

**GROWTH & DEVELOPMENT
OPPORTUNITIES
FOR 2024**



**SCHEDULE OF CLASSES
OFFERED BY**

**CITY OF NEW ORLEANS
EMPLOYEE GROWTH & DEVELOPMENT DIVISION
CIVIL SERVICE DEPARTMENT**

AN EQUAL OPPORTUNITY EMPLOYER

Dear Employees:

We look forward to seeing you in the classroom this year. We encourage employees and supervisors to use the offered courses to build both your own skillsets and the skillsets of your employees. While some employees are required to take courses to qualify for promotions in clerical, administrative, professional, and other classifications, we encourage all employees to further their professional and personal development by taking courses.

We appreciate the fantastic group of instructors who work hard to help build a stronger City workforce. Without this dedicated group of professionals this program would not be possible.

We welcome any input you may have regarding new courses or the expansion of existing courses.

*Amy Trepagnier
Director, Civil Service Department*

ATTENTION!

Only attend classes for which you have received an **official notification** from Civil Service.

Please include a **functioning, direct phone number** on your training application in the event Civil Service needs to notify you about any changes to your scheduled class(es).

Please be sure to include an **up-to-date email address** with your application to receive notification of scheduling; we will not be able to schedule you for your requested courses without a legible email address.

Please read the **course description** for information and prerequisites before registering for a course to avoid receiving rejection letters/inaction due to ineligibility.

You are required to attend all dates of a course session to receive credits. Missing any date(s) will result in having to resubmit an application. There will be **no make-up classes/exams** for the dates you miss!

There is a 15-minute grace period for getting to class on time for half day classes, and a 30 minute grace period for getting to class on time for all-day classes. You will be requested to leave if you arrive outside of these timeframes.

Civil Service may conduct test-outs as noted in the course descriptions. Registered employees will be notified of the test-out dates as they are finalized/as sessions approach.

Transcripts are always available upon request via email. *One should allow at least 2-3 weeks before transcripts can be updated with recent grades.*

BRASS training now includes Introduction to BRASS, BRASS I and BRASS II courses.

For additional information (not covered in this catalog), please contact the Employee Growth and Development division.

Please note: Employees can always apply for courses prior to the release of each year's catalogue. You can apply at any time. If the catalog has not been released, simply submit the application and include the Course Title/Course Number and leave the Session Choice blank. You will automatically get scheduled for the next available session of the course. Courses are filled on a first come first served basis so please do not wait to apply.

TABLE OF CONTENTS

COURSES IN COURSE NUMBER ORDER	7
COURSES IN ALPHABETICAL ORDER.....	9
APPLICATION PROCESS FOR COURSES	11
TRAINING COURSE APPLICATION	14
REQUIRED COURSES FOR CIVIL SERVICE CLASSIFICATIONS.....	15
SUPERVISORY CERTIFICATE.....	17
SUPERVISORY CERTIFICATE APPLICATION.....	18
CIVIL SERVICE INSTRUCTORS	19
COMM 100: READING COMPREHENSION	20
COMM 111: BASIC GRAMMAR USAGE AND PROOFREADING I.....	21
COMM 112: BASIC GRAMMAR USAGE AND PROOFREADING II.....	22
COMM 120: PUBLIC SPEAKING AND ORAL PRESENTATION.....	23
COMM 121: ENHANCING ONE’S PUBLIC SPEAKING SKILLS.....	24
COMM 130: BUSINESS WRITING.....	25
COMM 140: LISTENING SKILLS: A MAJOR COMPONENT OF GOOD COMMUNICATION.....	27
PBSV 200: CITY EMPLOYEES’ ORIENTATION	28
PBSV 210: HUMAN RELATIONS	29
PBSV 220: TECHNIQUES OF GOOD CUSTOMER SERVICE	30
PBSV 230: TELEPHONE TECHNIQUES	31
PBSV 240: UNDERSTANDING CITY GOVERNMENT	32
GCLE 310: BASIC OFFICE SKILLS	33
COMP 401: BASIC MATH FOR UTILITIES SUPERVISORS	34
COMP 410: BUSINESS MATHEMATICS	35
COMP 430: INTRODUCTION TO BASIC PRINCIPLES OF ACCOUNTING	36
GVOP 520: PURCHASING IN CITY GOVERNMENT.....	37
GVOP 530: ACCOUNTING PROCESS IN CITY GOVERNMENT.....	38
GVOP 573: ADP ENTERPRISE & MANAGER SELF-SERVICE (MSS).....	39
GVOP 574: ADP eTime*	40
GVOP 575: CIVIL SERVICE HUMAN RESOURCE TRAINING SERIES.....	41
GVOP 580: RETIREMENT PLANNING & THE MUNICIPAL EMPLOYEES’ RETIREMENT SYSTEM.....	42
GVOP 594: INTRODUCTION TO BRASS	43
GVOP 595: BRASS I.....	44

