

The Passport

OCTOBER - DECEMBER 2016

Spotlight on graduates of The PASSPORT SERIES

Nanette Melo
Mgmt & Budget Administrator
Office of Management & Budget
Office of Accountability
NAVIGATOR SERIES

Barbara Zeballos
Sr HR Analyst
Human Resources
Office of Accountability
PATH TO SUCCESS AND
COMPASS SERIES

John Schmidt
Admin Supervisor
Fiscal & Operational Support
Convention Center
COMPASS SERIES



pg 8



pg 9



pg 10



pg 11



Selection

Development

Communication

Care

Culture by Design is a choice.

A choice to change a behavior to make us better.

A choice to make a positive impact.

A choice to enjoy your work and the people you work with every day.

FEATURES

- 4 Letter from the Transformation Artist Guru
- 5 Spotlight on Graduates of *The Passport Series*
- 6 Where Should I Start?
- 8 Message in a Bottle Program
- 9 Path to Success Series
- 10 Compass Series
- 11 Navigator Series
- 12 Team Spotlight
- 13 The Trainer's Corner
- 14 Course Descriptions
- 24 Course Calendar
- 26 Suggested Elective Courses & Course Policies
- 27 Emergency Management Responder Courses
- 33 Parking Policies



ABOUT THE COVER Spotlight on Graduates of *The Passport Series*

"I believe that courses from the *Navigator Series* not only gave me techniques, but also the learning on how to best apply them in my day-to-day work. This provided me the opportunity to stand out from other candidates in being promoted to an administrator position."
Read more on page 5.



Function and the Broken Organization

All too often, we value function over cooperation and it leads to a broken organization.

For example, here's how to end up with a bully in a position of authority:

An employee points out that the bully is a real problem. The boss says, "I know he's a bully, but he's really productive and we can't afford to replace him." Consequently, the bully is never addressed for his behavior.

Additionally, working with a naysayer or toxic co-worker:

Employees point out that people are afraid to work with this person. The boss says, "I know, but we really need her expertise." As a result, these employees are given the benefit of the doubt and tolerated.

Person by person, trait by trait, a broken organization is built because we believe that function trumps cooperation, good attitudes, inspiration, and care.

Until it doesn't...then all we've got left is a mess. The compromises that are made for people who seem to add value, corrupt what we seek to create.

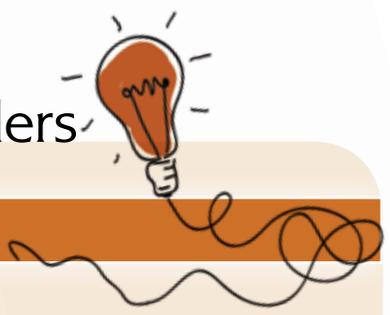
Build a team of people who care and work together, and who learn, and we'll end up with an organization we desire; a work culture in which everyone can be proud. Build the opposite and the organization becomes broken.

One of the great benefits of working for Orange County Government is having the opportunity to see our coworkers who take classes grow in their professional careers. On page 5 read about three Orange County employees who have not only graduated from a learning series also have recently been promoted into a new role. *The Passport* is designed to help you develop soft skills and grow, not only as a person, but as a leader.

See you in class!

Craig Lee, ADMINISTRATOR
Organizational Development & Training
Human Resources Division

Inspiring & Developing Tomorrow's Leaders



SPOTLIGHT on Graduates of *The Passport Series*



Barbara Zeballos
Sr HR Analyst
Human Resources
Office of Accountability

"The Passport classes exhibit how at all different levels of the organization every employee can make change happen in a positive way by practicing and applying what is learned. It goes far beyond how to do the job; it is the concept that by individual effort, consistency and perseverance, change can actually happen. If you have taken some classes, and feel discouraged because change might not be happening as quickly as you would like to see it happen, just take another class to recharge and give it time. Change does not happen overnight but we can do our part to make it happen."

"These courses have enhanced Barbara's ability to analyze challenging situations, exercise critical thinking when problem solving, and has strengthened her communication skills when working with management teams. These skills have contributed to Barbara's overall performance and has allowed her to be a positive leader, dedicated team player, and an asset to the organization."

– Marva Davis, Sr HR Advisor, Human Resources, Office of Accountability



John Schmidt
Admin Supervisor
Fiscal & Operational Support
Convention Center

"The most enjoyable aspects about The Passport courses was the bond of friendships formed while I was in the Compass Series and the diversity of approaches and opinions from others. Seeing a familiar face from a previous class when walking into a new class added to the camaraderie and experience. Also, the variety of backgrounds, insights and perspectives of other students, gives everyone ideas in looking at challenges they may face in their work roles. The camaraderie and diversity also is an integral part of the Culture by Design concepts. Personally, I found that each class offered me something that was valuable and useful in my current role and position."

"The Passport courses gave John an opportunity to reinforce important aspects of being a supervisor. The knowledge and leadership skills that he has gained through this program will definitely be beneficial for his new role, as the Contract Management Administrator."

– Hazel Mendez, Assistant Mgr, Fiscal & Operational Support, Convention Center



Nanette Melo
Mgmt & Budget Administrator
Office of Management & Budget
Office of Accountability

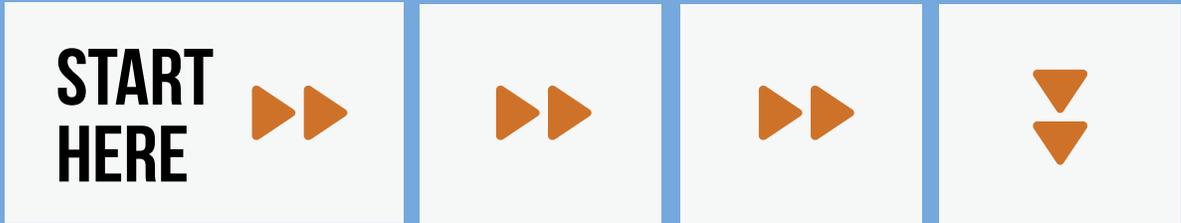
"One of my favorite takeaways from a class was that teams need to be inspired, encouraged, and challenged every day. I work each day in trying to be a coach to my team and put this takeaway into practice so that my team can be successful in their careers. I believe that courses from the Navigator Series not only gave me techniques, but also the learning on how to best apply them in my day-to-day work. This provided me the opportunity to stand out from other candidates in being promoted to an administrator position."

"The positive impacts of information learned in The Passport courses are evident in Nanette's rapport with the employees she supervises, her relationships with management, and her continual growth in the job."

– Ray Walls, Assistant Mgr, OMB, Office of Accountability



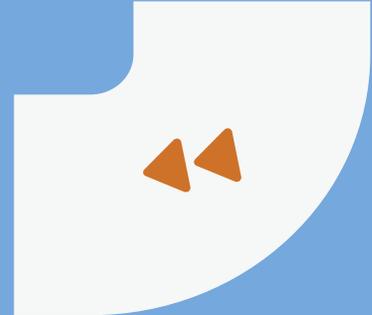
WHERE SHOULD I START?



THIS PROGRAM IS FOR ANY ACTIVE REGULAR ORANGE COUNTY EMPLOYEE INTERESTED IN TRAINING RESOURCES.

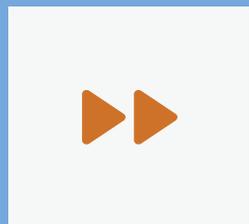


1



OR

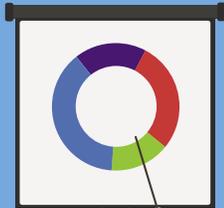
2



THIS SERIES IS FOR ANY ACTIVE REGULAR ORANGE COUNTY EMPLOYEE INTERESTED IN PROFESSIONAL DEVELOPMENT TRAINING RESOURCES.



The Passport

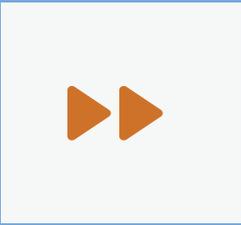
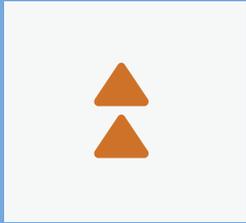


4

THIS SERIES IS FOR SUPERVISORS AND ABOVE WITH THREE OR MORE YEARS OF EXPERIENCE AS A SUPERVISOR WITH ORANGE COUNTY. ALSO, FOR EMPLOYEES WHO HAVE PREVIOUSLY COMPLETED THE COMPASS SERIES.



END



3

THIS SERIES IS FOR NEWLY HIRED/PROMOTED SUPERVISORS WITH LESS THAN THREE YEARS OF EXPERIENCE AS A SUPERVISOR WITH ORANGE COUNTY AND EMPLOYEES WHO HAVE PREVIOUSLY COMPLETED PATH TO SUCCESS SERIES.



