

FALL 2021

Public Sector Partners Employee Training Catalog

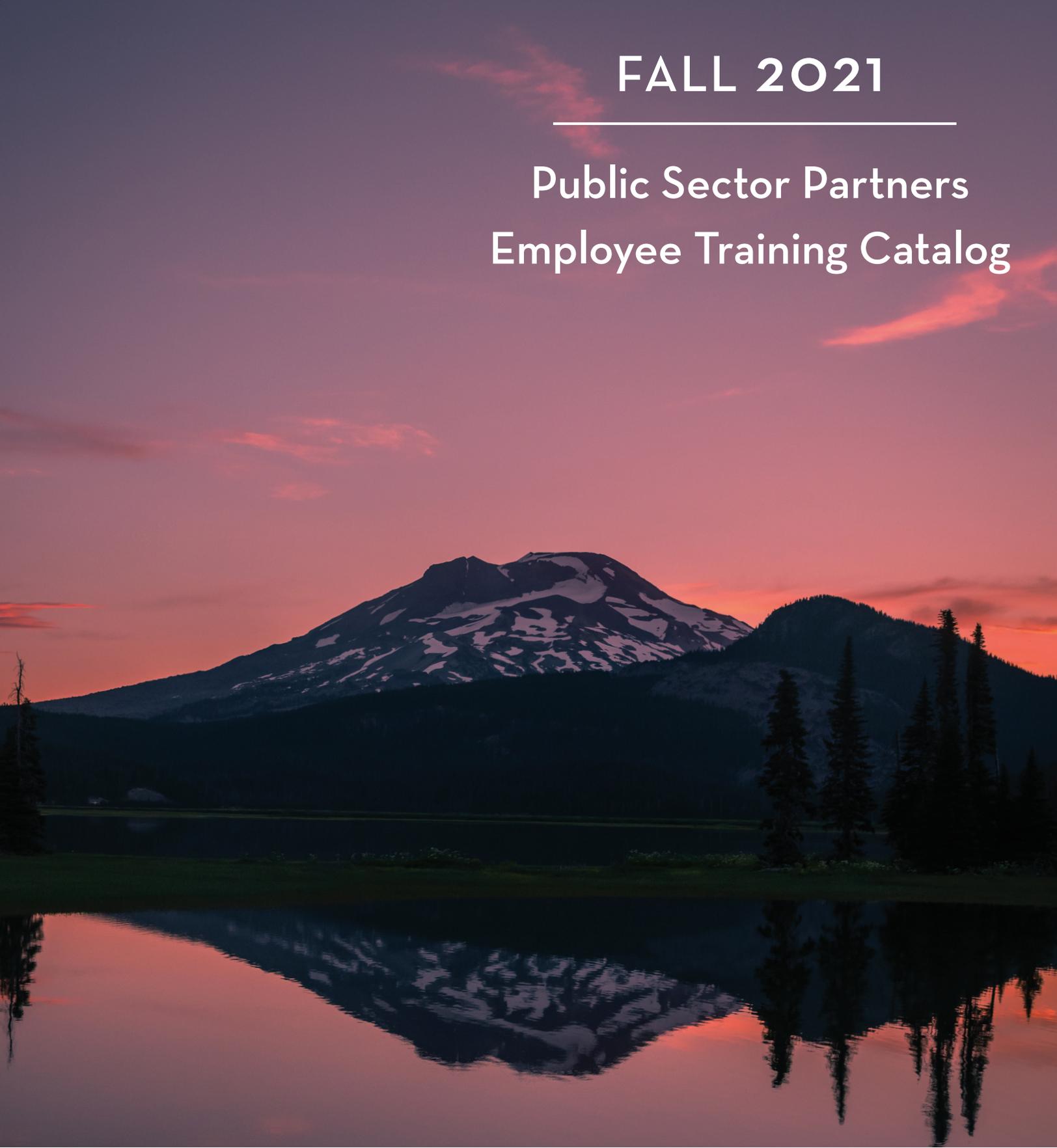


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INTRODUCTION

The Public Sector Partners Employee Training Program was created by Human Resources representatives from several organizations collaborating with Central Oregon Community College's Continuing Education department. Partner organizations include:

Deschutes County

City of Bend

Bend Park & Recreation District

City of Redmond

Deschutes Public Library

Central Oregon Intergovernmental Council (COIC)

All participating organizations are committed to providing learning opportunities for their employees and welcome your participation in courses focusing on building professional, leadership and technology skills. Please follow the procedures required by your specific organization for approval to attend any of these courses. Have fun learning with your colleagues from public sector organizations in Central Oregon!

