



Professional Development Academy Spring 2018

The Office of Human Resources, in collaboration with Community, Continuing and Corporate Education, is pleased to provide you with exciting professional development opportunities for Spring 2018.

The Professional Development Academy includes a Management Series, Staff Development Series, and a Computer Skills Series. The Management Series is limited to managers/administrators or employees interested in becoming a manager. All employees are welcome to attend the Staff Development and Computer Skills Series.

Classified employees are allowed to take a course as part of the regular work day with the approval of their managers. Because of the importance of professional development, all managers have been strongly encouraged to give their approval.

If you have specific questions about the workshops, please contact Jonathan Bissell, CCCE Executive Director at bissellj@smccd.edu. For questions about the Professional Development Academy, please contact Cassandra Jackson, Human Resources Manager at jacksonc@smccd.edu.

Please provide your first name, last name, email, job title, and campus location.

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Last name	<input type="text"/>
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Job title	<input type="text"/>
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Rae Ann Ianniello, M.A. is an award-winning trainer who has taught over 5,000 business professionals to speak and write clearly, concisely, and confidently. She has developed over 100 workshops on topics including Presentation Skills, Leadership Development, Human Resource Management, Train-the-Trainer, Workplace Communication, Diversity, Customer Service, and more. Rae Ann holds a Master's degree in Communication, two teaching credentials, a certificate in Human Resources Management and a Master Trainer certificate from NUMMI (Toyota affiliate).

Cassandra Jackson, MA is the Human Resources Manager for San Mateo County Community College District with over 18 years of experience in higher education and human resources. She has strong programming skills and human resources experiences in Nonprofit Organizations, Career Development, Leadership Development, Conflict Resolution, and Public Speaking. Cassandra holds a Master's degree in Counseling Psychology with an emphasis in Career Development from the University of Missouri-Columbia and a certification in Professional Human Resources Management from Villanova University. In her role as HR Manager, she is responsible for exit interviews, retirement plans, retiree benefits, Faculty Diversity Internship Program, SMCCD Leadership Coordinated Development Plan and the Professional Development Academy.

Ingrid Melgoza serves as the Senior Human Resources Representative for San Mateo County Community College District. Ingrid works with employees and managers to facilitate leave of absence requests, return to work, ADA accommodations, and workers' compensation. She is responsible for managing employee's performance evaluation, training module administrator, serves as the Museum of Tolerance site coordinator, and conducts ergonomic assessments. Melgoza has 17 years of experience working in the District. She holds a Human Resources Certification from Southern University of Columbia.

Dr. Renee Rubin Ross works with non-profit organizations to tell the story of their accomplishments and plan for the future, strengthening fundraising, communication and overall effectiveness. Her consulting practice, based in the San Francisco Bay Area, includes strategic planning, governance and board training, and grant writing. Ross also teaches Grant Proposal Writing at Cal State University East Bay and previously served as a Program Officer at the Jim Joseph Foundation.

Hilda Sendyk, M.S. founder of Technical Training Group (TTG), is a Senior Learning and Development consultant with over 20 years' experience in both the academic and corporate arenas. She has conducted well-received classes at Stanford Graduate School of Business, Stanford Medical Center, UCSC Corporate Training, Cabrillo College, Genentech, Hewlett-Packard, Apple Computer, IBM, and many other Silicon Valley organizations. She is an authorized Microsoft trainer and has attended PeopleSoft University.

Mwanaisha Sims, JD earned her Juris Doctor from Western Michigan Cooley Law School, her Master of Public Administration from Western Michigan and her Bachelor of Arts from the University of Michigan. Prior to joining the San Mateo County Community College District, Mwanaisha worked for the Office of Institutional Equity at Michigan State University. Mwanaisha was instrumental in helping build an office that promotes an inclusive and equitable campus for all. Mwanaisha was tasked with ensuring that the University was in compliance with all applicable discrimination laws, regulations, policies, and procedures including Title IX, Title VI, Title VII and the ADA. Mwanaisha serves as the District's Director of Policy, Training and Compliance.

