

STRENGTHENING YOUR CORE

8-CORE BEHAVIORAL FACTORS



2017
CLASSES
COMING
SOON

Grow Your Core
Professional
Skills

LDC SIGNATURE PROGRAM

ENGAGE OTHERS,
PROBLEM-SOLVE,
GUIDE, MOTIVATE AND
NAVIGATE IN
ORGANIZATIONAL
SETTINGS

Table of Contents

- Customer Focus..... 2**
- Diversity Commitment..... 3**
- Interpersonal Skills 4**
- Utilization of Time 5**
- Adaptability..... 6**
- Problem Solving 7**
- Teamwork 8**
- Judgement 9**

Strengthening Your Core Program: Customer Focus

COH Learning and Development Center – the Center for Excellence

Purpose

The Strengthening Your Core Program will focus on eight behavioral factors that are commonly chosen as part of employee HEAR plans. The program is designed to provide the learner with more in-depth training on these eight behavioral factors.

Learning Outcomes

Participants will:

- Meet the expectations and requirements of internal and external customers
- Get first-hand customer information and use it for improvements in products and services
- Act with customers in mind
- Establish and maintain effective relationships with customers and gain their trust and respect
- Show enthusiasm for job

Content

The course is designed to expand the knowledge of the behavior factor of customer focus. A thorough understanding of the definition of internal/external customers, and how to work with the customers in mind is the goal of the class.

Methods

Instructor led, group discussions, individual activities, and practical application

Number of Sessions

4 hours/1 session

Time

Fridays 8:30 am – 12:30 pm

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	Not open to non-city employees	5	20 (max when combined with enrollment for the program)

Audience

All city employees who wish further understanding of HEAR behavioral factors.

Prerequisites	Pre-Test	Post-Test	Credit(s)

Strengthening Your Core Program: Diversity Commitment

COH Learning and Development Center – the Center for Excellence

Purpose

The Strengthening Your Core Program will focus on eight behavioral factors that are commonly chosen as part of employee HEAR plans. The program is designed to provide the learner with more in-depth training on these eight behavioral factors.

Learning Outcomes

Participants will:

- Recognize actions and behaviors that contribute to creating and managing a diverse workforce

Content

The course is designed to expand the knowledge of the behavior factor of diversity commitment. A thorough understanding of the definition of diversity and how to work within a diverse and ever changing environment is the goal of the class.

Methods

Instructor led, group discussions, individual activities, and practical application

Number of Sessions

4 hours/1 session

Time

Fridays 8:30 am – 12:30 pm

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	Not open to non-city employees	5	20 (max when combined with enrollment for the program)

Audience

All city employees who wish further understanding of HEAR behavioral factors.

Prerequisites	Pre-Test	Post-Test	Credit(s)

Strengthening Your Core Program: Interpersonal Skills

COH Learning and Development Center – the Center for Excellence

Purpose

The Strengthening Your Core Program will focus on eight behavioral factors that are commonly chosen as part of employee HEAR plans. The program is designed to provide the learner with more in-depth training on these eight behavioral factors.

Learning Outcomes

Participants will:

- Adapt to change and continuous self-improvement
- Demonstrate tenacity and willingness to go the distance to get things done
- Does not cut corners ethically
- Earns trust and maintains confidences
- Shows personal commitment

Content

The course is designed to expand the knowledge of the behavior factor of interpersonal skills. A thorough understanding of the definition of interpersonal skills and how to use those interpersonal skills to relate to other people is the goal of the class.

Methods

Instructor led, group discussions, individual activities, and practical application

Number of Sessions

4 hours/1 session

Time

Fridays 8:30 am – 12:30 pm

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	Not open to non-city employees	5	20 (max when combined with enrollment for the program)

Audience

All city employees who wish further understanding of HEAR behavioral factors.

Prerequisites	Pre-Test	Post-Test	Credit(s)

Strengthening Your Core Program: Utilization of Time

COH Learning and Development Center – the Center for Excellence

Purpose

The Strengthening Your Core Program will focus on eight behavioral factors that are commonly chosen as part of employee HEAR plans. The program is designed to provide the learner with more in-depth training on these eight behavioral factors.

Learning Outcomes

Participants will:

- Produce an acceptable quantity of work that indicates efficient use of time.
- Control time spent on personal telephone calls and conversations with other workers, and time spent away from work area.

