver of application and student service fees.

For information, please contact Mary Hendor at 408.678.1103. By email: mary.hendor@phoenix.edu. To visit the UOP View Book: <http://www.ncal-uophoenix.com/viewbook>

Offsite Training Resources

Offsite training resources are taught through San Mateo County. Registering for classes can be done online at www.co.sanmateo.ca.us/eps/nonprofit/training or by calling Pat Black at (650) 363-4184. Pat Black's email is pblack@co.sanmateo.ca.us. Room locations for classes are listed online or below. Because most of the classes are in Redwood City, parking passes will be issued ten days prior to the class beginning.

Employees are responsible for making their own reservation and any payments for San Mateo County classes. Tuition reimbursement may be used towards any class fees. The City of Palo Alto will not be liable for any payments and/or no payments on behalf of employees. Please be sure to check with your supervisor for approval and attendance.

Please be aware that failure to cancel a scheduled course at least twenty-four hours in advance will result in the employee being charged the cancellation fee. This charge will be waived if the employee is able to secure a replacement.

Associate Certificates, Degree Programs, and Offsite Training

Class Description	Time	Location
Access 2000 Macros	1:00 - 5:00 pm	555 County Center, 4th Floor, RWC
Access 2000 Reports and Form Design	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC
Database Design	AM (8:30-12:30) PM (1:00 -5:00)	555 County Center, 4th Floor, RWC
Excel 2000 Calculations	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC
Excel 2000 Charts	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC
Integrating Office Applications	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC
Intermediate Access 2000	1:00 - 5:00 pm	555 County Center, 4th Floor, RWC
Intermediate Excel 2000	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC
Intermediate PowerPoint 2000	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC
Intermediate Word 2000	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC
Introduction to Access 2000	AM (8:30-12:30) PM (1:00 -5:00)	555 County Center, 4th Floor, RWC
Introduction to Excel 2000	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC
Introduction to Groupwise (Version 6.5)	1:00 - 5:00 pm	555 County Center, 4th Floor, RWC
Introduction to PowerPoint 2000	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC
Introduction to Publisher 2000	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC
Introduction to Windows 2000	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC
Introduction to Word 2000	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC
Linking Excel and Access --- NEW	1:00 - 5:00 pm	555 County Center, 4th Floor, RWC
Word 2000 Templates and Forms	1:00 - 5:00 pm	555 County Center, 4th Floor, RWC
Word 2000 Tips and Tricks	8:30 am - 12:30pm	555 County Center, 4th Floor, RWC

Associate Certificates, Degree Programs, and Offsite Training

Class Description	Time	Location
Working with Graphics in Office Applications	1:00 - 5:00 pm	555 County Center, 4th Floor, RWC
Dealing with Difficult People	8:30 am - 4:00 pm	455 County Center, Room 101, RWC
Effective Interpersonal Communication	8:30 am - 4:00 pm	Captain's House, SM
Powerful Telephone Skills	1:00 - 4:00 pm	455 County Center, Room 101, RWC
Providing Outstanding Customer Service	8:30 am - 4:00 pm	Captain's House, SM
Managing Diverse Workgroups --- NEW	8:30 am - 4:30 pm	Captain's House, SM
Valuing Diversity	8:30 am - 12:30 pm	Captain's House, SM
Coaching and Emotional Intelligence --- NEW	8:30 am - 12:30 pm	Captain's House, SM
Designing a Mentoring Program that Works	1:30 - 4:30 pm	Captain's House, SM
Essential Leadership Skills	8:30 am - 4:30 pm	Captain's House, SM
High Impact Team Building in Changing Times --- NEW	8:30 am - 4:30 pm	Captain's House, SM
How to Be an Effective Mentor	8:30 am - 4:30 pm	Captain's House, SM
Planning and Implementing Successful Change	8:30 am - 4:30 pm	Captain's House, SM
Successful Negotiations: How to Influence People to Get What You Want	8:30 am - 4:30 pm	Captain's House, SM
Transition to Supervisor	8:30 am - 3:30 pm	Captain's House, SM
Achieving Personal Excellence in a Support Role	8:30 am - 4:00 pm	455 County Center, Room 101, RWC
Balancing Work and Other Aspects of Life	8:30 am - 4:30 pm	Captain's House, SM
Career Planning and Development	8:30 am - 4:30 pm	Captain's House, SM
Creative Problem Solving	8:30 am - 4:30 pm	Captain's House, SM

Associate Certificates, Degree Programs, and Offsite Training

Class Description	Time	Location
Effective Public Speaking	8:30 am - 4:30 pm	Captain's House, SM
Facilitating Effective Meetings	8:30 am - 4:30 pm	455 County Center, Room 101, RWC
Interviewing: Presenting Yourself Effectively	8:30 am - 4:30 pm	Captain's House, SM
Manage Time Successfully	8:30 am - 4:30 pm	Captain's House, SM
Professional Development For Administrative Support	8:30 am - 4:30 pm	Captain's House, SM