GVOP 596: BRASS II	45
SUPV 600: EMPLOYEE ON-BOARDING	46
SUPV 610: INTRODUCTION TO SUPERVISION	47
SUPV 620: PERSONNEL INTERVIEWING	48
SUPV 629: INTRODUCTION TO WORKPLACE DISCIPLINE FOR FIRST LINE SUPERVISORS ..	49
SUPV 630: MANAGING WORKPLACE DISCIPLINE.....	50
SUPV 640: COUNSELING AND COACHING EMPLOYEES.....	51
SUPV 650: TEAM BUILDING.....	52
SUPV 671: PERFORM (Performance Evaluations).....	53
SUPV 680: EFFECTIVE CRISIS INTERVENTION WITH EMPLOYEES	55
SUPV 690: CONFLICT MANAGEMENT	56
SUPV 691: SEXUAL HARASSMENT IN THE WORKPLACE.....	57
ADMN 710: GRANT AND PROPOSAL WRITING	58
ADMN 720: CONTRACT PREPARATION AND ADMINISTRATION	59
ADMN 721: PROCUREMENT AND PURCHASING	60
ADMN 722: COMPETITIVE SELECTION PROCEDURE FOR PROFESSIONAL SERVICES CONTRACTS.....	61
ADMN 730: EXECUTIVE SECRETARIAL SKILLS	62
MGMT 810: PRINCIPLES OF MANAGEMENT.....	63
MGMT 820: PLANNING AND ORGANIZING	64
MGMT 830: LEADERSHIP.....	65
MGMT 840: RECORDS MANAGEMENT.....	66
MGMT 850: THE OFFICE AND OFFICE MANAGEMENT	67
MGMT 870: PROBLEM SOLVING AND DECISION MAKING	68
MGMT 871: CONDUCTING MEETINGS	69
MGMT 872: TOTAL QUALITY MANAGEMENT: AN OVERVIEW	70
PDVP 900: BASIC TYPING.....	71
PDVP 901: ADVANCED TYPING	72
PDVP 920: MANAGING STRESS	73
PDVP 930: EFFECTIVE PEOPLE SKILLS	74
PDVP 950: SIMPLY PERSONAL FINANCE.....	75
PAT 1120: PROFESSIONAL/ADMINISTRATIVE SPEAKING AND PRESENTATION	76
PAT 1130: PROFESSIONAL/ADMINISTRATIVE WRITING	77
PAT 1420: PROFESSIONAL/ADMINISTRATIVE MATH AND STATISTICS	78
PAT 1610: PROFESSIONAL/ADMINISTRATIVE SUPERVISION	79
PAT 1690: PROFESSIONAL/ADMINISTRATIVE MANAGING CONFLICTS & HUMAN RELATIONS	80
PAT 1870: PROFESSIONAL/ADMINISTRATIVE CREATIVE PROBLEM SOLVING & DECISION MAKING	81

PAT 1871: PROFESSIONAL/ADMINISTRATIVE PRODUCTIVE MEETINGS	82
CUSTOMIZED TRAINING	83
CIVIL SERVICE INSTRUCTOR VACANCIES	83
ADDITIONAL TRAINING OPPORTUNITIES AT NEW ORLEANS PUBLIC LIBRARY	84
COURSES IN BUSINESS SOFTWARE APPLICATIONS.....	85

COURSES IN COURSE NUMBER ORDER

<u>COMMUNICATION (COMM 100-199)</u>	Course No.	Page No.
Reading Comprehension	COMM 100	20
Basic Grammar Usage and Proofreading I	COMM 111	21
Basic Grammar Usage and Proofreading II	COMM 112	22
Public Speaking and Oral Presentation	COMM 120	23
Enhancing One's Public Speaking Skills	COMM 121	24
Business Writing	COMM 130	25
Listening Skills: A Major Component of Good Communication	COMM 140	27
<u>PUBLIC SERVICE (PBSV 200-299)</u>		
City Employee's Orientation	PBSV 200	28
Human Relations	PBSV 210	29
Techniques of Good Customer Service	PBSV 220	30
Telephone Techniques	PBSV 230	31
Understanding City Government	PBSV 240	32
<u>GENERAL CLERICAL (GCLE 300-399)</u>		
Basic Office Skills	GCLE 310	33
<u>COMPUTATION (COMP 400-499)</u>		
Basic Math for Utilities Supervisors	COMP 401	34
Business Mathematics	COMP 410	35
Introduction to Basic Principles of Accounting	COMP 430	36
<u>GOVERNMENT OPERATIONS (GVOP 500-599)</u>		
Purchasing in City Government	GVOP 520	37
Accounting Process in City Government	GVOP 530	38
ADP Enterprise & Manager Self Service (MSS) Training	GVOP 573	39
ADP eTime	GVOP 574	40
Civil Service Human Resource Training Series	GVOP 575	41
Retirement Planning & the Municipal Employees' Retirement System	GVOP 580	42
Introduction to BRASS	GVOP 594	43
BRASS I	GVOP 595	44
BRASS II	GVOP 596	45
<u>SUPERVISION (SUPV 600-699)</u>		
Employee On-Boarding	SUPV 600	46
Introduction to Supervision	SUPV 610	47
Personnel Interviewing	SUPV 620	48
Introduction to Workplace Discipline for First Line Supervisors	SUPV 629	49
Managing Workplace Discipline	SUPV 630	50
Counseling and Coaching Employees	SUPV 640	51

COURSES IN COURSE NUMBER ORDER (Continued)