1

The Message in a Bottle Program offers participants an overview of various communication mediums and their effectiveness as well as an introduction to workplace decorum, basic Computer Skills and Microsoft Office applications.

TARGET AUDIENCE

Any active regular Orange County Government employee

COURSEWORK

Thirteen (13) Required Courses;
No Elective Courses

INITIAL COURSE

There is not an initial course requirement in the MESSAGE IN A BOTTLE PROGRAM (courses may be taken in any order at the discretion of the participant).

COMPLETION GUIDELINES

Coursework must be completed within three (3) years. Upon successful completion of the thirteen (13) Required Courses participants are to email OD.Training@ocfl.net to request a Curriculum Outline Completion Form.

RECOGNITION

Participants who submit their Curriculum Outline Completion Form will be recognized with a Certificate of Completion.



MESSAGE IN A BOTTLE PROGRAM
(13 Required Courses / No Electives)

REQUIRED COURSES	
Not offered	Business Writing
Not offered	Editing and Proofreading
12-14-16	Grammar Brush-Up
11-2-16	Building Bridges
11-30-16	Communication Mystery Solved
12-9-16	Workplace Professionalism
10-19-16	Bringing Order to Chaos
11-2-16 or 12-13-16	Microsoft Office – Excel
10-27-16 or 11-17-16	Microsoft Office – Outlook
10-12-16	Microsoft Office – PowerPoint
11-22-16 or 12-7-16	Microsoft Office – Word
12-1-16	Creativity & Innovation*
10-18-16	Effective Listening

All courses may be taken in any order

** Replaces
Work Management Skills*



2

The Path to Success Series offers participants essential communication skills along with the basic elements for understanding themselves, their co-workers, and their supervisors.

TARGET AUDIENCE

Any active regular Orange County Government employee

COURSEWORK

Eight (8) Required Courses; two (2) Elective Courses

INITIAL COURSE

Launch into Professional Success is the first course in the PATH TO SUCCESS SERIES. When taken it

denotes a participant's enrollment in the series (all other courses may be taken in any order at the discretion of the participant).

FINAL COURSE

Orange County 101 is the last course in the PATH TO SUCCESS SERIES. When taken it denotes a participant's successful completion of the series.

COMPLETION GUIDELINES

Coursework must be completed within three (3) years after the date the initial course is taken. Upon successful completion of the eight (8) Required Courses and the two (2) Elective Courses participants are to finalize their Curriculum Outline Completion Form and email it as an attachment to OD.Training@ocfl.net.

RECOGNITION

Participants who submit their Curriculum Outline Completion Form will be recognized for their professional accomplishment during an upcoming Awards Ceremony.



PATH TO SUCCESS SERIES
(8 Required Courses / 2 Electives)

TAKE THIS FIRST →

REQUIRED COURSES		SUGGESTED ELECTIVES	
10-13-16	Launch into Professional Success	11-2-16	Building Bridges
12-6-16	Diversity	12-1-16	Creativity & Innovation
10-27-16	Personal Style Inventory (PSI)	11-17-16	Generational Salad
10-12-16	Partnering for Performance	11-8-16	Team Building
12-15-16	Emotional Intelligence	12-9-16	Workplace Professionalism
12-2-16	An Effective You		Any Other Applicable Elective
11-30-16	Communication Mystery Solved		
12-14-16	Orange County 101		

← TAKE THIS LAST

All other courses may be taken in any order



3

The Compass Series immerses “leaders in the making” with skills that lay the groundwork for outstanding leadership as new supervisors and/or employees who have completed the Path to Success Series.

TARGET AUDIENCE

- 1) Newly hired or newly promoted employees in a Supervisory role for less than (3) three years at Orange County
- 2) Employees in a non-supervisory role who have completed the Path to Success Series.

PREREQUISITE

Employees in a non-Supervisory role must have completed the Path to Success Series prior to enrollment

COURSEWORK

Eight (8) Required Courses; two (2) Elective Courses

INITIAL COURSE

Leadership 101 is the first course in the COMPASS SERIES. When taken it denotes a participant’s enrollment in the series (all other courses may be taken in any order at the discretion of the participant).

FINAL COURSE

Motivating Employees to be Their Best is the last course of the COMPASS SERIES. When

taken it denotes a participant’s successful completion of the series.

COMPLETION GUIDELINES

Coursework must be completed within three (3) years from the date the initial course is taken. Upon successful completion of the eight (8) Required Courses and the two (2) Elective Courses participants are to finalize their Curriculum Outline Completion Form and email it as an attachment to OD.Training@ocfl.net.

RECOGNITION

Participants who submit their Curriculum Outline Completion Form will be recognized for their professional accomplishment during an upcoming Awards Ceremony.



COMPASS SERIES

(8 Required Courses / 2 Elective Courses)

TAKE THIS FIRST →

REQUIRED COURSES		SUGGESTED ELECTIVES	
10-13-16	Leadership 101	10-19-16	Bringing Order to Chaos
11-3-16	Meetings that Matter	11-30-16	Communication Mystery Solved
11-2-16	Discovering Your Map	12-6-16	Diversity
10-25-16	Customer Service	10-18-16	Effective Listening
11-9-16	Taking Control of Conflict	11-29-16	Peer to Manager
11-16-16	Change Management	10-27-16	Personal Style Inventory (PSI)
10-18-16, 11-15-16 or 12-15-16	Presentation Skills	11-8-16	Team Building
12-13-16	Motivating Employees to be Their Best		Any Other Applicable Elective

← TAKE THIS LAST

All other courses may be taken in any order



4

The Navigator Series offers an expanded leadership curriculum providing exposure to learning opportunities which align more closely with the emerging culture of Orange County. Additionally, this series serves as an educational resource for advanced Supervisory concepts and skills.

TARGET AUDIENCE

- 1) Employees in a Supervisory role for three (3) or more years at Orange County
- 2) Also, for employees who have previously completed the Compass Series.

COURSEWORK

Eight (8) Required Courses;
three (3) Elective Courses

INITIAL COURSE

Inspiring Employee Engagement is the first course in the NAVIGATOR SERIES. When taken it denotes a participant's enrollment in the series (all other courses may be taken in any order at the discretion of the participant).

FINAL COURSE

Developing Your Direct Reports is the last course of

the NAVIGATOR SERIES. When taken it denotes a participant's successful completion of the series.

COMPLETION GUIDELINES

Coursework must be completed within three (3) years after the date the initial course is taken. Upon successful completion of the eight (8) Required Courses and the three (3) Elective Courses participants are

to finalize their Curriculum Outline Completion Form and email it as an attachment to OD.Training@ocfl.net

RECOGNITION

Participants who submit their Curriculum Outline Completion Form will be recognized for their professional accomplishment during an upcoming Awards Ceremony.



NAVIGATOR SERIES
(8 Required Courses / 3 Electives)

TAKE THIS FIRST →

REQUIRED COURSES		SUGGESTED ELECTIVES	
10-20-16	Inspiring Employee Engagement	10-19-16	Bringing Order to Chaos
11-29-16	Coaching & Feedback	11-2-16	Building Bridges
11-30-16	Project Management	11-2-16	Discovering Your Map
12-6-16	Hiring for Cultural Fit	12-6-16	Diversity
12-9-16	Budgeting 101	10-18-16	Effective Listening
11-15-16	Critical Thinking	11-17-16	Generational Salad
12-8-16	Negotiation Skills	11-29-16	Peer to Manager
12-13-16	Developing Your Direct Reports	10-27-16	Personal Style Inventory (PSI)
All other courses may be taken in any order		10-18-16, 11-15-16 or 12-15-16	Presentation Skills
		11-8-16	Team Building
			Any Other Elective

← TAKE THIS LAST

Behind the Scenes

...with the Organizational Development & Training team...focusing on *Customer Service!*



Karina Perez

HR ASSISTANT

UCF alum with a Bachelor's degree in Psychology also a Bachelor's degree in Public Administration. Karina began working for Orange County as a student intern in 2007. Presently, she is studying to become a SHRM Certified Professional. Karina enjoys Florida's natural surroundings, where she kayaks, bikes and fishes.

How do you demonstrate *Culture by Design's* Communication and Care while registering employees?

Karina – "Email can be tricky...I seek to provide answers quickly also explain things in a way that participants will understand."



Nathalie Chang-De Jesus

STUDENT INTERN

Currently in her senior year at UCF pursuing a Bachelor's degree in Integrated Business. Nathalie began her journey with Orange County this past summer and hopes to bring her skills and motivation to help the team meet its goals. In her spare time, Nathalie enjoys going out and about with her camera.

Nathalie – "Reading someone's questions or concerns and thinking about how I can provide the most helpful response."



Billy Devine

STUDENT INTERN

Pursuing a Bachelor's degree in Business Management at UCF and expecting to graduate May 2017. Billy has a strong determination and passion for helping others. In his free time, Billy enjoys cooking, fishing, and spending time with his friends and family.

Billy – "Overall, providing a service that is quick, fair, and consistent for everyone."