REGISTRATION INFORMATION

When to Register: Courses are available on a first come, first served basis, so register early. The registration deadline for each course is two weeks prior to the start date. After this date, your organization is committed to paying for your registration. If you need to cancel, notify COCC as soon as possible (see cancellation instructions on page 4). If you want to register within the two-week period before the start date, please call or email COCC to see if space is available. Participation in some courses is determined by your organization's HR department and is indicated in the course description.

How to Register - Two Options

COCC will be assisting you with registration for courses in the Public Sector Partners Employee Training Program. Please contact us using one of these options:

1 - By Phone: We are available Monday through Friday by phone to answer questions: 541.330.4388. We will ask for the following information to register you in a course: Course title, your name (first, last, middle initial), mailing address, daytime phone number, email address and date of birth. We use date of birth as a unique identifier and are required by the state of Oregon to collect this information.

2 - Email: COCC has a dedicated email address to assist you with registration or any other questions you have about this program: publicsectorce@cocc.edu. If you would like to register via email, please include the following information:

- Course title
- Name (first, last, middle initial)
- Your employer's name
- Mailing address
- Daytime phone number
- Email address
- Date of birth

We will process your registration within 1-2 working days.

GENERAL INFORMATION

Confirmations

You will receive an automatically generated email confirmation within 24 hours of your registration. This confirms that we have received and processed your registration and you are confirmed in the course you have requested. After this, our policy is “No News is Good News,” so if you don’t hear from us again, please attend the course. You may also receive another email 8-12 days before the first session with information on any pre-work required or communication related to the course.

Cancellations

If you need to cancel: Please notify COCC by phone or email at least two weeks prior to the first session and we will remove you from the course. If you need to cancel after the two-week deadline, please contact us right away, as we may have a wait list and can fill your spot with someone who would like to attend. If we cannot fill your space, we will charge your organization for your registration. Substitutions are welcome, so we encourage you to find a colleague who can attend in your place if you need to cancel within two weeks of the start date. If you do find a replacement, please contact us to make the change in our registration system. We will need the registration information for the person taking your place.

If we need to cancel: All courses are subject to having sufficient enrollment two weeks from the start date. If we find that enrollment is low, we may need to cancel the course. In this case, you will be contacted by COCC’s customer service team by phone and/or email notifying you of the cancellation at least ten days prior to the first session.

Payment

Your employer will be paying for the fee related to your course, so no payment is required of you to register. You will need to go through the approval system your employer has established in order to register and attend. If you have questions about this, please contact your supervisor.

On-Demand Training

Any of the training topics in this schedule are available on-demand for your team. COCC Continuing Education can assist with your team retreat and ongoing workforce skill development. Contact Nancy Jumper at 541.383.7273 or njumper@cocc.edu to explore possibilities.

Zoom Technical Requirements for Public Sector Courses

- Must have access to a computer or laptop with current updated operating system. Mobile devices are not recommended for these courses.
- Please attend from an individual computer/laptop, not as a group with colleagues in a conference room. We often use Zoom breakout rooms, which require each participant to attend on their own device.
- A high-speed internet connection.
- An up-to-date internet browser. We recommend Firefox or Chrome. Internet Explorer or Safari may have trouble and are not supported.
- Integrated or USB-connected webcam, speakers and microphone. You can use your phone for audio if you do not have speakers/microphone on your computer.

Locations:

COCC Boyle Education Center - Room BEC 152 ([2600 NW College Way, Bend OR 97703](#))

COCC Chandler Lab - Room CHLAB 301 ([1027 NW Trenton Ave, Bend OR 97703](#))

COCC Coats Campus Center - Wille Hall ([2600 NW College Way, Bend OR 97703](#))

Bend Park & Recreation District Office - Riverbend Community Room ([799 SW Columbia St., Bend OR 97702](#))

COCC Bend Campus - Specific room location will be provided in pre-course email two weeks prior to first session.