<u>SUPERVISION (SUPV 600-699) (continued)</u>	Course No.	Page No.
Team Building	SUPV 650	52
PERFORM (Performance Evaluations)	SUPV 671	53
Effective Crisis Intervention with Employees	SUPV 680	55
Conflict Management	SUPV 690	56
Sexual Harassment in the Workplace	SUPV 691	57
 <u>ADMINISTRATION (ADMN 700-799)</u>		
Grant and Proposal Writing	ADMN 710	58
Contract Preparation and Administration	ADMN 720	59
Procurement and Purchasing	ADMN 721	60
Competitive Selection Procedure for Professional Services Contracts	ADMN 722	61
Executive Secretarial Skills	ADMN 730	62
 <u>MANAGEMENT (MGMT 800-899)</u>		
Principles of Management	MGMT 810	63
Planning and Organizing	MGMT 820	64
Leadership	MGMT 830	65
Records Management	MGMT 840	66
The Office and Office Management	MGMT 850	67
Problem Solving and Decision Making	MGMT 870	68
Conducting Meetings	MGMT 871	69
Total Quality Management: an Overview	MGMT 872	70
 <u>PERSONAL DEVELOPMENT (PDVP 900-999)</u>		
Basic Typing	PDVP 900	71
Advanced Typing	PDVP 901	72
Managing Stress	PDVP 920	73
Effective People Skills	PDVP 930	74
Simply Personal Finance	PDVP 950	75
 <u>PROFESSIONAL AND ADMINISTRATIVE TRAINING (PAT 1120-1871)</u>		
Professional/Administrative Speaking and Presentation	PAT 1120	76
Professional/Administrative Writing	PAT 1130	77
Professional/Administrative Math and Statistics	PAT 1420	78
Professional/Administrative Supervision	PAT 1610	79
Professional/Administrative Managing Conflicts & Human Relations	PAT 1690	80
Professional/Administrative Creative Problem Solving & Decision Making	PAT 1870	81
Professional/ Administrative Productive Meetings	PAT 1871	82

COURSES IN ALPHABETICAL ORDER

Course Title	Course Code	Page #
Accounting Process in City Government	GVOP 530	39
ADP Enterprise & Manager Self-Service (MSS)	GVOP 573	41
ADP eTime	GVOP 574	42
BRASS I	GVOP 595	46
BRASS II	GVOP 596	47
Advanced Typing	PDVP 901	74
Basic Grammar Usage and Proofreading I	COMM 111	21
Basic Grammar Usage and Proofreading II	COMM 112	22
Basic Math for Utilities Supervisors	COMP 401	34
Basic Office Skills	GCLE 310	33
Basic Typing	PDVP 900	73
Business Mathematics	COMP 410	35
Business Writing	COMM 130	25
City Employees' Orientation	PBSV 200	28
Civil Service Human Resources Training Series	GVOP 575	43
Competitive Selection Procedure for Professional Services Contracts	ADMN 722	63
Conducting Meetings	MGMT 871	71
Conflict Management	SUPV 690	58
Contract Preparation and Administration	ADMN 720	61
Counseling and Coaching Employees	SUPV 640	53
Effective Crisis Intervention with Employees	SUPV 680	57
Effective People Skills	PDVP 930	76
Employee On-Boarding	SUPV 600	48
Enhancing One's Public Speaking Skills	COMM 121	24
Executive Secretarial Skills	ADMN 730	64
Grant and Proposal Writing	ADMN 710	60
Human Relations	PBSV 210	29
Introduction to Basic Principles of Accounting	COMP 430	37
Introduction to BRASS	GVOP 594	45
Introduction to Supervision	SUPV 610	49
Introduction to Workplace Discipline for First Line Supervisors	SUPV 629	51
Leadership	MGMT 830	67
Listening Skills: A Major Component of Good Communication	COMM 140	27
Managing Stress	PDVP 920	75
Managing Workplace Discipline	SUPV 630	52
PERFORM (Performance Evaluations)	SUPV 671	55
Personnel Interviewing	SUPV 620	50
Planning and Organizing	MGMT 820	66
Principles of Management	MGMT 810	65

COURSES IN ALPHABETICAL ORDER *(Continued)*

Course Title	Course Code	Page #
Problem Solving and Decision Making	MGMT 870	70
Procurement & Purchasing	ADMN 721	62
Professional/Admin. Creative Problem Solving & Decision Making	PAT 1870	83
Professional/ Administrative Managing Conflicts & Human Relations	PAT 1690	82
Professional/Administrative Math and Statistics	PAT 1420	80
Professional/Administrative Productive Meetings	PAT 1871	84
Professional/Administrative Speaking and Presentation	PAT 1120	78
Professional/Administrative Supervision	PAT 1610	81
Professional/Administrative Writing	PAT 1130	79
Public Speaking and Oral Presentation	COMM 120	23
Purchasing in City Government	GVOP 520	38
Reading Comprehension	COMM 100	20
Records Management	MGMT 840	68
Retirement Planning & the Municipal Employees' Retirement System	GVOP 580	44
Sexual Harassment in the Workplace	SUPV 691	59
Simply Personal Finance	PDVP 950	77
Team Building	SUPV 650	54
Techniques of Good Customer Service	PBSV 220	30
Telephone Techniques	PBSV 230	29
The Office and Office Management	MGMT 850	69
Total Quality Management: an Overview	MGMT 872	72
Understanding City Government	<u>PBSV 240</u>	32