7 Things Motivated People Don't Do

by Adrian Gostick and Chester Elton

At The Culture Works, our research teams have surveyed more 850,000 people to learn what makes people the most motivated and engaged in their careers. We found that when individuals are fulfilled on the job they not only produce higher quality work and a greater output, but also generally earn higher incomes. And those most satisfied with their work are also 150 percent more likely to have a happier life overall. As we researched this subject for our new book *What Motivates Me*, what follows are seven things we found the most motivated, fulfilled people don't do:

They don't chase the almighty buck (if that's not what motivates them).

Motivation is not about doing what anyone else thinks is right for you, nor is it necessarily about chasing a job that pays well if money is not what floats your boat. It's about aligning more of your work with what drives you. People differ enormously in what makes them happy—for some challenge, excelling and pressure are the greatest sources of happiness, for others money and prestige, but for others service, friendship and fun are more satisfying in a workplace. The trick is in identifying your core drivers and then aligning your work to do more of what you love and little less of what frustrates you.

They don't wait for a manager to motivate them.

The truth is, very few leaders know what's really motivating to their people or, even if they do, would know how to apply that information to their day-to-day work. Motivated individuals have discovered that the surest way to happier and more successful work lives is: first, understanding what drives you and then second, doing some sculpting of the nature of your jobs or tasks to better match duties with passions. That involves working with a manager, of course, but most motivated people lead this effort themselves. They take charge of their careers.

They don't leave to chase a dream job.

There is a prevalent notion that if you're unhappy with your work it will take a Herculean effort to change things,

that you have to quit and find your "dream job," for the vast majority of people, that's just nonsense. That's not to say motivated people never change departments or companies, and we all can appreciate that if an individual is completely miscast or miserable it's not good for them, their customers, or their managers. But most people don't need to take a risky leap; instead they need to start by making small but important sculpting changes in their work lives. Many of the happiest people we've spoken with didn't find their bliss down a new path; they made course corrections on the path they were already on.

They don't believe everyone is motivated like they are.

One of the traps most of us can fall into is believing that other people are driven by the same things we are. We've counseled a bevy of frustrated teams on this issue. Perhaps the majority of the team members are what we call "Builders"—people who are focused on high-minded ideals like developing others, service, teamwork and a greater purpose. And most of those team members believe anyone who is not motivated in those ways is not a "team player." But on the team are also



a handful of people we would classify as Achievers, Caregivers, Thinkers and Reward-Driven, and these people who feel alienated and unappreciated. Great strength comes in recognizing and appreciating diversity, but we have to understand and utilize the motivational drive of others. For instance, the Reward-Driven can make a team more competitive, Thinkers help us be more creative, Caregivers encourage empathy and fun, Achievers make us more goal-oriented, and Builders help drive purpose and meaning. Most teams need all Identities in play to function at high levels.

They don't focus inward.

The happiest people we found in our studies typically focus their work efforts in service of others rather than on self-gain. That may mean they achieve more or sell more or do more because they truly believe in their products or services and genuinely believe they are

helping their customers by putting those goods in their hands—versus those who are simply striving to win a deal and cash a paycheck. It's a subtle change in thinking, but it's important. Psychologists also say most people perform at work better when they focus their energy toward serving their families instead of themselves. Thus, motives based on the pursuit of power, narcissism, or overcoming self-doubt are less rewarding and less effective than goals based on the pursuit of providing security and support for one's loved ones, or being able to give of one's gain to a worthwhile cause.

They don't hang out with whiners.

We all know who they are: there's typically a group of people who complain about everything at the office. If the boss pulls out her wallet and starts handing out twenty-dollar bills, the whiners will later moan that they weren't fifties. The most motivated people avoid this petulant bunch. Complaining with no solution is a toxic habit. Sometimes making a positive difference at work is simply a matter of how a person chooses to think. We always counsel those troubled at work to look for ways to be authentically positive; for instance, publicly acknowledging a coworker's accomplishment on completing a project. And even if it doesn't help change the office environment, we remind them they can always do this at home: telling their significant others or kids why they are inspiring, always using specific language not vague platitudes.

They don't compare themselves to others.

The motivated people we interviewed don't waste a lot of time comparing themselves to those who have more; instead, they regularly express gratitude for the talents, resources, and relationships they do have, not to mention their health, their friends, their own brilliance, their motivation, and their family who inspire them. Everyone is happiest when they are thankful for the gifts they have been given, and that gratitude should be offered up regularly to those around them who support them and help them thrive. Psychologists are only just beginning to understand the healing and strengthening mental power of grateful attitudes. The most successful and happy people are frequent and specific in their verbal appreciation of not only their colleagues but also family members and friends.

Advanced InfoMap

Course Code: CS302G

Target Audience: All County Employees

Maximum Enrollment: 12 students per class

Prerequisite: InfoMap Essentials

Can you navigate your way around InfoMap comfortably? Are you ready for the next step? This class teaches how to do more with InfoMap to make the most of tools to help you analyze, present, teach, and answer respective questions. Come learn how to find information and create useful and personalized maps using this tool. **For more information please email: gis@ocfl.net**

TARGET AUDIENCE: Open Enrollment – Elective

An Effective You

Course Code: PD107G

Is your glass half empty or half full? Discover the art of a positive attitude! While life can bring challenging times, maintaining a positive attitude can bring about beneficial mental and physical results. Those who are less burdened by pessimistic thoughts tend not to suffer the health risks associated with stress. This course offers ideas for reducing and coping with stress, a focus on motivational factors, and strategies on how to remain optimistic during a self-improvement personal campaign.

TARGET AUDIENCE: Path to Success Series Participants – Required

PREREQUISITE: Launch into Professional Success (for Path to Success Series participants)

Bringing Order to Chaos

Course Code: PD114G

Trying to tame the ever present paper flow? Did time pass by without sending you the memo? The art of organization and time management are skills few people are able to successfully master; however, they are of great need to ensure success. Report to the “boarding zone” and learn a few best practices to assist you in taking control of your workplace travels.

TARGET AUDIENCE: Message in a Bottle Program Participants – Required
Open Enrollment – Elective

Budgeting 101

Course Code: LD304G

Pack your bags for a back-to-basics journey that is ideal for leaders who will benefit from learning how to read, interpret, and analyze commonly used budgeting instruments. Participants will benefit from understanding budgeting and respective decisions involved in putting together a budget. This expedition empowers travelers to control operations, justify requests, translate performance into financial terms, and quantify contributions to the organization overall.

TARGET AUDIENCE: Navigator Series Participants – Required

Maximum Enrollment: 12 students per class

PREREQUISITE: Inspiring Employee Engagement



Building Bridges

Course Code: PD112G

Successful interpersonal communication is very similar to building a bridge: two people start on opposite sides then send messages back and forth until they meet in the middle where there is an understanding. Learn how to improve your one-on-one relationships through building your own effective communication bridge. We will focus on not only improving how we speak to each other, but also how we interpret the messages we receive.

TARGET AUDIENCE: Message in a Bottle Program Participants – Required

Open Enrollment – Elective

Business Writing Skills

Course Code: PD109G

This fast-paced review of basics provides numerous helpful hints on acceptable grammar, appropriate punctuation, and guidelines for usage. A focus on common errors will shed light on what could prove to be a dim experience.

TARGET AUDIENCE: Message in a Bottle Program Participants – **Required**
Open Enrollment – **Elective**

Coaching & Feedback

Course Code: LD302G

Coaching is all about inspiring, encouraging, and challenging your team! It is the process of letting people know what they do really matters to you. Take advantage of the opportunity to understand the work profiles of the staff members on your team, the best way to notice their work and how to most effectively present rewards and challenges.

TARGET AUDIENCE:
Navigator Series
Participants – **Required**

PREREQUISITE:
Inspiring Employee Engagement



Coaching & Feedback

Change Management

Course Code: PD202G

In today's business climate, navigation ever changing waters tends to be the only constant; however, managing change can be both exciting and at times overwhelming. In this course, learn about the difference between change and transition and identify ways to manage them effectively.

TARGET AUDIENCE: Compass Series Participants – **Required**

PREREQUISITE: Leadership 101 (for Compass Series Participants)

Communication Mystery Solved

Course Code: PD108G

Communication is something we have all done since our toddler days and tend to take for granted. Learning how to communicate better does not have to be a mystery, but it can be a lot of fun! Join us on this "Who Done It?" mystery adventure tour where we learn essential communication skills as we solve the crime.

TARGET AUDIENCE:
Path to Success Series Participants – **Required**

PREREQUISITE:
Launch into Professional Success
(for Path to Success Series Participants)
Open Enrollment – **Elective**

Culture by Design is a movement to **change our own behavior** in order to create a better working environment



Creativity & Innovation

Course Code: PD001G

Learning how to be more creative and innovative at work and home is easy to do. In this class you will learn simple strategies through hands-on activities and discussion to get the brain juices flowing, and keep them flowing. These techniques will help you find ingenious ways to solve common work problems all while having a little fun doing it!

