

Opportunities

The Hamilton County Human Resources Department's
Human Resources Development (HRD) Newsletter

4th
Quarter
2019

Introducing Percipio, Hamilton County's New e-Learning Platform

Hamilton County's Human Resources Development (HRD) Program recently upgraded to a new, state-of-the-art, immersive e-learning platform, called Percipio. Percipio offers new options and features to help employees meet their online learning needs.



- **A modern, simple, intuitive design:** Employees can easily identify areas of interest and find relevant e-learning content.
- **New content offerings:** Employees can access a variety of content including video courses, books, book summaries, and audio books on many topics. New content is added on a regular basis.
- **New search features:** Employees can browse the content library by topic, or use a search bar (similar to Google) to search for available content for a specific topic. Courses an employee wishes to review at a later date can be saved to a new "My Playlist" option.
- **Access e-learning content from any device, any where:** Employees can access the Percipio platform from any device with an internet connection – computer, tablet, or other mobile device. A mobile app is also available for iPhone and Android users. Employees can begin reviewing content on one device and resume on another device, if needed.
- **New Help Features:** An online Knowledge Base helps employees quickly find answers to questions they have about using the new platform. A Live Help option enables employees to contact the Percipio support team for a fast response when they require technical assistance.

If you would like to register for e-learning courses, please get your supervisor's permission to register and then contact your training coordinator to register you. If required by your department, a Registration Form can be found on the Human Resources Development page on the Hamilton County Web site.

We are excited about the transition to the new platform and hope Hamilton County employees will find it to be a great resource for continuing in their own learning and development.

For additional information about the new platform, please contact Kimberly Oder, HRD Coordinator, or Ed Demeritt, HRD Specialist.



Hamilton County HRD Course Offerings

To register for a class, please:

- Get your supervisor's approval to attend the class.
- Ask your organization's Training Coordinator to register you for the class.
- Wait to receive a confirmation letter for the class. You should receive it 3-4 weeks before the class begins.
 - **If you receive a confirmation letter**, please plan to attend the class on the dates and times indicated. If you are unable to attend, please notify your Training Coordinator as soon as possible.
 - **If you do not receive a confirmation letter**, please do not attend the class -- it is filled to capacity with other registrants. You will be placed on a wait list and confirmed for the next available class.

Attendance Management

One half-day session:

Wednesday, October 9

8:30 a.m. — 12:30 p.m.
CAB, 7th Floor

It's important that Hamilton County supervisors and managers handle attendance issues fairly and legally. This class can help! You'll learn how to encourage good attendance, to handle requests for leave and absences fairly and consistently, and to comply with the Family Medical Leave Act and the Fair Labor Standards Act.

Available for supervisors and managers.

Civil Treatment: The Employees' Course

One half-day session:

Thursday, October 17 or
Wednesday, November 6 or
Tuesday, December 3

8:30 a.m. — 12:30 p.m.
CAB, 7th Floor

Learn about your rights to fair, equal treatment in the workplace and about your responsibility for treating others fairly at work.

Mandatory and available only for non-supervisory employees of organizations that participate in the Civil Treatment program.

Civil Treatment: The Managers' Course

Two half-day sessions.
Participants attend both sessions.

Tuesday & Wednesday,
November 19 & 20

8:30 a.m. — 12:30 p.m.
CAB, 7th Floor

In this intensive course, you'll learn the Prescriptive Rules for managing fairly and legally.

Mandatory and available only for supervisors and managers whose organizations participate in the Civil Treatment program.

CPR

One full-day session:

Tuesday, October 1, or
Thursday, October 3

8:00 a.m. — 4:30 p.m.
CAB, 7th Floor

Employees who complete and pass the course earn American Heart Association certification in Adult CPR, AED, First Aid, Child CPR & Infant CPR.

Available only for employees whose jobs require the American Heart Association's CPR certification.

EAP: Supervisory Overview

One half-day session:

Wednesday, October 23

8:30 a.m. — 10:00 a.m.
CAB, 7th Floor

This course provides information about the services the EAP program offers. Managers will learn how and when to recommend or refer employees to the EAP.

Available for all supervisors and managers.

Hamilton County HRD Course Offerings

Employee Orientation

One half-day session.
Tuesday, December 10

1 p.m. — 3 p.m.
CAB, 7th Floor

Learn more about Hamilton County as an organization and about Worker's Compensation for County employees. Whether you're a new employee or you've been here for years, you're welcome to attend.

