

Alameda County Training Plan Guide:



Course List and Competency Grid

CATEGORY	COMPETENCY												
	Effective Communication	Customer Focus	Building Collaboration	Diversity and Inclusion	Continuous Learning	Creativity & Innovation	Planning & Organizing	Presentation Skills	Written Communication	Project Management	Business Effectiveness & Efficiency	Leadership/ Management	Technology
LEADERSHIP & MANAGEMENT													
5 Waves of Trust	✓		✓									✓	
7 Habits of Highly Effective Managers	✓						✓					✓	
ALCO Leadership:												✓	
– Executive Development Program	✓	✓	✓			✓	✓	✓			✓	✓	
– Manager Development Program	✓	✓	✓	✓		✓	✓	✓			✓	✓	
– Supervisor Development Program	✓	✓	✓	✓		✓	✓	✓			✓	✓	
– Team Leader Development Program	✓	✓	✓		✓	✓	✓				✓	✓	
Delegation for Shared Success												✓	
Developing the Leader in You Series	✓		✓		✓		✓					✓	
Focusing on the People Side of Management:												✓	
– Diversity & Inclusion	✓			✓							✓	✓	
– Labor Relations 101	✓		✓				✓				✓	✓	
– Managing Within Disability Laws & Leaves				✓							✓	✓	
– Navigating Within a Civil Service System	✓	✓			✓				✓		✓	✓	
– Performance Management Part I: Planning for Performance	✓										✓	✓	
– Performance Management Part II: Discipline & Documentation	✓								✓		✓	✓	
– Preventing Sexual Harassment in the Workplace	✓			✓							✓	✓	
– Wellness, Safety & Health					✓						✓	✓	
Leading Organizational Change							✓				✓	✓	
Making The Transition to Leadership: From Buddy to Boss	✓		✓		✓							✓	
Managing Four Generations in the Workplace	✓		✓	✓							✓	✓	
The Hallmarks of Supervisory Success												✓	
Training & Facilitating Skills for Leaders	✓		✓		✓	✓		✓				✓	
SKILLS DEVELOPMENT													
5 Choices to Extraordinary Productivity							✓				✓		
7 Habits of Highly Effective People	✓						✓						
Advanced Customer Service Skills	✓	✓									✓	✓	
Behavioral Emotional Intelligence (EQ)	✓		✓		✓							✓	
Business Process Improvement							✓				✓		
Career Essentials Series:													
– Self-Assessment & Career Planning	✓		✓		✓			✓	✓				
– Resume Development & Interviewing for Advantage	✓		✓		✓			✓	✓				
– Networking & The Power of Reputation	✓		✓		✓			✓	✓				
Basic Customer Service Skills	✓	✓											
Developing Effective Proposals & Work Plans	✓								✓		✓		
Effective Email	✓								✓				
Ethics 4 Everyone					✓	✓					✓		
Facilitating Effective Meetings	✓							✓			✓	✓	
Focus Your Priorities								✓		✓			✓
Giving and Receiving Constructive Feedback	✓												
Grammar Fundamentals	✓								✓				
Handling Emotions Under Pressure	✓												
How to Write Reports and Proposals	✓								✓		✓		

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Improving Workplace Relationships: Understanding Yourself & Others													
– Communicating & Relating: Breaking Down Barriers in the Workplace	✓		✓		✓						✓	✓	
– Addressing Emotions at Work	✓		✓		✓								
– Working with You is Killing Me	✓		✓		✓								
Listening in a Hectic World	✓												
Make it Matter					✓	✓							
Managing Your Priorities							✓				✓		
Professional Writing Skills	✓								✓				
Teambuilding for Productivity	✓		✓								✓	✓	
The Fish Philosophy	✓	✓	✓			✓							
The Other Side of the Window	✓	✓											
Trust & Ethics			✓		✓						✓		
COUNTY POLICIES & PROCEDURES													
Alameda County Sustainability											✓		
Diversity & Inclusion	✓		✓	✓							✓	✓	
Procurement 101											✓		
Sexual Harassment Prevention for Supervisors				✓	✓							✓	
SAFETY, HEALTH & WELLNESS													
Advanced Driving Skills					✓						✓		
Benefits 101					✓							✓	
Office Ergonomics					✓						✓		
Transforming Stress, Transforming Life					✓								
COMPUTER & TECHNICAL													
Access 2007 Fundamentals					✓		✓				✓		✓
Access 2007 Intermediate					✓		✓				✓		✓
Access 2010 Fundamentals					✓		✓				✓		✓
Access 2010 Intermediate					✓		✓				✓		✓
Adobe 9.0 Creating PDF Forms					✓						✓		✓
Adobe 9.0 Fundamentals					✓						✓		✓
Adobe X Creating PDF Forms					✓						✓		✓
Adobe X Fundamentals					✓						✓		✓
Business Writing Using Word 2007					✓				✓				
Excel 2007 Advanced					✓		✓				✓		✓
Excel 2007 Databases, Pivot & Data Tables					✓		✓				✓		✓
Excel 2007 Fundamentals					✓		✓				✓		✓
Excel 2007 Intermediates					✓		✓				✓		✓
Excel 2007 Pivot Tables					✓		✓				✓		✓
Excel 2010 Advanced					✓		✓				✓		✓
Excel 2010 Fundamentals					✓		✓				✓		✓
Excel 2010 Intermediate					✓		✓				✓		✓
Excel 2010 Pivot Tables					✓		✓				✓		✓
Orientation to MS 2003 (As Requested)					✓						✓		✓
Orientation to MS 2007					✓						✓		✓
Orientation to MS 2010					✓						✓		✓
Outlook 2007 Advanced	✓		✓		✓		✓				✓		✓
Outlook 2007 Fundamentals	✓		✓		✓		✓				✓		✓
Outlook 2007 Intermediate	✓		✓		✓		✓				✓		✓
Outlook 2010 Advanced	✓		✓		✓		✓				✓		✓
Outlook 2010 Fundamentals	✓		✓		✓		✓				✓		✓

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Outlook 2010 Intermediate	✓		✓		✓		✓				✓		✓
PowerPoint 2007 Fundamentals					✓	✓		✓			✓		✓
PowerPoint 2007 Intermediate					✓	✓		✓			✓		✓
PowerPoint 2010 Fundamentals					✓	✓		✓			✓		✓
PowerPoint 2010 Intermediate					✓	✓		✓			✓		✓
Project 2007 Fundamentals					✓		✓			✓	✓		✓
Project 2007 Intermediate					✓		✓			✓	✓		✓
Project 2010 Fundamentals					✓		✓			✓	✓		✓
Project 2010 Intermediate					✓		✓			✓	✓		✓
Project Management Boot Camp					✓		✓			✓	✓		✓
Publisher 2007 Fundamentals					✓	✓					✓		✓
Publisher 2010 Fundamentals					✓	✓					✓		✓
There's More to Outlook 2007 Than You Think					✓						✓		✓
Visio 2007 Fundamentals					✓		✓				✓		✓
Visio 2007 Intermediate					✓		✓				✓		✓
Visio 2010 Fundamentals					✓		✓				✓		✓
Visio 2010 Intermediate					✓		✓				✓		✓
What's new in MS 2007					✓						✓		✓
Word 2007 Advanced					✓						✓		✓
Word 2007 Fundamentals					✓						✓		✓
Word 2007 Intermediate					✓						✓		✓
Word 2010 Advanced					✓						✓		✓
Word 2010 Fundamentals					✓						✓		✓
Word 2010 Intermediate					✓						✓		✓