TARGET AUDIENCE: Message in Bottle Participants – **Required**
Open Enrollment – **Elective**



Critical Thinking

Course Code: LD305G

Critical thinking is the skillful thought process which detects inconsistencies and common mistakes in reasoning, recognizing personal assumptions and biases. The outcome of this analytical process drives beliefs and decisions which allow appropriate questions to be asked, an awareness of relevant information and the identification of solutions that are reliable and trustworthy conclusions.

TARGET AUDIENCE: Navigator Series Participants – **Required**

PREREQUISITE: Inspiring Employee Engagement

MAXIMUM ENROLLMENT: 16 students per class

Customer Service

Course Code: PD201G

Come learn how to navigate the waters of customer service. It's no secret that when we climb aboard as the customer we expect to be treated with respect, have our concerns heard, and experience a positive outcome. Isn't that the same thing our customers want from us? Sometimes the waters can be rocky, but if extraordinary service is what we strive for then our waters will be smooth sailing overall.

TARGET AUDIENCE: Compass Series Participants – **Required**
Open Enrollment – **Elective**

PREREQUISITE: Leadership 101 (for Compass Series Participants)

Developing Your Direct Reports*

Course Code: LD307G

Great leaders are able to look back and see their staff ready and willing to carry out demands of the workplace. What does it take to create such an environment? Take part in this adventurous expedition for leaders and uncover the resources and practices that contribute to the development of a phenomenal staff.

TARGET AUDIENCE: Navigator Series Participants – **Required**

PREREQUISITE: Inspiring Employee Engagement

*This is the LAST course of the Navigator Series and should be taken as the final course.

Discovering Your Map

Course Code: LD203G

As a manager or supervisor, you are responsible for the ongoing management of your staff's performance. This includes daily, weekly and monthly activities, timely feedback, and positive reinforcement, as well as the final annual evaluation and review. This class will discuss both the ongoing performance management process and look at best practices to make the best out of the annual review. Finally, you will learn how to tie these efforts directly to organizational and individual goals all while focusing on professional development and growth.

TARGET AUDIENCE: Compass Series Participants – **Required**
Navigator Series Participants – **Elective**

PREREQUISITES: Leadership 101 (for Compass Series Participants)

Diversity

Course Code: PD103G

High performing staff members embrace the development of an inclusive work environment which respects the unique characteristics and differences of fellow team members. Learn how to improve diversified working relationships through education and communication.

TARGET AUDIENCE: Path to Success Series Participants – **Required**

PREREQUISITES: Launch into Professional Success (for Path to Success Participants)

Editing & Proofreading

Course Code: PD110G

Any document crafted is the reflection of the sender. Make sure that reflection is like a clear sunny day and not cloudy with a chance of thunderstorms! Discover how to enhance your typed and written documents to improve visual accuracy, detect common errors, and apply correct proofreading techniques.

TARGET AUDIENCE: Message in a Bottle Program Participants – **Required**
Open Enrollment – **Elective**



Effective Listening

Course Code: PD116G

Listen Up...no pun intended! This course will increase your knowledge and ability to identify barriers to listening well, uncover hidden messages and implement the steps of active listening. Effective listening allows for the exchange of greater information from team members, increased trust from others, and the reduction of conflict.

TARGET AUDIENCE: Message in a Bottle Program Participants – **Required**
Open Enrollment – **Elective**



Emotional Intelligence

Course Code: PD106G

The ability to foster positive relationships and develop a strong trust-based environment is a significant factor in the success of teams. In the Emotional Intelligence (EQ) course, we will define how it affects our ability to build positive relationships, and introduce practical solutions to improve EQ for greater professional and personal success.

TARGET AUDIENCE:
Path to Success Series Participants – **Required**

PREREQUISITE:
Launch into Professional Success (for Path to Success Participants)

Generational Salad

Course Code: PD005G

Values can collide when members of different generations work and learn together. Having a better understanding of your co-workers can make the working and learning environment more productive. This course gives an overview of the four generations represented in today's business world: Traditionalists, Baby Boomers, Generation X, and Nexters (Generation Y).

TARGET AUDIENCE:
Open Enrollment – **Elective**

Grammar Brush-Up

Course Code: PD111G

Reading and writing are primary means of communications. Take advantage of the opportunity to heighten your awareness by incorporating best practice rules of grammar, methods of note-taking / minutes during meetings and the importance of tone when writing.

TARGET AUDIENCE: Message in a Bottle Program Participants – **Required**
Open Enrollment – **Elective**

Hiring for Cultural Fit

Course Code: LD303G

When filling a vacancy the tendency exists to primarily focus on the skill set of a candidate with less focus on traits that are a bit harder to quantify, such as cultural fit. Although organizational culture is an intangible asset, this is a critical element that needs to be carefully considered as part of the hiring process. The impact of a poor hire is huge both financially and on the progressive nature of an organization. This course will familiarize participants with Orange County's transformative approach to effective hiring and demonstrate processes to ensure Hiring for Cultural Fit.

TARGET AUDIENCE: Navigator Series Participants – **Required**

PREREQUISITE: Inspiring Employee Engagement

InfoMap Essentials

Course Code: CS301G

Are you a visual learner? The Internet has fundamentally changed the way people think about maps and using geographic information. A Geographic Information System (GIS) can produce information that answers specific questions and allows for the visualization of relationships and patterns in data. Come learn how to find information and create personalized maps using InfoMap. **For more information please email: gis@ocfl.net**

TARGET AUDIENCE: Open Enrollment – **Elective**

MAXIMUM ENROLLMENT: 12 students per class

Inspiring Employee Engagement*

Course Code: LD301G

Navigating the waters of supervision, can be a daunting prospect for leaders. This highly interactive workshop is designed for Supervisors to quickly enhance their management skills and get on the fast track to achieving leadership success.

TARGET AUDIENCE:

Navigator Series Participants – **Required**

*This is the first course of the Navigator Series and should be taken **PRIOR** to any required course in the series.



Launch into Professional Success*

Course Code: PD102G

Get ready to take your career to the next level! Are you ready to seize the challenges of today and prepare for leadership opportunities of tomorrow? If your answer is yes, then this course is just for YOU!

TARGET AUDIENCE: Path to Success Series Participants – **Required**

*This is the first course of the Path to Success Series and should be taken **PRIOR** to any required course in the series.



A **healthy culture** promotes happier employees

Leadership 101*

Course Code: LD201G

Leadership is a blurry concept—you know it when you see it; but it can be difficult to pinpoint the characteristics and behaviors that will consistently guarantee that someone will be a great leader. This course identifies key characteristics of leaders, explores the potential of building trust and confidence within teams and gives suggestions on how to avoid behaviors that undermine effective leadership within the workplace.

TARGET AUDIENCE: Compass Series Participants – **Required**

*This is the first course of the Compass Series and should be taken PRIOR to any required course in the series.

Meetings that Matter

Course Code: LD202G

Meetings are such a critical element of effective organizational communication. This course provides a concise, entertaining, and inventive guide to improving meeting structure, participation and results.

TARGET AUDIENCE: Compass Series Participants – **Required**

PREREQUISITE: Leadership 101 (for Compass Series Participants)

Microsoft Excel (Introductory)

Course Code: CS108G

The technology journey continues with Microsoft Excel. This course provides participants with an introduction to efficiently creating spreadsheets, using formulas and data analysis.

TARGET AUDIENCE: Message in a Bottle Program Participants – **Required**
Open Enrollment – **Elective**

MAXIMUM ENROLLMENT:
12 students per class

Microsoft Outlook (Introductory)

Course Code: CS111G

This class is an introduction to the basic features in Microsoft Outlook to help users best utilize all the tools within the system such as, organize emails, use invitations and scheduling assistant to create meetings, use tracking feature, utilize tasks to keep organized on what needs to be done, and more.

TARGET AUDIENCE:
Message in a Bottle Program Participants – **Required**

Open Enrollment – **Elective**

MAXIMUM ENROLLMENT:
12 students per class



Microsoft PowerPoint (Introductory)

Course Code: CS114G

Let us introduce you to this flexible tool which will allow you to do many exciting things. If learning the basics of PowerPoint is something you would like to do, then please join us! This course is designed to be a introductory road map to guide you through the basics of the application and help you create your first presentation. We'll provide you with hands-on practice time as well as some tips and tricks.

TARGET AUDIENCE: Message in a Bottle Program Participants – **Required**
Open Enrollment – **Elective**

MAXIMUM ENROLLMENT:
12 students per class



Microsoft Word (Introductory)

Course Code: CS117G

If you are a new user to Microsoft Word or just want to learn more about the basics and a few great features, this class is for you. Learn fundamental tips and tricks and features of this powerful word processing program that you never knew existed. You will leave with the knowledge of the basics in Word and how to create fun and professional documents.