APPLICATION PROCESS FOR COURSES

- 1) This training program is in compliance with the Americans with Disabilities Act and does not discriminate against individuals with disabilities. Employees who need information or special accommodations should make requests prior to the class. Persons with disabilities who need assistance should call 658-4020, 658-4017 (fax), or TTY/VOICE at 658-4475.
- 2) To apply for a course, an employee must thoroughly complete a training course application and submit it to the Civil Service Department - Suite 900, 1340 Poydras St., **no later than three weeks before the date of the first class of the requested course session.** Submit the application in person, via email (wdcarriere@nola.gov), or by fax (658-3598). *(Sending by email will assure a confirmation receipt of your application.)*
- 3) The training course application form immediately follows these instructions. It may be photocopied, printed from a scanned version of this document, or obtained from either departmental personnel offices or Civil Service. **It is imperative that you provide your “full social security number” (not just the last four), “full work address” (including room number/zip code), classification, e-mail address, and “supervisor’s signature”.** *We are working to transition away from the use of social security numbers, but until we do please be sure to include it.* Omission of any of these items can cause mail delays or be grounds for your application being returned to you for completion and can lead to you missing upcoming requested sessions of a course.
- 4) An employee *may apply for no more than five courses on one application.* Employees may indicate a first and second choice for each course desired. Sections I and II of the application must be filled out completely before it is submitted to the Civil Service Department. If requested course sessions are full/*no Session Choice is given,* an attempt will be made to schedule the employee for the next available session.
- 5) Employees should **NOT** resubmit applications if their original applications have been received by the Civil Service Department. If requested sessions this year become full, employees will automatically be scheduled for the next available sessions in the next calendar year.
- 6) Those who wish to apply for courses that are limited to employees at certain levels or in certain classifications may request a waiver of these requirements. Please send your written request with reasons for wishing to enroll in the course to:
Wayne Carriere
wdcarriere@nola.gov
Employee Growth and Development - Civil
Service Suite 900 – 1340 Poydras St.
New Orleans, LA 70112
- 7) Employees should make every effort to attend scheduled classes. Absences may result in employees being scheduled to take the course again at a much later date. *If you know you will be unable to attend and would like to reschedule, please notify our office at 658-3529 **within 48 hours of the start date of the session.*** Otherwise, you will be marked as

absent, and you will be required to submit another course application in order to get scheduled again.

- 8) All regular employees shall be allowed to take at least one course per month of available authorized training, subject to supervisor approval, which shall not be unreasonably withheld. In any case, An Appointing Authority shall approve at least four (4) training opportunities for employees each year (see Civil Service Rule VIII, Section 4.2).
- 9) Employees may attempt to **"test out"** of the following courses (*listed alphabetically*):
 - a. Basic Grammar Usage and Proofreading I and II*
 - b. Basic Office Skills
 - c. Basic Math for Utilities Supervisors
 - d. Basic Math for Utilities Workers
 - e. Business Mathematics
 - f. Conflict Management
 - g. Executive Secretarial Skills
 - h. Introduction to Supervision
 - i. Introduction to Workplace Discipline for 1st Line Supervisors
 - j. Principles of Management
 - k. Problem Solving and Decision Making
 - l. Professional/Administrative Creative Problem Solving & Decision Making
 - m. Professional/Administrative Math and Statistics
 - n. Professional/Administrative Supervision
 - o. Reading Comprehension
 - p. Records Management.
 - q. The Office and Office Management
 - r. Team Building

*The test out for Basic Grammar covers both Level I and Level II; one does not need to test out of the two different levels separately. Note: The test out for Sexual Harassment in the Workplace is not offered anymore. Employees are required to complete a mandatory online training (see SUPV 691 for more information).

Employees desiring to test out of any of these courses should complete an application noting the course title and course number. Under "session", write "test out". Employees will be scheduled for the test out in writing. "Test out" sessions may be conducted monthly, and may require shorter length of time for exam/higher passing ratio on exam.

If an employee has already submitted an application for one of these courses and now wants to attempt to test out, the employee should submit another application. Upon receipt of this new application, the employee's name will be removed from the session for which he/she was scheduled. If the employee fails the test out, he/she will be scheduled for the next available session of the course and not necessarily for the session for which he/she was originally scheduled. (1 hour is given to take all 'test out' exams.)

- 10) Employees may apply for classes regardless of where the course is held or where they work.

- 11) Once a completed application is processed by Civil Service, the employee will be notified by email of his/her scheduled course. **Employees must not attempt to attend classes if they have not received a written notification or verbal approval from a member of the Employee Growth & Development Division of the Civil Service Department.** Notifications will be sent to the employee by email. If no email address is provided, the employee will NOT be scheduled. If an employee's email address changes, the employee is required to notify the Civil Service Department, Employee Growth & Development Division.
- 12) Courses that are components of an examination require successful completion. In most cases, a test will be given at the end of the course. Results of the tests will be sent to employees' work addresses and/or e-mails upon request.
- 13) The Civil Service Department reserves the right to: A) cancel courses; B) reschedule courses; C) substitute course requirements; D) determine courses for which a 'test out' option is offered; E) determine the circumstances under which auditing is allowed; and F) approve audit requests. If auditing is permitted, the student must attend the audited course in its entirety and no additional perks are granted.
- 14) City departments can request special training sessions for a group of employees. Such a request should be made at least 45 to 60 days in advance. The Civil Service Department will attempt to accommodate the request solely based on its urgency (i.e. required for promotion), trainer's availability, and the number of attending employees (i.e., min. 12).
- 15) **Good Moral Character** is required of all students. Forgery, misrepresentation of facts, plagiarism, or cheating on examinations is punishable by disqualification, failure of the class, and other penalties. Civil Service instructors are empowered and held responsible to enforce this requirement. **Employees are required to report on time for class. The penalty for late arrival is at the discretion of the trainer (e.g., not being able to attend the class and/or session).**
- 16) Locations of courses in this section are as follows:
 - Civil Service Training Room*
(Orleans Tower) - Suite 900– 1340 Poydras St.