Beth Weisberg, MA, has specialized for over 20 years in delivering a wide variety of high-impact training and coaching programs for line-managers and executives, teams, and individual contributors in organizations of all types and sizes. Previously, she was a director in a boutique human resources outsourcing firm providing HR consulting for dozens of clients around the Bay Area. Beth's audiences value her combination of broad-based experience, comfort with diversity, and knowledge of organizational best practices (drawn from more than 30 years in human resources, business, teaching people from all parts of the globe, and non-profit leadership) with a practical, no-nonsense approach and highly interactive style.

Jackie Welch, Certified Coach, Facilitator and Trainer has a diverse leadership background with 25+ years of corporate experience driving business results, embracing culture change, and working in collaboration with other teams to deliver exceptional customer satisfaction. She is an experienced workshop facilitator working with organizations to identify potential gaps and implement solutions.

Managers & Supervisors Series

Maximize Your Team's Potential (2.5 hours)

Description

What are you doing to identify and develop the next generation of leaders? This workshop helps you to assess employee potential and readiness to excel. Learn the types of activities, training, and mentoring that most high potentials crave, and create an action plan to prepare your team for future leadership roles. Taught by trainer Rae Ann Ianniello.

- ☐ Cañada: February 7, 2018 (9:30am - 12:00pm) Rae Ann - Room 22-114

What to Do When Emotions Disrupt the Workplace (2.5 hours)

Description

Like it or not, emotions show up in workplaces most every day, sometimes multiple times a day -- and emotional displays can create drama for everyone around. Since we're not likely to succeed with outlawing emotions at work, managers need practical tools for approaching emotional disruption. Here's where emotional intelligence skills can really help: in understanding what's actually going on when troublesome emotional displays occur, and in enabling us to act constructively vis-à-vis any unhelpful emotions we experience in reaction, as well as the disruptive emotions of others. Taught by trainer Beth Weisberg.

- ☐ CSM: February 7, 2018 (1:00pm - 3:30pm) Beth - Room 16-106

Understanding ADA and Workers Comp & Leaves (2.5 hours)

Description

Do you know what ADA is and how it can affect the day-to-day structure of your department? This workshop will explain the different laws that impact a leave of absence including ADA, FMLA, and Worker's Compensation. Understanding what entitlements an employee has and how much time an employee can be off from work is essential as a manager. Taught by Ingrid Melgoza, Senior Human Resources Specialist.

- ☐ Skyline: February 8, 2018 (1:00pm - 3:30pm) Ingrid - Room 6-202
- ☐ Cañada: February 21, 2018 (1:00pm - 3:30pm) Ingrid - Room 22-114

Strategic Planning (2.5 hours)

Description

Most organizations today operate with a Strategic Plan. The strategic process is really focused on getting from Point A (Current State) to Point B (The Desired State) more effectively and efficiently, all while enjoying the learning journey. This workshop will cover 4 key areas regarding Strategic Planning: (1) Determine Position, (2) Develop Strategy, (3) Build the Plan, and (4) Manage Performance. Because no one organization is alike, having a good strategy with key milestones and check-ins dictates "how" you navigate the journey you have selected, ensuring an effective execution. Taught by trainer Jackie Welch.

- ☐ Skyline: February 13, 2018 (9:30am - 12:00pm) Jackie - Room 06-202

Empowering and Delegating (2.5 hours)

Description

One of the most important tools required for successful teamwork and leadership is the ability to Empower and Delegate to others. Each involves managers entrusting employees to take on important roles in the organization. This workshop will provide information reflecting the Situational Leadership model of: Directing, Coaching, Supporting and Delegating equipping you with the right resources moving forward to become a more effective manager and team lead in the area of Empowerment and Delegating. Taught by trainer Jackie Welch.