TARGET AUDIENCE: Message in a Bottle Program Participants – **Required**
Open Enrollment – **Elective**

MAXIMUM ENROLLMENT: 12 students per class

Motivating Employees to be Their Best*

Course Code: LD205G

When the workplace environment fosters positive feelings and eliminates obstacles, employees will be intrinsically motivated. The three elements of this type productive environment are community, influence and openness. This learning journey provides leaders with the skills and techniques needed to assist staff members in developing a sense of community, acquiring influence over work-related actions, and enjoying the openness of shared information and feelings.

TARGET AUDIENCE: Compass Series Participants – **Required**

PREREQUISITE: Leadership 101 (for Compass Series Participants)

*This is the LAST course of the Compass Series and should be taken as the final course.

Negotiation Skills

Course Code: LD306G

In order to be effective at any business or personal endeavor learning how to negotiate properly is not simply a “nice skill to have,” it is an essential requirement for success. This course will teach participants what they need to know in order to become accomplished at finding the perfect “middle-ground” in any arrangement. There is more to effective negotiating than the outcome alone. In fact, building productive relationships is equally important. Skillful negotiators know this is the key to their success - and it’s what sets them apart from the rest!

TARGET AUDIENCE:
Navigator Series Participants – **Required**

MAXIMUM ENROLLMENT:
15 students per class

PREREQUISITE:
Inspiring Employee Engagement

Occupational Spanish

Course Code: PD010G

Communicating with customers and coworkers can be extremely difficult when you don’t speak the same language. This course is for those with little to no knowledge of Spanish to begin to build your skills as you journey through your Orange County work experience. While basic grammar will be taught, the emphasis will be on brief conversations. Please note: This course is taught in two parts – an online computer-based portion taken first and a face-to-face facilitator-led practice session to be completed after the online portion.

PREWORK: Required

TARGET AUDIENCE:
Open Enrollment – **Elective**



Orange County 101*

Course Code: PD101G

Congratulations!! Enrollment in Orange County 101 signifies completion of the Path to Success Series! Having made the commitment to complete this professional development journey, can lead to other treasures and memories. A general understanding of the history of Orange County will provide a better understanding of why Orange County Government has grown and prospered to become the “Best of the Best of County Governments.”

TARGET AUDIENCE: Path to Success Series Participants – **Required**

PREREQUISITES: Launch into Professional Success (for Path to Success Participants)

LOCATION: The Orange County Regional History Center

*This is the LAST course of the Path to Success Series and should be taken as the final course.

Partnering for Performance

Course Code: PD105G

This course focuses on the path to developing an effective partnership with your leader and thus boldly move forward in pursuit of successful achievement of workplace goals. Come take part in a professional development opportunity to assist staff members at all levels with working together to create a positive and productive work environment.

TARGET AUDIENCE: Path to Success Series Participants – **Required**

PREREQUISITES: Launch into Professional Success
(for Path to Success Participants)

Peer to Manager

Course Code: PD008G

The transition from fellow team member to leader of the team is a “journey” which may be filled with express lane access, roadblocks, and detours. This course is ideal for participants who have been promoted (and/or those who aspire to be) and afforded the opportunity to supervise staff members who were previously peers. Join in on the travels that a new leader may encounter to assist with making the transition a smooth one.

TARGET AUDIENCE: Navigator Series Participants – **Elective**
Compass Series Participants – **Elective**

Personal Style Inventory (PSI)

Course Code: PD104G

Ever wonder what your personality says about you, or why you bond instantly with some people and have an automatic aversion to others? Take the journey of self-discovery to find out not only about yourself, but how this knowledge can empower you to have a more meaningful work experience with those around you.

TARGET AUDIENCE:

Path to Success Participants – **Required**

Navigator & Compass Series Participants – **Elective**

PREREQUISITE:

Launch into Professional Success (for Path to Success Participants)

**How we
communicate**
sets the tone for how
we treat one another,
thus designing
our culture



Presentation Skills

Course Code: PD203G

If the thought of speaking in public makes your nerves kick into overdrive, then this workshop is for you! Learn how to not only create a presentation, but also take advantage of the opportunity to practice your public speaking in a safe, constructive environment. We promise you will not leave the same way you came in, and you'll have a DVD of your journey to prove it. Please note: This course is taught in two parts - an online computer-based portion taken first and a face to face facilitator-led practice session to be completed after the online portion.

PREWORK: **Required**

TARGET AUDIENCE: Compass Series
Participants – **Required**
Navigator Series Participants – **Elective**

PREREQUISITE: Leadership 101
(for Compass Series Participants)

MAXIMUM ENROLLMENT:

10 students per class



Procurement Card Program Training

Course Code: OP301G

This half-day course is designed to assist County staff charged with the procurement of goods and services for their area, stay up to date on the latest Procurement / Travel Card roles and responsibilities, policies and procedures. The intent is to help County staff understand application procedure, use of the online system, dollar thresholds, and payment processes available to them for low dollar purchases, memberships, subscriptions, training, and travel. The training is **REQUIRED** for all roles of participation in the Procurement Program.

TARGET AUDIENCE:

Those selected to participate in the Procurement Program – **Elective**

REQUIREMENT: Procurement Application must be submitted to the Orange County Procurement Division **THREE WEEKS in advance** to the class.

Project Management

Course Code: PD307G

The focus on Project Management has become more complex as organizations keep abreast of schedules and budgets in order to maintain productivity and profitability. This learning expedition covers the steps of project management from definition and planning to implementation, monitoring, completion and evaluation. Participants will be equipped with the tools to complete a thorough and accurate project plan with the ability to deliver clear and effective reports that include a formal evaluation of respective projects.

TARGET AUDIENCE: Navigator Series Participants – **Required**

PREREQUISITE: Inspiring Employee Engagement

Sustaining Our Future

Course Code: CR305G

Keeping Orange County a wonderful place to live is dependent on our activities while on the job and at home. Making smart choices today can help determine the kind of a life our grandchildren and their grandchildren will inherit. As Orange County employees, we have many opportunities to interact with the public, lead by example, and show others positive ways to conserve and protect natural resources. Attend this class and learn about the Mayor's sustainability objectives, how they integrate into our work, and what wonderful tools and programs are available to help us be positive influences to our business and residential communities.

TARGET AUDIENCE: Open Enrollment – **Elective**

A **safe culture** encourages innovation and empowerment



Taking Control of Conflict

Course Code: LD204G

Have you ever found yourself frustrated about having to work with a colleague who lacks professionalism or rarely supports the good of the team? Although you may not eliminate conflict entirely, you can take control of it by creating a workplace environment where conflict is dealt with maturely and collaboratively. By identifying the source of conflict and implementing effective resolution strategies, you will learn how to successfully handle “disconnects” and even prevent unnecessary situations from surfacing.

TARGET AUDIENCE:

Compass Series Participants – **Required**

PREREQUISITE:

Leadership 101 (for Compass Series Participants)



Sustaining Our Future

Team Building

Course Code: PD006G

On the road to success, a great team can be your best asset. Explore your role in shaping your environment and bringing your team together for success. Not only will you personally experience the stages of a functional team, but you will also be able to take some activities back to your team.

TARGET AUDIENCE:
Open Enrollment – Elective

Train-the-Trainer

Course Code: PD009G

Has the responsibility to teach others in a classroom setting fallen on your shoulders? Facilitating a class is hard work! There are so many things to remember: adult learning techniques, presentation skills, classroom management (and the list goes on)! Join us for this interactive workshop where we will assist in building your skills to not only be an entertaining facilitator, but also an effective teacher.

TARGET AUDIENCE: Open Enrollment – Elective
(ONLY OFFERED PER REQUEST)



Team Building

New Course!

Verbal Tactics

Course Code: PD506G

Ever wondered what to say to diffuse an angry encounter with a customer or peer? Do you need some set phrases that can take the tension out of hostile situations? Do you come away from conflict realizing that what you said made the situation worse, not better? If you answered “yes” to any of these questions, this course is for you. This course will teach you how to deflect, disarm and defuse verbal conflict. By using proven strategies, you will learn to redirect the negative force of others toward positive outcomes.

TARGET AUDIENCE: Open Enrollment – Elective

Workplace Professionalism

Course Code: PD113G

Build your image with the ability to effectively interact in the workplace with customers and colleagues at any level with tact and style. It doesn't matter where you work or to whom you report, this session can assist you in growing both professionally and personally.

TARGET AUDIENCE:
Message in a Bottle Program Participants – Required
Open Enrollment – Elective

Development of ourselves, our co-workers and our employees not only **shows we care** but also demonstrates self-respect



October – December 2016

Not all courses are offered each quarter.