Special Event Featuring National Speaker Eric M. Bailey

WHOLLY SHIFT: Completely Changing the Conversation on Bias, Diversity, Privilege and Inclusion Using Brain Science

Every organization is becoming increasingly focused on the topic of “Diversity” and/or “Inclusion.” However, research indicates that most diversity training doesn’t work. In this engaging training, learn to recognize and overcome the most common brain science hurdles to effective diversity and inclusion training so you can finally make a meaningful impact on your organization. Nationally recognized presenter Eric M. Bailey will guide you to:

- Create an open mind leveraging The Illusion of Certainty
- Discover the brain science of perception, safety, and stories
- Lay out the Polarities (Rules of Facilitation) and ensure agreement
- Create space for open and authentic questions and comments
- Understand why most “Diversity Training” doesn't work according to Harvard research
- Overcome the predictable brain science of curiosity resistance
- Develop the tools to recognize and handle sensitive conversations

Date: Wednesday, December 1

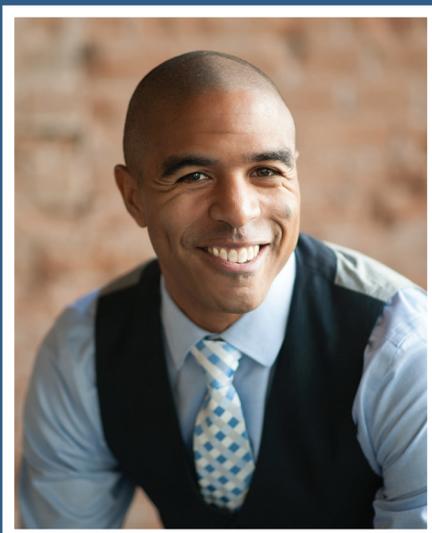
Time: 8:00-11:00 am

Location: Zoom - Meeting information will be sent 2 days before the event

FEEDBACK FROM PAST PARTICIPANTS:

“ Eric has a unique way of connecting his audience to complex content through universally relatable situations and exercises. I’ve never seen anything like it!”

“ I’ve never felt comfortable to share my honest opinions in a Diversity session before. For the first time, I felt like I could be a part of the conversation. ”



Eric M. Bailey

Eric M. Bailey is the bestselling author and president of Bailey Strategic Innovation Group, one of the fastest-growing human communication consulting firms in the United States. Eric has a Master’s Degree in Leadership and Organizational Development from Saint Louis University and is a lifetime learner of human and organizational behavior and has been featured on CNN, Huffington Post, Forbes, and Like a Real Boss Podcast. Eric works with Google Inc, the US Air Force, Los Angeles County, the City of St. Louis, MO, Phoenix Police Department and many more.

Learn more about Eric M. Bailey: <https://ericmbailey.com/>.

Allies for Equity

Cultivate your understanding of diversity, equity and inclusion, while fostering a greater level of respect across our community in this three-part course designed from the awareness, knowledge, and skills model of cultural competency. Sessions are highly interactive and include individual, small team, and large group work with co-facilitators from COCC's Office of Diversity & Inclusion.

Awareness: Build awareness of key cultural competency topics, including implicit bias, stereotypes, culture, values, the cycle of oppression, and the definition of diversity, equity and inclusion. Begin your path to developing an action plan to continue to increase your commitment to diversity and inclusion work.

Knowledge: Take a deeper dive into the concepts of implicit bias, stereotypes, and the culture of oppression with additional activities focused on cultural awareness. You will be challenged to think internally about your own individual or organizational stereotypes and work to ensure we are not acting on negative stereotypes.

Application: Take key principles from Awareness and Knowledge sessions and put your skills to everyday use. Exercises expand on how you may create a more respectful and inclusive work and community environment. Learn hands-on tools for addressing prejudice statements and strategies for identifying barriers to an inclusive environment.

Date: Fridays, October 15, 22, 29 (attend all days)

Time: 8:00am-12:00pm

Instructor: Christy Walker & Co-facilitators from COCC's Office of Equity & Inclusion

Location: COCC Bend campus, watch for location in pre-course email

Strategies for Recruiting & Retaining Diverse Teams

Build a toolbox of skills to help improve recruitment practices, including understanding the impacts of implicit bias on hiring, how job descriptions are written, as well as the applicant screening and interview process. Add a diversity, equity and inclusion lens to the full cycle recruitment process. Applying these tools to hire and retain diverse team members will contribute to the overall success in reaching your organization's goals.