 - Civil Service Application Room*
*1300 Perdido Street, City Hall, Rm. **BW04***

 - ITI (Info Tech & Innovation) Computer Training Lab*
*1300 Perdido Street, City Hall Rm. **BE15***

 - Various Conference Rooms (until BW04 is available for use again)*
1340 Poydras Street (Orleans Tower)
- 18) Questions concerning the application process may be directed to the Civil Service Department, Employee Growth and Development Division as follows:

Wayne Carriere

658-3529

wdcarriere@nola.gov

**CITY OF NEW ORLEANS
CIVIL SERVICE DEPARTMENT
TRAINING COURSE APPLICATION
ALL FIELDS REQUIRED**

I. To Be Completed By Employee
(Please Print)

Name: _____ S.S.# (req.) _____

Employee ID (req.): _____ (S&WB employees add "SWB" to the end of your ID)

Official Civil Service Classification (Job Title) (req.): _____

Department-Division/Bureau: _____

Work Address (req.): _____

Work Phone: _____ E-mail (req.): _____ Home Phone: _____

I would like to attend the following Civil Service Training Courses:

	Course Title	Course#	Session (1 st choice)	(2 nd choice)
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____
4.	_____	_____	_____	_____
5.	_____	_____	_____	_____

I further understand that, if scheduled for this course, I will be required to arrive promptly, attend all classes, and do required assignments; any follow-up courses will be dependent on performance in this course.

Signature: _____

Date: _____

II. To Be Completed by Employee's Supervisor

This employee has permission to attend the requested training course during work hours. The information provided by the employee is true and accurate to my knowledge.

Signature (req.): _____

Date: _____

III. To Be Completed by Civil Service Department

Processed by: _____

Date: _____

Special Notes: _____

Mail application to EG&D, Suite 900, 1340 Poydras Street, New Orleans, 70112, or Fax to: 658 3598 or email to: wdcarriere@nola.gov.

REQUIRED COURSES FOR CIVIL SERVICE CLASSIFICATIONS

Training courses are components of the selection process for some Civil Service classifications. To be eligible for promotion, applicants must meet **all** requirements noted on the **examination announcement**. Promotional examination announcements can be found here: [Promotional Jobs Only | Sorted by Job Title ascending | City of New Orleans Job Portal \(governmentjobs.com\)](#). Positions that are open both promotionally and to outside applicants can be found here: [All Job Opportunities | Sorted by Job Title ascending | City of New Orleans Job Portal \(governmentjobs.com\)](#) If a position is not currently open to applications, the required courses can be found on the class specification for each position. Class specifications can be found here: [Class Specifications | City of New Orleans Job Portal \(governmentjobs.com\)](#). Employees are encouraged to look ahead to see what courses are needed to be eligible for the next higher level in their job series.

Listed on the following pages are positions that typically require courses. This list is subject to change. Always refer to the job posting for the most up to date requirements. In order to receive credit for these courses, employees must either test out, or successfully complete, all course requirements (i.e., do assigned work, pass appropriate tests at the end of a course).

THE FOLLOWING CLASSIFICATIONS REQUIRE COURSES (in alphabetical order):

CLASS TITLE	SERIES
Customer Service Associate	
Customer Service Senior Associate	
Customer Service Specialist	
Customer Service Supervisor	
Customer Service Manager	
Administrative Support Manager I	Clerical
Administrative Support Manager II	Clerical
Administrative Support Supervisor	Clerical
Administrative Support Supervisor III	Clerical
Administrative Support Supervisor IV	Clerical
Airport Administrative Specialist II	Clerical
Airport Administrative Specialist III	Clerical
Airport Administrative Specialist IV	Clerical
Airport Administrative Specialist V	Clerical
Airport Senior Communications Specialist	
Airport Services Agent	Analyst/ Prof.
Assistant Payroll Supervisor	
Management Development Analyst II	Analyst
Management Development Specialist I	Analyst
Management Development Specialist II	Analyst
Networks Maintenance Technician II	Networks (S&WB)
Networks Master Maintenance Technician I	Networks (S&WB)
Networks Master Maintenance Technician II	Networks (S&WB)
Networks Senior Maintenance Technician I	Networks (S&WB)
Networks Senior Maintenance Technician II	Networks (S&WB)
Office Assistant	Clerical
Office Support Specialist	Clerical
Sr. Police Technician	
Principal Office Support Specialist	Clerical
Public Works Maintenance Worker (S&WB)	Public Works
Public Works Supervisor I	Public Works Sup.
Public Works Supervisor II (S&WB)	Public Works Sup.
Pumping Stations Supervisor, Assistant	

Senior Office Support Specialist Clerical
Police Technician Supervisor
Utilities Meter Services Manager
Utilities Meter Services Supervisor, Assistant
Water Meter and Services Technician (Lead)
Water Meter Reading Field Serv. Supervisor

*Additional job classifications not listed here may require the completion of Civil Service courses. Please be sure to review the job posting and/or specification for the next position in your career series to determine if courses are required.

SUPERVISORY CERTIFICATE

The Employee Growth & Development Division of the Civil Service Department recommends our certificate program for those who will be (or are) supervisors. The total course work is about 12 half-days (42 hours) of training.

Upon completion of all courses required for the certificate, it will be the responsibility of the employee to apply with the Employee Growth & Development Division in order to receive their recognition of completion of this program. The application form needed appears on the next page.

ONE OF THESE:

SUPV 629 – Introduction to Workplace Discipline for First Line Supervisors – (3 ½ hrs.), or SUPV 630 – Managing Workplace Discipline – (3 ½ hrs.)

AND

ONE OF THESE:

SUPV 640 – Counseling and Coaching Employees – (3 ½ hrs.), or SUPV 650 – Team Building – (3 ½ hrs.)