- ☐ CSM: February 15, 2018 (1:00pm - 3:30pm) Beth - Room 16-106

Project Management: Tools and Tips (2.5 hours)

Description

Project Management isn't just for construction engineers and other logistics experts. Today, in addition to "regular" job duties, managers, supervisors and employees are often expected to take on extra assignments and to get that additional job done well, under budget, and most of all on time. This workshop will provide you with a solid process for project management. Understand what is meant by a project, methods for keeping the team focused, motivated and engaged allowing your project to be on time and under budget. Taught by trainer Jackie Welch.

- ☐ Skyline: February 20, 2018 (9:30am - 12:00pm) Jackie - Room 06-202

Preventing Sexual and Protected Category Discrimination and Harassment (2 hours)

Description

The goals for this presentation will include, having a better understanding of our rights and responsibilities under Federal law, State law and District Policies, identifying incidents involving sexual discrimination, protected category harassment, how to respond appropriately to each type of incident, and knowing what it means to be a responsible employee. Taught by Mwanaisha Sims, Director of Policy, Training and Compliance.

- ☐ CSM: March 14, 2018 (10:00am - 12:00pm) Mwanaisha - Room 16-106

Staff Development Series

Title IX & Sexual Harassment Training (1.5 hours)

Time Management & Sexual Harassment Training (1.5 hours)

Description

The goals for this presentation will include, having a better understanding of our rights and responsibilities under Federal law, State law and District Policies, identifying incidents involving sexual discrimination, protected category harassment, how to respond appropriately to each type of incident, and knowing what it means to be a responsible employee. Taught by Mwanaisha Sims, Director of Policy, Training and Compliance.

- ☐ Skyline: March 7, 2018 (1:30pm - 3:00pm) Mwanaisha - Room 06-203
- ☐ Cañada: March 23, 2018 (1:00pm - 2:30pm) Mwanaisha - Room 6-101 and 6-102

Ergonomics Training (2 hours)

Description:

Discover the secrets to working more comfortably with this introduction to office ergonomics. This workshop introduces ergonomics through an overview of six major principles specific to office environments. Using the six principles, employees can analyze their workstation design, and learn how to configure their workstations correctly to minimize musculoskeletal risks, maximize comfort, and increase productivity.

- ☐ Cañada: March 14, 2018 (1:00pm - 3:00pm) Ingrid-Room 13-115
- ☐ CSM: March 16, 2018 (9:00am - 11:00am) Jim-Room 10-193
- ☐ Skyline: March 23, 2018 (9:00am - 11:00am) Jim-Room 4-301

Fundamental Skills for New Managers (2 hours)

Description

Learn how to handle management challenges while building trust with your employees. Topics include giving positive and constructive feedback, managing performance issues, and motivating employees to do their best. Taught by trainer Rae Ann Ianniello.

- ☐ Cañada: March 29, 2018 (10:00am - 12:00pm) Rae Ann - Room 13-212

Emotional Intelligence at Work (2 hours)

Description

Tap into the power of emotions. Studies show that people with high Emotional Intelligence (EI) perform better at work, are more powerful leaders, and outperform those who depend on IQ alone. What is emotional intelligence, what is your emotional quotient (EQ), and how can you enhance your EI skills? Attend this highly interactive workshop to learn more about Emotional Intelligence and how it can help you to improve your professional relationships. Taught by trainer Rae Ann Ianniello.

- ☐ CSM: March 29, 2018 (1:00pm - 3:00pm) Rae Ann - Room 14-117

Time Management & Work Life Balance (2 hours)

Description

In today's busy work climate, time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activities reacting to crisis after crisis. Stress declines and personal productivity soars! This Time Management workshop will cover strategies to help you learn how to transition from being Busy to being productive! Stop letting the Day Run you and instead starting running your day with better Time Management consisting of Over-coming procrastination, Delegating, Planning and organizing and much more. Taught by trainer Jackie Welch.

- ☐ Skyline: March 15, 2018 (1:00pm - 3:00pm) Jackie - Room 04-301

Effective Communication with Difficult People (2 hours)

Description

Do difficult people frustrate you or devour your time and energy? Learn tips, tools, and techniques for dealing with difficult people in the workplace. You'll discover what motivates people to behave a certain way and how to communicate more effectively with these individuals. Taught by trainer Rae Ann Ianniello.