Date: Wednesdays, November 3 & 10 (attend both days)

Time: 9:00-11:30am

Instructor: Natalie Broadus-Beard & Kyle Thomas

Location: Zoom - Meeting information will be sent 2 days before the first session

Increasing Communication & Collaboration through DiSC

This powerful and interactive course challenges you to increase awareness of how your communication approach helps or hinders your effectiveness with others. Explore how to adapt your communication and approach with both internal and external clients based on the situation and/or person. This course utilizes DiSC profiles as a guide and tool for understanding communication styles and adapting strategies for improving communication and collaboration skills. You will receive a link to complete your DiSC assessment prior to the session.

Date: Thursday, November 18

Time: 12:30-5:00pm

Instructor: Wendy Boyer

Location: Bend Park & Recreation District Office - Riverbend Community Room

*Register by 10/25 to receive assessment link

Mastering Soft Skills for Professional Growth

This series covers concepts and skill building techniques to enhance a broad range of key professional competencies. Wherever you are in your career or on the organizational chart, the skills you develop in these courses will increase your value and effectiveness as an employee and improve your job satisfaction.

Giving & Receiving Feedback

Giving and receiving feedback are some of the most challenging skills encountered in the workplace. These skills are essential to master if you want to succeed in your career. Develop the ability to offer and internalize feedback in ways that maximize outcomes and build more productive, positive relationships with colleagues and clients in your workplace. Join us as we use excerpts from the book *Thanks for the Feedback*, as well as other research-based skills and real-life experiences to build your professional competencies of giving and receiving feedback.

Date: Wednesdays, October 12 & 20 (attend both days)

Time: 9:00-11:30am

Instructor: Holly Hoeksema

Location: COCC Bend campus, watch for location in pre-course email



Productivity & Focus

The workplace is constantly increasing the demand to do more in less time, making it challenging to stay focused and maintain productivity when the workday holds so many competing needs. Join us as we develop and implement proven skills that will help you manage your time and increase your efficiency and output while maintaining your sanity and joy.

Date: Wednesdays, November 10 & 17 (attend both days)

Time: 9:00-11:30am

Instructor: Holly Hoeksema

Location: COCC Bend campus, watch for location in pre-course email

Brain-Based Time Management

Get a new perspective on time management. This hands-on course shows you how to support your brain so you can be more efficient with time, more effective in planning, and experience less stress and overwhelm. We often feel that we have too much to do and not enough time. Imagine finishing your workday with confidence that you remembered and handled everything you needed to. Gain concrete tools and strategies to stay on track and on time, plan your day/week, and prioritize your workload. Neuroscience tells us we have 10 brain skills and each one of us has skills that are strong (and skills that are not strong). This course covers each of these skills so you can identify where the weak spots are for you and most importantly, what you can do about them.

Date: Tuesday, October 5

Time: 9:00am-12:00pm

Instructor: Mary Ellen Baker

Location: Zoom - Meeting information will be sent 2 days before the first session

Project Planning

This course is designed for busy professionals who are overwhelmed by their projects and need brain-based techniques to get them done. In this 3-hour hands-on course, you will learn strategies to support the brain to get projects done. Identify the projects in your life, learn how to effectively break projects into actionable steps, understand how to get projects to the finish line, clarify what your brain needs to work in a focused manner, and leave with an easy-to-follow action plan.

Date: Tuesday, October 26

Time: 9:00am-12:00pm

Instructor: Mary Ellen Baker

Location: Zoom - Meeting information will be sent 2 days before the first session

Workplace Spanish for Customer Service

This practical Spanish course is for those who wish to learn basic language skills to communicate with Spanish-speaking customers and community members. It will include customer service phrases and conversations related to common workplace transactions in a customer service setting.

Date: Thursdays, October 7-November 18 (no class on 11/11)

Time: 2:00-3:30pm

Instructor: David Engel

Location: COCC Chandler Lab 301, 1027 NW Trenton Ave, Bend 97703 (not on main COCC campus)

Self-Paced Online Professional Development Courses

COCC is pleased to offer self-paced online technology courses available on-demand to complete on your own schedule.