AND

ONE OF THESE:

SUPV 680 – Effective Crisis Intervention with Employees – (3 hrs.), or SUPV 690 – Conflict Management – (3 ½ hrs.)

AND

ONE OF THESE:

SUPV 610 – Introduction to Supervision – (7 hrs; two - 3 ½ hr. sessions), or PAT 1610 – Professional/Administrative Supervision - - (10 ½ hrs; three - 3 ½ hrs)

AND

*ONE OF THESE

SUPV 670 – Performance Appraisals (The Service Rating Process) – (3 ½ hrs.)* or SUPV 671 – PERFORM (Performance Evaluations) (3 hrs).

AND

EACH OF THESE:

MGMT 830 – Leadership (3 ½ hrs.)

MGMT 872 – Total Quality Management: an Overview – (3 ½ hrs.)

SUPV 600 – Employee On-boarding {New employees/transfers/recently promoted, etc.} (3 ½ hrs.)

SUPV 620 – Personnel Interviewing – (3 ½ hrs.)

**SUPV 691 – Sexual Harassment – (3 ½ hrs.)

**** SUPV 671-PERFORM (Performance Evaluations), is offered to reflect the new Performance Evaluation system. The former course, SUPV 670- Performance Appraisals (The Service Rating Process), has been phased out and will not count towards the requirement for the Supervisory Certificate starting January 2020.***

*****A Louisiana State Civil Service mandated online course “Preventing Sexual Harassment” is now required of all employees. As of January 2020, we no longer accept credit for the old Civil Service course (SUPV 691) toward the training requirement for the Supervisory Certificate. Employees are required to submit their certificate of completion for both online mandatory courses (for Employee and Supervisor) to qualify for the Supervisory Certificate, and should do so “all at once” – along with their Supervisory Certificate Application and copy of transcript (highlighting the completed courses which entitle them to qualify for the certificate).***

**CITY OF NEW ORLEANS
CIVIL SERVICE DEPARTMENT**

SUPERVISORY CERTIFICATE APPLICATION

To Be Completed by Employee (Please Print)

Name: _____ **S.S.#** _____ **Employee ID:** _____

Official Civil Service Classification: _____

Department-Division/Bureau: _____

Work Address: _____

Work Phone: _____ **E-mail:** _____

Reason You Elected to Pursue Certificate:

Name (as you'd like it to appear on certificate):



