



## June 2012 Training Highlights

Please visit our [Organization Development and Training](#) website and see what we have to offer you! We look forward to assisting you with your professional and personal development needs...come GROW with us!

*The following courses require pre-registration via [PeopleSoft Learning and Development](#).*

***Personnel Primer for Supervisory Employees.*** Four Tuesday sessions from 1:15 pm—5 pm: June 5, 12, 19, and 26 (PRIM\_1, Session 0025). This fifteen-hour workshop, led by Management and Staff of the Personnel Services Department, provides City Supervisors and Managers with an informative "up close" understanding of the processes of and the services offered by the Personnel Services Department.

***All Employee Anti-harassment and Anti-discrimination Training.*** Thursday, June 21 from 2 pm—4pm and from 4:30 pm—6:30 pm (AHD001, Sessions 0077 and 0085, respectively). This seminar is led by Gage Dungy or Shelline Bennett from the law firm of Liebert Cassidy Whitmore. Within this refresher training, employees will engage in discussions on verbal, visual, physical and sexual harassment; discrimination, reporting harassment and discrimination, and retaliation. All employees are to attend this training once every 3 years. The focus of this calendar year are those employees whose last names begin with H-N.

***Dealing with Difficult Customers.*** Wednesday, June 27 from 9 am—11 am (CS002, Session 0008). This two hour class will cover the fundamentals of Dealing with Difficult Customers such as how to identify our strengths and weakness when interacting with difficult customers, how to develop strategies for anticipating the needs of our customers, and how to develop methods to better information-gather and problem solve.



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### ***Training sessions that do not require pre-registration via PeopleSoft Learning and Development include:***

***SunGard On-Demand training:*** A no-cost resource for classes covering hundreds of topics is now available to all City employees in a self-paced format from the SunGard On-Demand Training website. Subject areas include:

- Desktop Software Applications
- Business & Professional Development
- SunGard HTE Applications

Registration instructions and a searchable course catalog are available on ISD's SharePoint site: <http://sp-isd.fresno.gov/sysapps/Training/default.aspx>. A complement to this training is to seek out your department's "power users" that are proficient in the various Microsoft Office programs.

***American Management Association (AMA) Podcasts:*** AMA is an international leader in management training and professional development for individuals, teams, and entire organizations. And a podcast is an audio file recorded in MP3 format that is made available for download to your computer or MP3 player such as an Apple iPod. These AMA podcasts will be a weekly show covering a variety of topic areas. A new "episode" will be added to the AMA website each week, so check back often. These essential nuggets of perspective will help you improve performance, adapt to changing business realities, and prosper in a complex and competitive world. Please see [AMA Podcasts](#) for more information.

***American Management Association (AMA) Webcasts:*** these archived webcasts are offered on a variety of topics relevant to today's ever-changing business world. Please see [AMA Webcasts](#) for more information.

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