OCTOBER	COURSE NAME	TIME	CODE	SESSION
October 12	Microsoft PowerPoint (Introductory)	9:00am – 11:00am	CS114G	0015
October 12	Partnering for Performance	8:30am – 12:30pm	PD105G	0010
October 13	Advanced InfoMap	1:30pm – 3:30pm	CS302G	0054
October 13	InfoMap Essentials	9:00am – 11:00am	CS301G	0065
October 13	Launch into Professional Success	8:30am – 12:30pm	PD102G	0011
October 13	Leadership 101	8:30am – 12:30pm	LD201G	0011
October 18	Effective Listening	8:30am – 12:30pm	PD116G	0011
October 18	Presentation Skills (required prework)	8:30am – 12:30pm	PD203G	0025
October 19	Bringing Order to Chaos	8:30am – 12:30pm	PD114G	0011
October 19	Procurement Card Program Training	8:00am – 12:00pm	OP301G	0044
October 20	Inspiring Employee Engagement	8:30am – 12:30pm	LD301G	0008
October 25	Customer Service	8:30am – 12:30pm	PD201G	0015
October 27	Microsoft Outlook (Introductory)	9:00am – 11:00am	CS111G	0017
October 27	Personal Style Inventory (PSI)	8:30am – 12:30pm	PD104G	0011

NOVEMBER	COURSE NAME	TIME	CODE	SESSION
November 2	Building Bridges	8:30am – 12:30pm	PD112G	0011
November 2	Discovering Your Map	8:30am – 12:30pm	LD203G	0010
November 2	Microsoft Excel (Introductory)	8:30am – 11:00am	CS108G	0019
November 3	Meetings that Matter	8:30am – 12:30pm	LD202G	0009
November 3	Sustaining Our Future	8:30am – 12:00pm	CR305G	0007
November 8	Team Building	8:30am – 12:30pm	PD006G	0011
November 9	Taking Control of Conflict	8:30am – 12:30pm	LD204G	0011
November 10	Advanced InfoMap	9:00am – 11:00am	CS302G	0055
November 10	Verbal Tactics	8:30am – 12:30pm	PD506G	0001
November 15	Critical Thinking	8:30am – 12:30pm	LD305G	0012
November 15	Presentation Skills (required prework)	8:30am – 12:30pm	PD203G	0026
November 16	Change Management	8:30am – 12:30pm	PD202G	0011
November 16	Procurement Card Program Training	8:00am – 12:00pm	OP301G	0055

The Passport

NOVEMBER	COURSE NAME	TIME	CODE	SESSION
November 17	Generational Salad	8:30am – 12:30pm	PD005G	0010
November 17	Microsoft Outlook (Introductory)	9:00am – 11:00am	CS111G	0018
November 22	Microsoft Word (Introductory)	9:00am – 11:00am	CS117G	0018
November 29	Coaching & Feedback	8:30am – 12:30pm	LD302G	0010
November 29	Peer to Manager	8:30am – 12:30pm	PD008G	0008
November 30	Communication Mystery Solved	8:30am – 12:30pm	PD108G	0014
November 30	Project Management	8:30am – 12:30pm	PD307G	0012

SEPTEMBER	COURSE NAME	TIME	CODE	SESSION
December 1	Creativity & Innovation	8:30am – 12:30pm	PD001G	0008
December 2	An Effective You	8:30am – 12:30pm	PD107G	0012
December 6	Diversity	8:30am – 12:30pm	PD103G	0016
December 6	Hiring for Cultural Fit	8:30am – 12:30pm	LD303G	0010
December 7	Microsoft Word (Introductory)	9:00am – 11:00am	CS117G	0019
December 8	Negotiation Skills	8:30am – 12:30pm	LD306G	0010
December 8	Occupational Spanish (required prework)	8:30am – 12:30pm	PD010G	0005
December 9	Budgeting 101	8:30am – 12:30pm	LD304G	0006
December 9	Workplace Professionalism	8:30am – 12:30pm	PD113G	0011
December 13	Developing Your Direct Reports	8:30am – 12:30pm	LD307G	0010
December 13	Microsoft Excel (Introductory)	8:30am – 11:00am	CS108G	0020
December 13	Motivating Employees to be their Best	8:30am – 12:30pm	LD205G	0009
December 14	Grammar Brush-Up	8:30am – 12:30pm	PD111G	0007
December 14	Orange County 101 (at History Center)	8:30am – 12:30pm	PD101G	0008
December 15	Emotional Intelligence	8:30am – 12:30pm	PD106G	0011
December 15	Presentation Skills (required prework)	8:30am – 12:30pm	PD203G	0027
December 21	Procurement Card Program Training	8:00am – 12:00pm	OP301G	0045

Suggested Elective Courses



GENERAL ELECTIVES (open to all employees)		
Advanced InfoMap: <i>Prereq</i> InfoMap Essentials	Effective Listening	Occupational Spanish
Bringing Order to Chaos	Generational Salad	Procurement Card Program Training
Building Bridges	Grammar Brush-Up	Sustaining Our Future
Business Writing	InfoMap Essentials	Teambuilding
Communication Mystery Solved	Microsoft Excel (Introductory)	Train-the-Trainer
Creativity & Innovation	Microsoft Outlook (Introductory)	Verbal Tactics
Customer Service	Microsoft PowerPoint (Introductory)	Workplace Professionalism
Editing & Proofreading	Microsoft Word (Introductory)	



COURSES that may be used as electives for COMPASS & NAVIGATOR		
An Effective You	Orange County 101	Personal Style Inventory (PSI)
Diversity	Partnering for Performance	Also any General Electives
Emotional Intelligence	Peer to Manager	



COURSES that may be used as electives for NAVIGATOR		
Change Management	Motivating Employees to be their Best	Also any Compass Electives & General Electives
Discovering Your Map	Presentation Skills	
Meetings that Matter	Taking Control of Conflict	

Electives completed for each program/series can not be the same electives utilized to graduate from another program/series.

Course Policies

REGISTRATION GUIDELINES

- 1) The New Registration Form must be used for enrollment in all classes. Its format has been updated to allow registration for multiple courses on a single form.
- 2) Employees may register for courses by sending a registration form to: OD.Training@ocfl.net **no later than ONE WEEK BEFORE the class start date.**

- 3) Please be sure to inform your Manager / Supervisor of your enrollment in courses.
- 4) Enrollment is based on a "first come, first serve" basis. Due to limited space, employees may be placed on a waiting list for course enrollment.

ID CARDS

All employees are required to display a valid Orange County ID while in all County buildings.

ATTENDANCE / CANCELLATIONS

We recognize unforeseen incidents may arise and ask that you notify us by email at OD.Training@ocfl.net in the event you are unable to attend class. This will also allow employees who may be on a waiting list the opportunity to attend a class. **If you "No Show" 3 times or more in a quarter, you will not be able to register for classes one entire quarter.**

Get Ready Now! Be an Emergency Responder



Classes for certification as an Emergency Responder, and entitlement to Emergency Pay are normally only offered until the start of Hurricane Season each year. We offer the National Incident Management System (NIMS) courses, State's regional training courses, and other Federal residential courses. Any person who is designated

a Category 2 Emergency Responder under the County's Emergency Pay Plan is **REQUIRED** to be NIMS Certified to receive emergency pay, as well as complete the required certification course(s).

Each division manager should have an emergency plan that is implemented upon notification. Any personnel not required for operational use in each division should be afforded the opportunity to be trained in one of the support functions of emergency management.

What can you do now to get ready for these courses?

NOTICE: Independent Study Exams now require a FEMA Student Identification (SID) Number. If you do not yet have a SID, register for one today at <https://cdp.dhs.gov/femasid>

If you have an inquiry regarding the FEMA Independent Study Program, NIMS or other Emergency Management Institute (EMI) related requests such as requests for certificates, transcripts, online test scores/ results, please contact the FEMA

Independent Study program office at 301-447-1200 or email Independent.Study@fema.dhs.gov for further assistance. Please do not contact the FEMA SID Help Desk as they are unable to provide assistance with these requests.

All Emergency Responder personnel are mandated to complete the below courses available online only prior to enrollment in any emergency certification class. Once you have completed these courses forward a copy of the course certificate to the ESF-15 Coordinator (karen.ross@ocfl.net) for your personnel record.

You can enroll online for these courses at <http://training.fema.gov/EMIWeb/IS/crslist.asp>

*(IS-1.a)
Emergency Manager: An Orientation to the Position*

*(IS-100.b)
Introduction to Incident Command System*

*(IS-200.b)
ICS for Single Resources & Initial Action Incidents,
An Introduction*

*(IS-700.a)
National Incident Management System (NIMS),
An Introduction*

*(IS-775)
EOC Management and Operations*

*(IS-800.b)
National Response Framework, An Introduction*

REGISTRATION CUTOFF GUIDELINE:

All Emergency Management course registrations should be submitted for approval and routed to/received by OD.Training@ocfl.net **at least five business days prior** to training. Registrations received within five days of any class are subject to enrollment in the next available class.

EMERGENCY RESPONDER CERTIFICATION PROCESS

This is for Emergency Pay Entitlement only and shows the path to certification as an emergency responder for Orange County. Follow the columns.