Available for all employees.

Get a Grip: Stress Management

One half-day session.
Wednesday, October 16

8:30 a.m. — 11:30 a.m.
CAB, 7th Floor

Stress is unavoidable, but we can learn to get a grip on it. Participants in this class will:

- Learn to identify symptoms of stress
- Practice basic relaxation exercises
- Develop a personal, measurable plan for managing stress

Available for all employees.

Hallmarks of Supervisory Success

One half-day session
Wednesday, December 11

8:30 a.m. — 12:30 p.m.
CAB, 7th Floor

Participants in this class will learn:

- What to expect throughout the transition from individual contributor to supervisor
- How to build and maintain credibility in their new roles
- Key competencies needed to manage effective teams

Available to all supervisors and those transitioning to a supervisory role.

Hamilton County Performance Review Process

One half-day session.
Wednesday, December 4

8:30 a.m. — 12:30 a.m.
CAB, 7th Floor

In this course, you'll learn how to write effective performance objectives, when to document employee performance, and how to write accurate, complete documentation that will be useful when it's time to write annual performance reviews.

Available for all supervisors and managers.

LFR: Building Trust Under Pressure: The Basic Principles

One half-day session
Thursday, October 10

8:30 a.m. — 12:30 p.m.
CAB 7th Floor

In this course, you will be introduced to the Basic Principles, which will help you learn:

- How to build trust with others, even under pressure-packed conditions
- How to establish a wide network of effective relationships
- How to maintain a positive work environment, and
- How to defuse highly charged situations with others.

Available for supervisors and non-supervisory employees whose organizations participate in the Leadership for Results program.

LFR: Performance Management

Five half-day sessions.
You attend all five sessions.
Thursdays, October 24, 31,
November 7, 14 & 21

8:30 a.m. — 12:30 p.m.
CAB, 7th Floor

Sessions include:

- Identifying Work Priorities
- Setting Verifiable Goals
- Delegating for Shared Success
- Correcting Performance Problems
- Conducting Performance Reviews

Available only for supervisors who have completed the Leadership for Results "Building Trust Under Pressure: The Basic Principles" course.

Hamilton County HRD Course Offerings

LFR: Problem Solving for Results

Four half-day sessions.
You attend all four sessions.

Tuesdays, October 8, 15, 22 & 29

8:30 a.m. — 12:30 p.m.
CAB 7th Floor

Sessions include:

- Connecting People and Process
- Exploring Gaps, Causes and Solutions
- Deciding on a Solution
- Making it Happen

Available for supervisors and non-supervisory employees who have completed the Leadership for Results “Building Trust Under Pressure: The Basic Principles” course.

Workplace Violence: Prevention and Response

One half-day session.
Wednesday, November 13

8:30 a.m. — 12:00 p.m.
CAB 7th Floor

This class provides information about keeping our workplace safe, including how to prevent and respond to workplace violence and how to deal with an Active Shooter situation.

Mandatory and available only for supervisors and managers whose organizations follow the Board of County Commissioners’ Workplace Violence policy.

Writing Professional Ongoing Case Notes

One half-day session.
Wednesday, October 30
8:30 a.m. — 12:30 p.m.
CAB, 7th Floor

This course is designed for employees who write ongoing case notes, running records about their interactions with clients, or notes about activity with client cases. In this course, employees learn:

- Why it’s important to create and maintain professional ongoing documentation
- How to write timely, clear, accurate, and professional documentation of events so anyone can read it and understand what has happened.

Available for employees who write documentation involving client case files.

Congratulations!

These employees completed the Leadership for Results (LFR) Employee Curriculum or Supervisor Curriculum between May 2019 to July 2019. We commend their commitment to developing the skills essential for effective leadership.

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| • Dionne Barnett—Job & Family Services | • Paige Rothan—Public Defender |
| • Bill Dolash—Public Health | • Keith Swarts—Stadia & Parking |
| • Rob Edwards—Facilities | • Ciara Wagner—Environmental Services |
| • Dalaina Fancher—Stadia & Parking | • Dominique Walker—Public Health |
| • Darryll Ransom—River City Correctional Center | • Sam Whitney—Common Pleas Court |



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[HRD Website](#)



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