- Courses have an “ask the expert” feature to submit your question and receive a response (usually within 24 hours)
- Access to each course lasts 90 days
- You will receive a confirmation email with course access after you register

Writing Better Emails (2 hours)

Email is a mainstay of communication technologies, especially in the business world. This course first delves into the basics of email and provides the skills to draft messages, follow up efficiently, and manage email inboxes. The course further provides tips and techniques for crafting effective and accessible email content to help your message stand out in a crowded inbox.

Effective Business Writing (5 hours)

The ability to write clearly and directly is highly prized in most organizations. Well-written emails and documents can help you earn respect among your peers, and poorly written emails and documents can detract from success at all levels. The ideas, techniques, and checklists in this introductory-level course apply to all forms of business writing: memos, reports, brochures, proposals, presentations, catalogs, and websites. This course will also teach how to revise for wordiness, unnecessary phrases, redundancy, and jargon, and the appropriate use of email in an organizational setting.

Virtual Teamwork (3 hours)

Remote work settings create new opportunities and unique challenges for team members. While virtual environments allow for greater flexibility, team-oriented activities can get lost. The collaboration, creativity, and teamwork that seems to flow naturally in an in-person setting can often feel stilted in a virtual environment. This course examines the pros and cons of remote teamwork and provides strategies for overcoming challenges and promoting team success. Other topics include communication best practices, handling conflict, and goal setting.



Creating a Culture of Appreciation

This two-session course explores low or no-cost ideas and processes to create a culture of reward and appreciation to increase employee engagement and performance for both the team and the individual. Using the book, *The 5 Languages of Appreciation in the Workplace*, participants identify their preferred language of appreciation and ways to practice these languages with their coworkers.

Date: Thursdays, 10/27 & 11/17 (attend both days)*

Time: 1:00-5:00pm

Instructor: Wendy Boyer

Location: COCC Bend campus, watch for location in pre-course email

*Register by 10/3 to receive your book two weeks before the first session.

The Supervisor's Tool Chest: Get the Right Tools for the Job

Supervisors will gain valuable tips and tools for facilitating positive employee contributions to departmental work in this two-session course. Topics include employment laws and regulations, employee relations, employee engagement, and performance management. This is perfect for new supervisors or experienced leaders who are seeking up-to-date information. If you are interested in participating, please contact your HR representative (see box to the right).

Date: Tuesdays/Wednesdays, November 2, 3, 9 & 10 (attend all days)

Time: 8:00-10:15am

Instructors: Joseph Tam & Jennifer Bouman-Steagall

Location: Zoom - Meeting information will be sent 2 days before the first session

HR REPRESENTATIVE CONTACTS:

Deschutes County

Jason Bavuso 541.617.4706

jason.bavuso@deschutes.org

City of Bend

Amanda Toms 541-323-8562

atoms@bendoregon.gov

Bend Park & Recreation District

Theresa Albert 541.706.6111

theresa@bendparksandrec.org

Deschutes Public Library

Jennifer Palmer 541.312.1024

jennp@deschuteslibrary.org

City of Redmond

Katie Graham 541.923.7725

katie.graham@ci.redmond.or.us

COIC

Rachael Nellis 541.548.9537

rnellis@coic.org

Leadership Discussion Group: The Truth About Employee Engagement

How do great leaders keep their team engaged and "giving their all," especially during challenging times? Join other leaders and managers to read and discuss Patrick Lencioni's book, *The Truth About Employee Engagement*. This quick and easy read is part fable, part tools and techniques, and full of insight into what makes people feel engaged and committed at work. Using small group discussion and sharing real-life best practices, participants will leave with new tools, awareness, and energy to retain their best employees and inspire their teams.

Date: Tuesdays, October 4, 11, 18, 25 (attend all days)

Time: 3:30-5:00pm

Instructor: Holly Hoeksema

Location: COCC Bend campus, watch for location in pre-course email

*Register by 9/16 to receive your book before the first session

Wake Up | Level Up Facilitated Leadership Conversations

This 8-hour course (two half-days) creates a safe space for participants to engage in guided discussions to recognize and harness the many faces of leadership and develop strategies for positive change. A variety of facilitated discussion topics will initiate highly reflective, peer-group conversations aimed to increase growth potential. This opportunity helps leaders self-evaluate, recognize blind spots, share, and connect with peers in similar leadership roles allowing for peer-to-peer learning. Discussion topics include: Professing Your Mission, Harnessing Traits to Build Trust, Productive Conflict/Difficult Conversations, Accountability, and Inclusive Meetings.