- ☐ Cañada: March 21, 2018 (10:00am - 12:00pm) Rae Ann - Room 13-112

Leading Effective and Productive Meetings (2 hours)

Description

Make the most of your meeting time by learning how to develop a clear agenda, include the right people, and manage discussion and decision making. In this hands-on course, you will practice effective time management and learn strategies for coping with challenging people and situations. Taught by trainer Rae Ann Ianniello.

- ☐ CSM: March 21, 2018 (1:00pm - 3:00pm) Rae Ann - Room 14-117

Understanding Your Employee Benefits (2 hours)

Description

Health care insurance represents a fraction of employee benefits coverage. Included in the benefits package are the Flexible Spending Account, Employee Assistance Program, Life and Disability Insurance, CalPERS or CalSTRS pensions, District Retiree Fringe Benefits, and pre-tax saving through a 403 (b) or 457 Retirement Plans. These are benefits geared towards potentially financially benefitting you. Workshop participants will gain an understanding of individual benefits availability along with options for maximizing their employee benefits. Taught by Cassandra Jackson, Human Resources Manager.

- ☐ Cañada: March 30, 2018 (9:00am - 11:00am) Cassandra - Room 6-101 and 6-102

Intercultural Communication (2 hours)

Description

Clear and effective communication is rarely easy, and it gets still more challenging in multi-cultural settings. While many well-known communication

techniques when applied with extra care can help, awareness of how cultural differences affect communication style is the frosting on the cake. In this class we will explore ways to employ both. Taught by trainer Beth Weisberg.

☐ Skyline: March 26, 2018 (10:00am - 12:00pm) Beth - Room 06-202

Grant Writing: Steps Towards a Fundable Proposal (2 hours)

Description

Do you have an idea that would be perfect for grant funding, but are unsure about how to apply for a grant? This workshop will share concrete next steps to move your idea to a grant proposal or letter of inquiry. Participants will learn about a basic framework for creating a letter of inquiry or proposal, including program development, funder research, a compelling needs statement, and goals and objectives. Taught by trainer Renee Rubin Ross.

☐ Skyline: March 27, 2018 (10:00am - 12:00pm) Renee - Room 06-202

How to Write Effective Emails (2 hours)

Description

Take control of your in-box! Discover the secrets to writing clear, concise email messages. Learn tips and techniques to overcome writer's block, get to the point, edit for clarity, and motivate the reader to act. Taught by trainer Rae Ann Ianniello.

☐ Cañada: April 5, 2018 (10:00am - 12:00pm) Rae Ann - Room 06-101 and 06-102

☐ Skyline: April 11, 2018 (1:00pm - 3:00pm) Rae Ann - Room 06-202

Giving and Receiving Feedback (2 hours)

Description

The right kind of feedback is one of the most useful tools for personal growth, yet it's so often given and received clumsily, that most of us cringe at the prospect of either giving it or receiving it. This workshop will focus on critical skills for managers: how to deliver feedback which brings out the best in people, and how to seek feedback from others, take it in as useful data, and respond without defensiveness.

☐ CSM: April 5, 2018 (1:00pm - 3:00pm) Jackie - Room 14-117

☐ CSM: April 18, 2018 (10:00am - 12:00pm) Rae Ann - Room 16-106

Active Listening Skills for Improved Communication (2 hours)

Description

Active listening does not come naturally for most people, which is why focused instruction can greatly improve your skills. Learn how to pay attention, listen to what is NOT being said, and notice the behaviors that accompany the words. You'll practice specific techniques such as dig times 3 questioning, mirroring, probing, and more. Taught by trainer Rae Ann Ianniello.

☐ Cañada: April 11, 2018 (10:00am - 12:00pm) Rae Ann - Room 17-103

Medicare 101 Seminar (2 hours)

Description

Kaiser Permanente is hosting a Medicare 101 Seminar at the District Office on Wednesday, April 11, 2018. This is a prime opportunity for those who want to learn more about Medicare and for current and retired employees nearing Medicare age.