Content

The course is designed to expand the knowledge of the behavior factor of utilization of time. A thorough understanding of the definition of time management and how to use make the best and most productive use of time is the goal of the class.

Methods

Instructor led, group discussions, individual activities, and practical application

Number of Sessions

4 hours/1 session

Time

Fridays 8:30 am – 12:30 pm

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
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Audience

All city employees who wish further understanding of HEAR behavioral factors.

Prerequisites	Pre-Test	Post-Test	Credit(s)

Strengthening Your Core Program: Adaptability

COH Learning and Development Center – the Center for Excellence

Purpose

The Strengthening Your Core Program will focus on eight behavioral factors that are commonly chosen as part of employee HEAR plans. The program is designed to provide the learner with more in-depth training on these eight behavioral factors.

Learning Outcomes

Participants will:

- Accept change readily, both in job responsibilities as well as in the work environment
- Maintain effectiveness when experiencing changes in work assignments, processes, or conditions
- Seek to understand changes and approaches change positively
- Adjust behavior to deal effectively with changes in the work environment

Content

The course is designed to expand the knowledge of the behavior factor of adaptability. A thorough understanding of the definition of change and how to respond to changes in the workplace is the goal of the class.

Methods

Instructor led, group discussions, individual activities, and practical application

Number of Sessions

4 hours/1 session

Time

Fridays 8:30 am – 12:30 pm

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
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Audience

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Prerequisites	Pre-Test	Post-Test	Credit(s)

Strengthening Your Core Program: Problem Solving

COH Learning and Development Center – the Center for Excellence

Purpose

The Strengthening Your Core Program will focus on eight behavioral factors that are commonly chosen as part of employee HEAR plans. The program is designed to provide the learner with more in-depth training on these eight behavioral factors.

Learning Outcomes

Participants will:

- Cope with problem situations of varying degrees of complexity or challenge.
- Evaluate and/or analyze information and provide interpretation in a timely manner.

Content

The course is designed to expand the knowledge of the behavior factor of problem solving. A thorough understanding of the definition of problem solving and how to solve problems in the workplace is the goal of the class.

Methods

Instructor led, group discussions, individual activities, and practical application

Number of Sessions

4 hours/1 session

Time

Fridays 8:30 am – 12:30 pm

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
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Audience

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Prerequisites	Pre-Test	Post-Test	Credit(s)

Strengthening Your Core Program: Team Work

COH Learning and Development Center – the Center for Excellence

Purpose

The Strengthening Your Core Program will focus on eight behavioral factors that are commonly chosen as part of employee HEAR plans. The program is designed to provide the learner with more in-depth training on these eight behavioral factors.

Learning Outcomes

Participants will:

- Collaborate with others to achieve results
- Work well with fellow employees in a cooperative and team-oriented manner
- Place higher priority on team/organizational goals than on own goals
- Motivate fellow employees
- Take responsibility and initiative and lead by example
- Serve as project or team leader if called upon

Content

The course is designed to expand the knowledge of the behavior factor of team work. A thorough understanding of the definition of team work and how to effectively work and contribute as a member of a team is the goal of the class.

Methods

Instructor led, group discussions, individual activities, and practical application

Number of Sessions

4 hours/1 session

Time

Fridays 8:30 am – 12:30 pm

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
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Audience

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Prerequisites	Pre-Test	Post-Test	Credit(s)

Strengthening Your Core Program: Judgement

COH Learning and Development Center – the Center for Excellence

Purpose

The Strengthening Your Core Program will focus on eight behavioral factors that are commonly chosen as part of employee HEAR plans. The program is designed to provide the learner with more in-depth training on these eight behavioral factors.

Learning Outcomes

Participants will:

- Make timely and sound recommendations that withstand examination
- Gather and interpret relevant information prior to making decisions
- Formulate realistic and successful solutions.

Content

The course is designed to expand the knowledge of the behavior factor of team work. A thorough understanding of the definition of team work and how to effectively work and contribute as a member of a team is the goal of the class.

Methods

Instructor led, group discussions, individual activities, and practical application

Number of Sessions

4 hours/1 session

Time

Fridays 8:30 am – 12:30 pm

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
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Audience

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Prerequisites	Pre-Test	Post-Test	Credit(s)