QUALIFICATION	Emergency Call Center Taker (ESF15)*	Shelter Manager (ESF15)*	Emergency or Dept. Operations Center Coordinator	Points of Distribution (POD) Manager (ESF15)*	Message Center Call Router (ESF15)*
PREREQUISITES:	X	X	X	X	X
FEMA IS-1.a	X	X	X	X	X
FEMA IS-100.b	X	X	X	X	X
FEMA IS-200.b	X	X	X	X	X
FEMA IS-700.a	X	X	X	X	X
FEMA IS-775	X	X	X	X	X
FEMA IS-800b	X	X	X	X	X
COURSE REQUIREMENT LOCAL (L) Offered by Orange County -MUST register with The Passport Registration Form-	EM100G	EM107G	EM900G	EM700G	EM400G <small>(Note 1)</small>
COURSE REQUIREMENT STATE (S) Offered by State of Florida -MUST create a student account with the State of Florida- Florida State Emergency Response Team and register online at http://trac.floridadisaster.org/trac/loginform.aspx	These courses may be done before OR after completing the EM900G		G-191 G-300 G-400	There is a three month wait required between the G300 and G400	
CALL CENTER REFRESHER CLASS Must be completed every other year or when software changes occur	EM200G <small>Must have completed EM100G</small>				
EMERGENCY/DEPARTMENT OPERATIONS CENTER Annual Renewal Training—must have completed the EM900G			EM600 Series		

**ESF15-Personnel working in these job functions report directly to the ESF15 Coordinator and must be released upon activation from their Department/Division. Prior to training each person is required to complete the two page Emergency Responder Form and obtain approval from their supervisor to attend training. The form can be found on the CountyLine intranet under Forms.*

NOTE 1: Message Center Call Routers must have been previously certified as an Emergency Call Center Taker for at least 2 years.

All Emergency Essential Personnel: All personnel in Public Works, Utilities, Fire, Corrections and any other personnel so designated must also complete the FEMA IS-100b; IS-200b; IS-700a and IS-800b. These courses alone do NOT qualify an individual for Emergency Pay Entitlement.



Incident Command Systems (ICS)

The following courses: G-191, G-290, G-300 and G-400 are State run courses being offered at the Orange County Fire Rescue Headquarters Building. You will need to register for these courses at the following web page: <https://trac.floridadisaster.org/trac/loginform.aspx> if you are unable to access this web page, go to the Tools Menu, then to Compatibility View Settings and add this web site.

If you have not already created an account, you will need to do so. You will also need to upload into SERT TRAC the required prerequisite certificates prior to being approved to attend. Instructions about creating a profile, logging in, and using SERT TRAC can be found on the above referenced web page. If your job function requires you to take additional EM trainings courses, you are encouraged to frequently visit the SERT TRAC training calendar, you will find a variety of EM course available. You should seek your supervisor's approval before registering for any course.

Incident Command System/ Emergency Operations Center (EOC) Interface

Course Code: G-191

This course works best when delivered to incident command system and emergency operations center personnel from the same community. The course provides an opportunity for participants to begin developing an ICS/EOC Interface for their community. The course reviews ICS and EOC responsibilities and functions and depends heavily on exercises and group discussions to formulate the interface. This is a "Required" course in the Advanced Professional Series (APS) program. Selection Criteria: Participants should be teams from a community's ICS and EOC personnel. This course is offered to personnel involved in a community ICS/EOC operation. This course is ideally taught to an individual jurisdictions staff to familiarize personnel with the roles and responsibilities of each staff member.

LOCATION: Fire Rescue Headquarters, 6590 Amory Court

COURSE NOT OFFERED THIS QUARTER

Basic Public Information Officer (PIO)

Course Code: G-290

This course is intended for Public Information Officers who are new to the field or less experienced. The course emphasis is on the basic skills and knowledge needed for emergency management public information activities. Topics include: the role of the PIO in emergency management, conduction awareness campaigns, news release writing, public speaking, and television interviews. This is an "Elective" course in the Advanced Professional Series (APS) Program.

LOCATION: Fire Rescue Headquarters, 6590 Amory Court

COURSE NOT OFFERED THIS QUARTER

Intermediate Incident Command System for Expanding Incidents

Course Code: G-300

This course provides training and resources for personnel who require advanced application of the Incident Command System (ICS). The course expands upon information covered in the ICS-100 and ICS-200 courses. Selection Criteria: This course should not be used as a "nice to have training" course! Attendee selections for this course are to be RESTRICTED to those individuals who are slated to/or are already identified to assume a supervisory role in expanding incidents (Type 3), or perform Emergency Operations Center (EOC) Agency Liaison or Agency Emergency Coordination Officer (ECO) roles. Note: During an expanding incident, some or all of the Command and General Staff positions may be activated, as well as Division/Group Supervisor and/or Unit Leader level positions. These incidents may extend into multiple operational periods.

PREREQUISITES: Personnel must have completed the following courses or an equivalent to these courses: IS-100, IS-200, IS-700, IS-800

LOCATION: Fire Rescue Headquarters, 6590 Amory Court

COURSE NOT OFFERED THIS QUARTER

Advanced Incident Command System for General Staff: Complex Incidents
Course Code: G-400

This course provides training for personnel who require advanced application of the Incident Command System (ICS). The course expands upon information covered in IS-100 through IS-300 courses. The target audiences for this course are personnel who are expected to perform in a management capacity in an Area Command or Multiagency Coordination Entity. Selection Criteria: Persons expected to perform in a management capacity in an area command/complex incident environment.

PREREQUISITES: Personnel must have completed the following courses or an equivalent to these courses: IS-100, IS-200, ICS-300, IS-700, IS-800, G-300 (There must be at least a 90 day wait period between G300 and taking the G400)

LOCATION: Fire Rescue Headquarters, 6590 Amory Court

DATE: September 20, 21, 2016 (2 Day Course)

TIME: 8:30am-4:30pm

DATE: November 3, 4, 2016 (2 Day Course)

TIME: 8:30am-4:30pm

Operations Center Training

Emergency Operations Center (EOC) and/or Department Operations Center (DOC) Training

Course Code: EM900G

The Emergency Operations Center is totally responsible for the coordination and operation of all emergency activities. Orange County Government has 20 Emergency Support Functions that correlate to the State of Florida and the Federal Government response mechanism. Note: This course is only for individuals who will respond to either the Emergency Operations Center (EOC) or a Department Operations

Center (DOC). Class is limited to 30 participants.

PREREQUISITES: Personnel must have completed the courses: IS-1.a, IS-100, IS-200, IS-700, IS-775 and IS-800

LOCATION: Fire Rescue Headquarters, 6590 Amory Court

COURSE NOT OFFERED THIS QUARTER

Emergency Operations Center (EOC) NIMS/ICS Position Training

These courses are designed to provide intensive training based on the NIMS/ICS Command Structure and Multi-Agency Coordination. During the course of this program, information will be provided on mission objectives, action planning steps, establishing priorities, completing reports and forms, FEMA documentation and reimbursement requirements. Extensive use of NC4 (E-Team) software to manage the emergency will be an integral component of this training.

PREREQUISITES: Personnel must have completed the following courses: IS-1.a, IS-100.b, IS-200.b, IS-700.a, IS-800.b and EM900G

LOCATION: Fire Rescue Headquarters, 6590 Amory Court

ESF/ECO personnel must attend the below designated course for their agency. These are mandatory for all EOC Certified Personnel.

Operations (Infrastructure)
ESF1, ESF3, ESF12, ESF20
CODE: EM601G

COURSE NOT OFFERED THIS QUARTER

Operations (Human Services & Planning/Finance Admin)
ESF5, ESF6, ESF17, ESF18, ESF19
CODE: EM602G

COURSE NOT OFFERED THIS QUARTER

Operations (Emergency Services)
ESF4, ESF8, ESF9, ESF10, ESF16
CODE: EM603G

COURSE NOT OFFERED THIS QUARTER

Logistics
ESF2, ESF7, ESF11, ESF15,
CODE: EM604G

COURSE NOT OFFERED THIS QUARTER

EOC Coordination
ESF13, ESF14, SERT,
Safety & ECO's
CODE: EM605G

COURSE NOT OFFERED THIS QUARTER

Call Center Training

Emergency Call Center Training for New Call Takers

Course Code: EM-100G

The Emergency Call Center assists in responding to citizen inquiries in an emergency situation. In order to be fully functional, personnel need to attend a one-day training session that includes: Introduction to Emergency Management, telephone procedures, equipment overview, responder duties and responsibilities, and computer software training. This training includes 3-1-1 Contact Tracking software, Info Map guidance, responding to People with Special Needs issues, as well as effective listening skills, and 911 procedures.

Total commitment is required. You may be required to work extended hours (up to 12) per shift, and remain on site for an extended period of time after completion of the shift in the event of hazardous weather.

Class is limited to 25 participants.