☐ District Office: April 11, 2018 (10:00am - 12:00pm) - Board Room

Computer Skills Series

Mastering MS Excel: Intro to Excel (3 hours)

Description

This hands-on Excel course delivers a thorough understanding of how to use Excel to input, calculate and present data effectively. Attendees will learn best practices in formula creation, calculation processes, and spreadsheet & data formatting. Instruction includes important tips and tricks for greatest efficiency, critical Do's and Don'ts to avoid errors, and how to print professional looking reports. Taught by trainer Hilda Sendyk.

☐ Cañada: March 1, 2018 (9:00am - 12:00pm) Hilda - Room 9-206

Mastering MS Excel: Intermediate Excel (3 hours)

Description

Participants will receive hands-on Excel training including how to: create and edit charts; work simultaneously with multiple worksheets and workbooks; link data across sheets and files; protect data; outline data; use important Excel functions such as =IF and =VLOOKUP; and audit formulas. Final content to be customized based on responses to a survey to be filled in by class attendees. Taught by trainer Hilda Sendyk. Prerequisites: Attendees must be comfortable with and have some experience working with data and formulas in Excel.

☐ Skyline: March 6, 2018 (9:00am - 12:00pm) Hilda - Room 2-117B

☐ CSM: May 3, 2018 (1:00pm - 4:00pm) Hilda - Room 14-105

Mastering MS Excel: Advanced Excel (3 hours)

Description

This advanced Excel workshop will provide training on database management; data sorting and selecting; data filtering and advanced filtering; creating and editing pivot tables; data validation; and an introduction to macros. Final content to be customized based on responses to a survey to be filled in by class attendees. Taught by trainer Hilda Sendyk. Prerequisites: Attendees must be comfortable with and have substantial experience working with data and formulas in Excel.

- CSM: March 13, 2018 (1:00pm - 4:00pm) Hilda - Room 14-105
- Skyline: May 8, 2018 (1:00pm - 4:00pm) Hilda - Room 8-119

Mastering MS Word: Intermediate (3 hours)

Description

This Intermediate Word workshop will cover how to harness the underlying processes of using Word most efficiently. Hands-on use will include exercises covering important commands, tips and tricks shortcuts, and how to customize the Word application. Also covered will be the use of advance formatting techniques. Additional topics will include how to: use Word templates, generate automatic page numbers, create tables, and print documents or portions of documents effectively. Taught by trainer Hilda Sendyk. Prerequisites: Attendees must be comfortable with and have some experience working with documents in Word.

- Cañada: March 14, 2018 (9:00am - 12:00pm) Hilda - Room 9-206
- Cañada: April 17, 2018 (1:00pm - 4:00pm) Hilda - Room 9-206

Mastering MS Word: Advanced (3 hours)

Description

This advanced Word workshop will provide training on many topics related to working with long documents including how to: create a Table of Contents, generate footnotes, produced customized mass mailings using the Mail Merge feature, work with graphics, create multiple columns for newsletters, create cross-references and links, and add watermarks. Final content to be customized based on responses to a survey to be filled in by class attendees. Taught by trainer Hilda Sendyk. Prerequisites: Attendees must be comfortable with and have substantial experience working with documents in Word.

- Skyline: March 22, 2018 (1:30pm - 4:30pm) Hilda - Room 8-119
- Skyline: April 26, 2018 (1:00pm - 4:00pm) Hilda - Room 8-119

Mastering PowerPoint: Intermediate/Advanced (3 hours)

Description

Participants will learn to use the following PowerPoint features: adding and controlling the use of Animation for greater presentation impact, visually presenting business processes, generating Audience Handouts and Speaker Notes, adding Action buttons to link to additional content; and rehearsing the presentation. Final content to be customized based on responses to a survey to be filled in by class attendees. Taught by trainer Hilda Sendyk. Prerequisites: Attendees must be comfortable with and have some experience working with generating and editing presentations in PowerPoint.

- CSM: April 12, 2018 (1:00pm - 4:00pm) Hilda - Room 14-105

Progress: 100%



Next