Note: Please attach a copy of your transcript to this application – checking off the courses you've completed, which are required for the certificate.

~~~~~

To Be Completed By Civil Service Department

**Processed by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Eligible:** Yes ( )      No ( )

**Special Notes:**

\_\_\_\_\_  
\_\_\_\_\_

## CIVIL SERVICE INSTRUCTORS

| <u><i>NAME</i></u>               | <u><i>TITLE</i></u>                           | <u><i>DEPARTMENT</i></u>      |
|----------------------------------|-----------------------------------------------|-------------------------------|
| <i>Alisha L. Brumfield (ALB)</i> | <i>Airport Services Manager</i>               | <i>Aviation</i>               |
| <i>Allison Lee (AL)</i>          | <i>Chief Operations Manager</i>               | <i>CAO</i>                    |
| <i>Ariane G. Robinson (AG)</i>   | <i>Deputy Director</i>                        | <i>Municipal Yacht Harbor</i> |
| <i>Brandye DeLarge (BD)</i>      | <i>Chief Operations Manager</i>               | <i>CAO</i>                    |
| <i>Christina Hamilton (CH)</i>   | <i>Assistant Chief Administrative Officer</i> | <i>CAO</i>                    |
| <i>Corneisha Brown (CMB)</i>     | <i>Assistant Chief Operations Manager</i>     | <i>CAO</i>                    |
| <i>Dana Allen (DA)</i>           | <i>Crime Analyst I</i>                        | <i>NOPD</i>                   |
| <i>Dexter Joseph (DJ)</i>        | <i>Utilities Services Administrator</i>       | <i>S&amp;WB</i>               |
| <i>Duane Johnson (DDJ)</i>       | <i>Pol. Academy Curriculum Director</i>       | <i>NOPD</i>                   |
| <i>Jocelyn Johnson (JJ)</i>      | <i>Mgmt. Services Administrator</i>           | <i>Health</i>                 |
| <i>Jocelyn Pinkerton (JP)</i>    | <i>Health Project &amp; Planning Mgr.</i>     | <i>Health</i>                 |
| <i>Destini' Price (DP)</i>       | <i>Management Development Ana. I</i>          | <i>Civil Service</i>          |
| <i>Kim DeLarge, Jr. (KTD)</i>    | <i>Assistant Chief Administrative Officer</i> | <i>CAO</i>                    |
| <i>Keisha Gaudin (KG)</i>        | <i>Assistant Chief Operations Manager</i>     | <i>CAO</i>                    |
| <i>Kyle Homan (KH)</i>           | <i>Reimbursement Lead</i>                     | <i>Capital Projects (PDU)</i> |
| <i>Madelyn Sanchez (MS)</i>      | <i>Deputy Director</i>                        | <i>Office of Comm. Dev.</i>   |
| <i>Michael Brenes (MB)</i>       | <i>HRIS Coordinator</i>                       | <i>Finance</i>                |
| <i>Patrice Vaughn (PV)</i>       | <i>Chief Accountant</i>                       | <i>Finance</i>                |
| <i>Robert Hagman (RWH)</i>       | <i>Personnel Administrator</i>                | <i>Civil Service</i>          |
| <i>Samuel Stoute (SS)</i>        | <i>Assistant Personnel Administrator</i>      | <i>Civil Service</i>          |
| <i>Shawn Augustine (SA)</i>      | <i>Accountant III</i>                         | <i>Finance</i>                |
| <i>Undine Jost (UJ)</i>          | <i>Management Dev. Analyst II</i>             | <i>NOPD</i>                   |
| <i>Warren Smith (WS)</i>         | <i>Document Manager</i>                       | <i>Capital Projects</i>       |

# COMM 100: READING COMPREHENSION

**COURSE NUMBER:** COMM 100

**COURSE LENGTH:** 12 hours (three - 4 hour classes)

This course is designed to enhance the reading skills of employees in order to assure comprehension of written rules, regulations, and instructions while reinforcing language skills sufficiently to complete forms and write brief documents.

## Upon completion of this course, participants will be able to:

- Answer a substantial percentage of reading comprehension questions correctly from the material and on a 9th grade level of mastery.
- Apply written rules and instructions to novel situations by answering a large percentage of rule/instruction application questions correctly.
- Complete work-related forms with a high degree of accuracy given necessary information and instruction.
- Prepare a brief list or 3-4 sentence description of work he has performed; this document should be legible, accurate, and interpretable by an uninformed reader.
- Use and spell vocabulary words chosen from a job-specific list on an objective test format to a high degree of accuracy.

## THIS COURSE IS RECOMMENDED FOR:

Sewerage & Water Board employees seeking promotion to Utilities Maintenance Worker II or Public Works Supervisor I.

Others who are interested in improving their reading comprehension skills.

| SESSION | DATES                | TIME                   | LOCATION | INSTRUCTOR |
|---------|----------------------|------------------------|----------|------------|
| 1-24    | Mar. 15, 22, April 5 | 8:30 a.m. – 12:30 p.m. | BW04     | KG         |
| 2-24    | June 13, 20, 27      | 8:30 a.m. – 12:30 p.m. | BW04     | KG         |
| 3-24    | October 3, 10, 17    | 8:30 a.m. – 12:30 p.m. | BW04     | KG         |

NOTE: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

# COMM 111: BASIC GRAMMAR USAGE AND PROOFREADING I

**COURSE NUMBER:** COMM 111

**COURSE LENGTH:** 14 hours (two - 7 hour classes)

This course is designed as a refresher course that gives participants a review of the very basic parts of grammar. The information learned in this class is to be used as a foundation for the BASIC GRAMMAR USAGE AND PROOFREADING II course.

**Upon completion of this course, participants will be able to:**

- Recognize the eight parts of speech and identify them in sentences.
- Explain what each part of speech does and how it works in the sentence.

**THIS COURSE IS RECOMMENDED FOR:**

Employees within municipal government agencies who are responsible for conveying information verbally or in written correspondence.

Employees who type documents for others.

| SESSION | DATES        | TIME                  | LOCATION | INSTRUCTOR |
|---------|--------------|-----------------------|----------|------------|
| 1-24    | March 21, 28 | 8:30 a.m. - 4:30 p.m. | BW04     | MS         |
| 2-24    | June 18, 25  | 8:30 a.m. - 4:30 p.m. | BW04     | MS         |
| 3-24    | October 1, 8 | 8:30 a.m. - 4:30 p.m. | BW04     | MS         |

NOTE: Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

# COMM 112: BASIC GRAMMAR USAGE AND PROOFREADING II

**COURSE NUMBER:** COMM 112

**COURSE LENGTH:** 16 hours (two - 7 hour classes, 2 hour exam)



This course is designed to teach the fundamentals of the correct use of the English language and the basic skills required for effective communication in the work place. English words and sentences will be analyzed with emphasis on participants improving their skills in writing. This course will help the participants correct areas of weakness and give them practice in order to gain a sound understanding of basic grammar usage.

## Upon completion of this course, participants will be able to:

- Be familiar with the correct application of rules of grammar, proper usage, sentence structure, and punctuation.
- Identify complete sentences.
- Recognize and avoid the use of commonly misused words and phrases made in written and spoken English.
