Workforce Development

FY25/26 Web-Based Classes

TIER 2: Foundational Skills

PUBLIC SERVICE FUNDAMENTALS
- Communication Skills
- Dealing with Difficult Customers
- Dealing with Difficult Customers: Phone and Digital
- Developing Awareness that Leads to Emotional Regulation
- The Dynamics of Communication
- How to Show Service-Oriented Attitude in the Public Sector
- Persuasive Communication Techniques

RACIAL EQUITY & SOCIAL JUSTICE
- An Introduction to Unconscious Bias
- Be an Upstander
- Empathy in the Workplace
- Identifying Microaggressions
- Inclusive Language & Communication
- Macro Effects of Micro Aggressions
- Generational Differences
- Understanding Gender
- What Is Belonging?
- What Is Privilege?
- Why Diversity Matters

COMPUTER & SOFTWARE KNOWLEDGE
- Adobe Acrobat DC Pro: Advanced
- Adobe Acrobat DC Pro: Beginner
- Collaborating in Microsoft 365
- eLearning: Articulate Storyline 360
- Excel 365: Advanced
- Excel 365: Beginner
- Excel 365: Intermediate
- MS 365 OneNote: Meeting Notes
- MS 365: OneDrive
- MS 365: OneNote Beginner
- MS 365: Overview - Beginner
- MS Forms Essentials
- MS PowerPoint 365: Fundamentals
- MS Teams 365: Beginner
- MS Word 365: Intermediate
- Outlook 365: Beginner
- SQL Beginner: Part 1
- SQL Beginner: Part 2
- SQL Beginner: Part 3
- SQL Beginner: Part 4
- SQL Beginner: Part 5
- SQL Beginner: Part 6
- SQL Beginner: Part 7
- SQL Fundamentals

SAFETY & SECURITY
- Active Shooter
- Back Injury Prevention
- Dealing With Conflict
- Defensive Driving
- Distracted Driving - Global
- Add Movement Into Your Day
- How to Adjust Your Chair
- How to Adjust Your Desk
- How to Adjust Your Devices
- How to Adjust Your Display
- How to Adjust Mobile Devices
- Excavation/Trenching Safety
- Fall Protection (US)
- Fire Extinguisher Safety
- First Aid Basics
- General Office Safety
- Hand and Power Tools
- Conflict Management
- Hazard Communication for CA
- Hearing Conservation
- Heat Stress
- Incident Investigation - Global
- Injury & Illness Prevention Prog
- Office Ergonomics for CA
- OSHA: CPR Resuscitation
- OSHA: Ladder Safety
- Personal Protective Equipment
- Respiratory Protection
- Slip, Trip, and Fall Prevention
- Sonoma County Telework Policy Ergonomics Training

PRODUCTIVITY & WELLNESS
- 5-Min Guided Breathing Meditation
- Breaking the Stress Cycle
- Developing Self-Regulation
- Effective Time Management
- Email Etiquette
- Giving Positive Feedback
- How to Receive Feedback
- Navigating Your Mental Health
- Relax
- Seated Desk Yoga
- SMART Goal Setting
- SMART Goals Meditation
- Time Management Tips

ELECTIVES & PROFESSIONAL DEV
- Best Practices for Creating a Resume
- Creating a Powerful Resume
- How to Create a Mentoring Program
- Impress at Job Interviews
- Interviewing Skills for Employees
- Landing the Job: Interview Techniques
- Rules for Discussing Politics at Work
- Write to Be Understood
- Writing: Taking Notes in Meetings

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Room to Move. Room to Grow.

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TIER 3: Supervisors & Managers

- Becoming an Effective Manager: Giving Effective Feedback
- Build Your Inclusive Leadership Skills
- Coaching Skills: The Coaching Conversation
- Grant Seeking Fundamentals
- Inclusive Leadership for Leaders & Managers
- Leadership Fundamentals: The Leadership Toolkit
- Leadership of a Diverse Group
- Managerial Courage: Managing Difficult People
- The Manager's Role as Communicator
- Managing Performance: Individual Development Plans
- Managing Prejudice Within Your Team
- Mediating Employee Conflicts
- Overview of Oracle Planning & SCLabor
- Supervision: 8 Steps to Effective One-on-Ones
- Tackling Race Bias in the Workplace: A Guide for Managers

TIER 4: Executive Skills

- Becoming an Effective Manager: Giving Effective Feedback
- Build Your Inclusive Leadership Skills
- Coaching Skills: The Coaching Conversation
- Grant Seeking Fundamentals
- Inclusive Leadership for Leaders & Managers
- Leadership Fundamentals: The Leadership Toolkit
- Leadership of a Diverse Group
- Managerial Courage: Managing Difficult People
- The Manager's Role as Communicator
- Managing Performance: Individual Development Plans
- Managing Prejudice Within Your Team
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