PREREQUISITES: Personnel must have completed the following courses: IS-1.a, IS-100, IS-200, IS-700, IS-775, and IS-800. Basic computer skills, with an emphasis on data entry, ability to analyze information, good writing and grammar, and decision making.

LOCATION: Fire Rescue Headquarters, 6590 Amory Court

COURSE NOT OFFERED THIS QUARTER

Emergency Call Center “Refresher” Training

Course Code: EM-200G

This is a refresher class for those already certified to work in the call center and have completed the EM100G course. Areas to cover include: Phone calls, forms management, info map, roles and responsibilities of each ESF.

Class is limited to 25 participants. You must attend one refresher class every other year to keep your emergency pay entitlement.

PREREQUISITE: Must already be certified as an Emergency Call Center Taker.

LOCATION: Fire Rescue Headquarters, 6590 Amory Court

COURSE NOT OFFERED THIS QUARTER

Message Center / Call Router Training

Course Code: EM-400G

Message Center personnel will be assigned to the EOC, Fire Rescue Headquarters, during an activation and be responsible for routing messages to the correct ESF/ECO, and quality assurance control on all messages from the Emergency Call Center. **Class is limited to 20. ALL Certified Message Center Call ROUTERS MUST ATTEND at least ONE session each year; otherwise, you will lose your certification and emergency pay entitlement.**

PREREQUISITES: Must have thorough knowledge of all Emergency Support Functions (ESFs) and Emergency Coordinating Officer (ECO) duties and responsibilities.

LOCATION: Fire Rescue Headquarters, 6590 Amory Court

COURSE NOT OFFERED THIS QUARTER

Shelter Training



AMERICAN RED CROSS SHELTER MANAGER COURSES

Orange County operates the People with Special Needs (PSN), Pet-Friendly and Employee Shelters, as well as general use shelters in partnership with the American Red Cross.

Employee Shelters

Orange County operates shelters for employees and their families. These shelters that are primarily designated for Orange County employees and their families are also open to the general public though not broadcasted as such. Since these are American Red Cross designated shelters, workers in these facilities must be certified.

Pet-Friendly Shelters

These shelters offer sheltering to individuals who desire to bring their pets along. These sites will provide shelter to both

individuals as well as their pets. Owners must remain with their pets, it is not a kenneling shelter, and be responsible for the care and maintenance of their animals.

People with Special Needs (PSN) Shelters

These shelters offer sheltering to individuals who have special medical needs that require nursing assistance, but not to the degree of hospitalization. Each person is highly encouraged to bring family members with them to assist in their daily care.

General Population Shelters

These shelters are primarily managed by the American Red Cross to provide shelter on an interim basis to all individuals, including those with functional needs, until they are able to return home, or arrange for other recovery options.



American Red Cross

American Red Cross Shelter Manager Course

Course Code: EM-107G

Provides basic information about the activities of the Mass Care function. Learn the skills needed by Mass Care workers to deliver quality service to shelter clients. Prepares shelter managers to effectively and sensitively manage a shelter operation as a team. It also trains them to understand how to meet the needs of the people displaced as a result of a disaster. Provides participants with an opportunity to practice the knowledge and skills needed to run a successful shelter operation.

A comprehensive training program provides full American Red Cross certification. As a shelter worker, you may bring your family with you, but NO pets are allowed (Except in the pet-friendly shelters). You may be required to remain on site until there is no longer an emergency situation, or until the shelter closes, that could be as long as 72 hours.

PREREQUISITES: Personnel must have completed the following courses or an equivalent to these courses: IS-1.a, IS-100, IS-200, IS-700, IS-775, IS-800

LOCATION: Animal Services, 2769 Conroy Rd.

COURSE NOT OFFERED THIS QUARTER

LOCATION: Fire Rescue Headquarters, 6590 Amory Ct.

COURSE NOT OFFERED THIS QUARTER

Points of Distribution (POD) Manager Course

Course Code: EM-700G

This program details the staffing and procedures needed to plan for, execute, and shut down POD operations. It also includes key lessons on safety, equipment, and resource accountability. As the POD Manager you are responsible for at least 12 staff, inventory control, security issues, traffic flow, documentation, and community relations. Must have a recommendation from your Division Manager.

PREREQUISITES: Personnel must have completed the following courses or an equivalent to these courses: IS-1.a, IS-26, IS-100, IS-200, IS-700, IS-775, IS-800

LOCATION: Fire Rescue Headquarters, 6590 Amory Court

COURSE NOT OFFERED THIS QUARTER

Parking Policies

Please DO NOT PARK your vehicles at IOC-1 or IOC-2, including visitor spaces.

Participants enrolled in classes facilitated at IOC-1 may park their vehicles on Levels 3 or 4 in the Public Parking Garage located on the corner of Liberty Avenue and East Jackson Street.

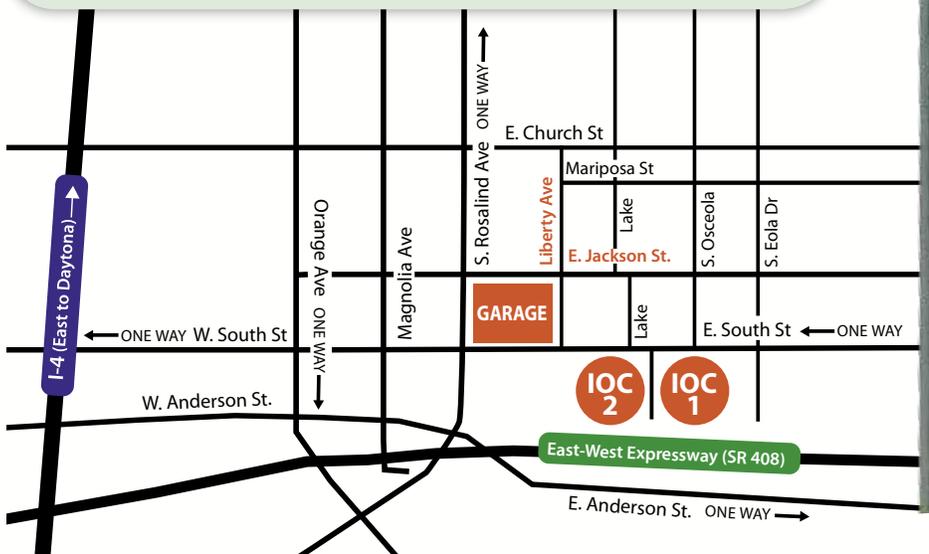
Parking will be validated for your class attendance. *Exceptions: Persons working in IOC-1, IOC-2, the County Administration Building, or at 109 East Church Street are to park their vehicles at their normal work site.*



Did you park in the parking garage?

There are many reasons to park in the garage.

- By not taking a parking space in the lot at IOC-1 & IOC-2, it shows you care about your fellow employees, you recognize there is already a parking space shortage, and will not contribute to a fellow employee's stress for the day. Remember Culture by Design?
- You recognize the opportunity to embrace your wellness moment for the day which will help keep you healthy and reduce your stress.
- You won't be late for class when we have to direct you to move your car from IOC-1 & IOC-2 lots to the Jackson Street garage.
- Parking is FREE because we will validate it for you.



DIRECTIONS TO PUBLIC PARKING GARAGE

- 1) I-4 Westbound toward Tampa, take the Anderson St. East exit. Continue on Anderson St. and turn left onto Summerlin Ave. Turn left onto E. South St. Go three blocks to the Parking Garage, which is located on the right side of the street.
- 2) I-4 Eastbound toward Daytona Beach, take Exit 82B (South St.). Turn right onto South St. and continue to S. Orange Ave. Turn right onto S. Orange Ave. then left onto Anderson St. Continue on Anderson St. and turn left onto Summerlin Ave. Turn left onto E. South St. Go three blocks to the Parking Garage, which is located on the right side of the street.
- 3) SR 408 Eastbound (East/West Expressway), take Exit 10C (Orange Ave.). Keep left at the fork at the bottom of the ramp. Turn left onto Delaney Ave. Turn right onto Anderson St. Turn left onto Summerlin Ave. Turn left onto E. South St. Go three blocks to the Parking Garage, which is located on the right side of the street.
- 4) SR 408 Westbound (East/West Expressway), take Exit 11B (Mills Ave.) onto E. South St. Continue along E. South St., through the intersection of Summerlin Ave. Go three blocks to the Parking Garage, which is located on the right side of the street.

After parking, exit the garage and walk 1 1/2 blocks eastbound along E. South Street to the IOC-1 building (450 E. South St.).

UNITED WAY



**CHANGE
WON'T
HAPPEN
WITHOUT
YOU**

GIVE. ADVOCATE. VOLUNTEER.
www.HFUW.org





orange you glad you parked in the Parking Garage

for The Passport classes



Human Resources

Organizational Development & Training

Internal Operations Centre 1 / First Floor, 450 East South Street

Orlando, Florida 32801 / 407.836.2924