Who should attend: Department heads or those who oversee front line supervisors and their teams. Please contact your HR representative (see page 9) to inquire about available spaces, as HR representatives will select attendees from organizations.

Date: Tuesday & Thursday, December 7 & 9 (attend both days)

Time: 8:00am-12:00pm

Instructor: Margaret Bedolla

Location: COCC Boyle Education Center, Room 152

Essential Leader Series - Coming in Spring 2022

The public sector partner organizations offer a leadership training program for participants to enjoy learning with colleagues from other organizations through sharing leadership best practices, challenges and ideas. Following the Kick-Off, this series includes five main topics, each building upon content previously covered in highly interactive, experiential and engaging afternoons facilitated by Wendy Boyer, Organizational Consultant and Professional Coach.

Each session includes interactive learning covering these topics:

- Increasing Communication & Collaboration through DiSC
- Thriving Through Change & Into Accountability
- Team Coach
- Leveraging Conflict
- Series Integration & Best Practices

Your Human Resources Department selects participants to represent your organization. Space is limited. If you are interested in attending the Spring 2022 series, please contact your organization's HR department to inquire.

Online Technology Courses

COCC is pleased to offer self-paced online technology courses available on-demand to complete on your own schedule.

- Each course takes approximately 3 hours
- Courses have an “ask the expert” feature to submit your question and receive a response (usually within 24 hours)
- Access to each course lasts 90 days
- You will receive a confirmation email with course access after you register

To register: publicsectorce@cocc.edu or 541.330.4388.

Excel Basics

Microsoft Excel is a powerful spreadsheet software to organize and manage data related to business operations. This course focuses on mastering the fundamental tasks performed in Excel, including data entry, basic formula calculations, and formatting and style operations. During the course, you will learn how to build a spreadsheet from scratch and gain a greater understanding of the most popular Excel commands and functions.

Excel Tips & Tricks

This course features 25 of the most popular Excel tips and tricks for both novice and advanced Excel users. Learn time-saving techniques to boost efficiency, increase productivity and workflow, and improve and advance your skills. Topics include data entry, data organization, data cleaning, elements of style, data sorting, data filtering, and spreadsheet display tips. This course also covers three of the most popular lookup and reference functions: VLOOKUP, HLOOKUP, and Find + Replace.

Excel Advanced

This course is designed for the learner who already has a solid understanding of Excel's basic tools and functions. Learn some of the more advanced skills and features available in Excel, which may be useful in data analysis. These skills include style templates, conditional formatting, data validation, data manipulation, and pivot tables.

MS Word Basics

This introductory-level course is designed to both build a foundation of essential skills in Microsoft Word and to gain a greater understanding of its interface and design elements. The course focuses on mastering the fundamental tasks performed in Word, including writing, proofing, finalizing, and printing a document.

PowerPoint Basics

Learn how to create presentation slides that complement your message and engage your audience. This introductory-level course covers the basic tools and functions required to craft custom slides using Microsoft's PowerPoint. Functions covered in the course include inserting text boxes and images, presenting information with tables, charts, and SmartArt, incorporating transitions and animation, and formatting slide layouts. During the course, you will learn how to build a presentation from start to finish and will gain a greater understanding of the most popular PowerPoint tools.



CENTRAL OREGON
community college
**PROFESSIONAL
DEVELOPMENT**

phone: 541.330.4388
email: publicsectorce@cocc.edu
website: cocc.edu/PublicSectorCE

Contact your HR Representative today if you would like to be considered:

Deschutes County	Jason Bavuso	541.617.4706	jason.bavuso@deschutes.org
City of Bend	Amanda Toms	541-323-8562	atoms@bendoregon.gov
Bend Park & Recreation District	Theresa Albert	541.706.6111	theresa@bendparksandrec.org
Deschutes Public Library	Jennifer Palmer	541.312.1024	jennp@deschuteslibrary.org
City of Redmond	Katie Graham	541.923.7725	katie.graham@ci.redmond.or.us
COIC	Rachael Nellis	541.548.9537	rnellis@coic.org