Index

Index

A

A/P Processing Invoices.....	60
Academy Programs.....	7
Accelerated Bachelor Degree in Business Administration.....	80
Access 2003 – Advanced: Introduction to Application Development.....	66
Access 2003 – Beginning.....	65
Access 2003 – Intermediate.....	65
Administrative Support Skills Certificate Program.....	24
Adobe Acrobat – Beginning (PDF).....	66
Adult CPR and First Aid.....	49
Anger Management.....	44
American Water Works Association – Water College.....	78
Associate Certificates and Degree Programs.....	19
Associate of Arts Degree.....	80
Avoiding the Mousetrap.....	55

B

Back Safety and Prevention.....	55
Basics and Structures of Good Business Writing.....	23
Being a Leader and Communication with Others.....	9
Benchmarking and Data Driven Decision Making.....	16
Bloodborne Pathogens.....	51
Building the Budget and Monitoring the Budget.....	29
Budget Entry and Financials Overview.....	60
Budget Monitoring.....	60
Budget Planning and Forecasting.....	17
Business Writing Certificate.....	21

C

Cash Receipts.....	60
Certificate Programs.....	19
Child CPR and First Aid.....	56
City Government 101.....	12
Class Project Presentations / Graduation.....	12
CMR Process.....	29
Composition and Sentence Structure.....	22
Confined Space Awareness.....	49
Create / Plan for CIP's.....	61
Cubberley Map.....	93

D

Dealing with Difficult Customers.....	44
Defensive Driving.....	52
Degree Programs.....	80
Deploying the Plan.....	17
Disability Interactive Process.....	36
Discipline: Putting it into Practice.....	35
Drug and Alcohol Testing.....	52

E

E-Learning.....	75
E-Mailing and Records Management.....	27
Employment Relations Consortium.....	55
Estate Planning.....	43
Excel 2003 – Advanced: Database Management and Analysis.....	68
Excel 2003 – Beginning.....	67
Excel 2003 – Intermediate.....	67

F

Financial Planning.....	43
Forklift.....	57

G

General Information.....	5
Giving Feedback, Managing Conflict, and Delegating Work.....	9
Grammar and Punctuation.....	22

H

Hazardous Waste Management.....	51
Hearing Protection.....	51
Hire Hard / Manage Easy.....	12

I

Intermediate GIS.....	69
Intermediate Water Distribution.....	79
Introduction to GIS.....	18
Introduction to Management.....	12
Introduction to Water Distribution.....	78
Introduction to Water Treatment.....	35

Index

J

K

Keyboarding - Beginning..... 70

L

Lead Worker Academy..... 9

Leadership Skills for Administrative Staff..... 27

Leaves, Leaves, and More Leaves..... 36

Legal Issues Regarding Hiring..... 35

Lockout/ Tagout..... 10

M

Management Academy..... 12

Managing Conflict..... 41

Managing in Times of Change..... 38

Mandatory Courses..... 81

Master of Business Administration..... 81

Masters of Arts In Leadership..... 31

Meeting Management and Speaking Certificate..... 41

Mentoring Connection: Being and Finding the Perfect Protégé..... 41

Mini Workshops..... 39

Microsoft Office Computer Document Integration..... 28

Microsoft Office 2003 - XP..... 74

Motivating Others, Involving Others and Organizing Work..... 9

MS Office Project Management..... 18

N

NIMS Training (National Incident Management System..... 53

Non-Capital Projects..... 60

O

Offsite Resources..... 82

Outlook 2003 – Beginning: Emailing..... 70

Outlook 2003 – Intermediate: Calendar and Scheduling..... 71

P

Partnering with Your Boss..... 26

Peer Boss Assessment..... 12

Performance Evaluations..... 55

Performance Management/ Motivation..... 12

Planning for Increased Productivity..... 26

Planning for PERS Retirement..... 45

PowerPoint 2003 – Beginning..... 71

PowerPoint 2003 – Intermediate / Advanced..... 72

Problem Solving/ Decision Making..... 72

Project Management Academy..... 13

Project Management/ Class Project..... 12

Project Planning..... 15

Project Presentation/ Graduation..... 12

Proofreading Your Work..... 23

Public Sector Employment Law Update 2004 / 2005..... 36

Public Service 101..... 36

Purchase Requisitions..... 62

Q

R

Reference Checks..... 36

Respiratory Protection..... 51

RFP 101: The Request for Proposal..... 30

Root Cause Analysis..... 16

S

Safe Industrial Truck Operations (Forklift)..... 57

Safety in the Workplace..... 47

Safety Summit..... 51

SAP..... 59

SAP Timecards 62

Stopping the Cycle of Stress..... 43

Strategies for Growth During Cutbacks..... 42

Stress Management..... 42

Structures of Good Business Writing..... 23

Systems Thinking for Project Managers..... 18

Index

T

Technology Classes..... 63
Timecard Entry..... 61
Training Others, Growing as a Leader, and Graduation..... 9
Trainings To Be Scheduled..... 57
12 Steps to Avoiding Liability..... 36

U

V

Violence in the Workplace and Harassment Prevention..... 38

W

Water College - American Water Works Association..... 78
Word 2003 – Advanced: Module III – Form Letters and Long Documents..... 74
Word 2003 – Beginning..... 73
Word 2003 – Intermediate..... 62
Work Orders..... 12
Work Place Communication..... 56
Work Zone Safety (Flagging)

X

Y

Z