- Be familiar with the proper rules of punctuation and capitalization.
- Be able to proofread adequately by checking for capitalization, punctuation, spelling and sentence structure in written documents.

## THIS COURSE IS LIMITED TO:

Employees within municipal government agencies **who have passed the COMM 111 course**, and are responsible for conveying information verbally or in written correspondence.

Employees who type documents for others.

| SESSION | DATES               | TIME                  | LOCATION | INSTRUCTOR |
|---------|---------------------|-----------------------|----------|------------|
| 1-24    | Apr. 19, 26, May 3  | 8:30 a.m. - 4:30 p.m. | BW04     | KG         |
| 2-24    | July 12, 19, 26     | 8:30 a.m. - 4:30 p.m. | BW04     | AG         |
| 3-24    | Sept. 6, 13, 20     | 8:30 a.m. - 4:30 p.m. | BW04     | KG         |
| 4-24    | Nov. 19, Dec. 3, 10 | 8:30 a.m. - 4:30 p.m. | BW04     | AG         |

NOTE: There is no separate "test out" of this course. Testing out of COMM 110 suffices for COMM 111/112.

# COMM 120: PUBLIC SPEAKING AND ORAL PRESENTATION

**COURSE NUMBER:** COMM 120  
**COURSE LENGTH:** 10½ hours (three  
- 3½ hour classes)



This course is designed to teach employees how to develop effective public speaking skills and oral presentation strategies.

## **Upon completion of this course, participants will be able to:**

- Use the elements of voice to develop more expressive speech.
- Identify the basic causes of faulty diction and practice ways to improve articulation.
- Recognize the planning activities necessary to prepare an effective presentation.
- Demonstrate awareness of effective delivery skills.
- Understand the types of audio-visual materials that may be used to enhance presentations.
- Deliver appropriately planned presentations.

## **THIS COURSE IS RECOMMENDED FOR:**

All employees who conduct internal or external meetings, give presentations to groups, or wish to enhance their public speaking and oral presentation skills.

Employees who are interested in moving into managerial and supervisory positions.

| <b>SESSION</b> | <b>DATES</b>     | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|------------------|------------------------|-----------------|-------------------|
| 1-24           | July 10, 17, 24  | 9:00 a.m. - 12:30 p.m. | Webex           | CMB               |
| 2-24           | Sept. 12, 19, 26 | 9:00 a.m. - 12:30 p.m. | Webex           | KTD               |
| 3-24           | Oct. 3, 10, 17   | 9:00 a.m. - 12:30 p.m. | Webex           | KTD               |
| 4-24           | Dec. 6, 13, 20   | 1:00 p.m. – 4:30 p.m.  | TBA             | KG                |

# COMM 121: ENHANCING ONE'S PUBLIC SPEAKING SKILLS

**COURSE NUMBER:** COMM 121

**COURSE LENGTH:** 10½ hours (three - 3½ hour classes)

This course is a continuation of the concepts learned in the Public Speaking and Oral Presentation course and will emphasize the tools needed for a number of effective speeches.

**Upon completion of this course, participants will be able to:**

- Deliver persuasive speeches.
- Deliver impromptu speeches.
- Identify key factors in the persuasion process.
- Utilize techniques to persuade your audience.
- Anticipate the possibility for impromptu speaking.
- “Buy Time” when delivering an impromptu speech.
- Plan and organize an oral presentation.

**THIS COURSE IS RECOMMENDED FOR:**

Employees who have successfully completed the Public Speaking and Oral Presentation (COMM 120) Course and who wish to expand their public speaking/oral presentation skills.

| SESSION | DATES          | TIME                   | LOCATION | INSTRUCTOR |
|---------|----------------|------------------------|----------|------------|
| 1-24    | May 7, 14, 21  | 9:00 a.m. - 12:30 p.m. | Webex    | CMB        |
| 2-24    | Nov. 7, 14, 21 | 9:00 a.m. - 12:30 p.m. | Webex    | CMB        |

# COMM 130: BUSINESS WRITING

**COURSE NUMBER:** COMM 130

**COURSE LENGTH:** 14 hours (four - 3½ hour classes)

This course will provide business writing concepts and practice drills designed to make business writing clear, effective, and efficient. Participants will learn how to prepare interoffice memos and business letters. The participants will be evaluated at the end of the course on having improved business writing skills.

**Upon completion of this course, participants will be able to:**

- Write clearly, concisely and logically.
- Use appropriate styles when writing business letters.
- Avoid common mistakes and problems made in business letters.

## **THIS COURSE IS LIMITED TO:**

Employees who have tested out of or have passed Basic Grammar Usage and Proofreading COMM 110, or Basic Grammar Usage and Proofreading I and II,

AND

employees at the level of Office Support Specialist (pay grade 54) or above,

AND

other City employees who request and are granted permission to enroll in the course.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>           | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|-----------------------|-----------------|-------------------|
| 1-24           | April 4, 11  | 1:00 p.m. - 4:30 p.m. | Webex/BW04      | JJ                |
|                | April 18, 25 | 1:00 p.m. - 4:30 p.m. | Webex/BW04      | JJ                |
| 2-24           | June 6, 13   | 1:00 p.m. - 4:30 p.m. | Webex/BW04      | JJ                |
|                | June 20, 27  | 1:00 p.m. - 4:30 p.m. | Webex/BW04      | JJ                |

**(ADDITIONAL SESSIONS ON NEXT PAGE)**

# **BUSINESS WRITING**

*(continued)*

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b> | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|-------------|-----------------|-------------------|
| 3-24           | TBA          | TBA         | TBA             | TBA               |
| 4-24           | TBA          | TBA         | TBA             | TBA               |

# COMM 140: LISTENING SKILLS: A MAJOR COMPONENT OF GOOD COMMUNICATION

**COURSE NUMBER:** COMM 140

**COURSE LENGTH:** 7 Hours (two - 3 ½ hour classes)

This course has as a premise that most adults listen at a 25% level of efficiency. Thus, the participants will be exposed to the basic concepts of good listening skills.

**Upon completion of this course, participants will be able to:**

- Relate to practical “hands on” experiences designed to improve existing listening skills.
- Identify several listening blocks that hinder effective listening skills.
- Understand what goes into improving one’s listening skills as a result of participating in several practical exercises.
- Identify seven basic concepts used as a focal point for improving listening skills.

**THIS COURSE IS RECOMMENDED FOR:**

All interested employees

| SESSION | DATES        | TIME                   | LOCATION   | INSTRUCTOR |
|---------|--------------|------------------------|------------|------------|
| 1-24    | April 22, 29 | 1:00 p.m. – 4:30 p.m.  | Webex/BW04 | JP         |
| 2-24    | Oct. 16, 23  | 1:00 p.m. – 4:30 p.m.  | Webex/BW04 | JP         |
| 3-24    | Nov. 7, 14   | 9:00 a.m. – 12:30 p.m. | Webex/BW04 | JP         |

# PBSV 200: CITY EMPLOYEES' ORIENTATION

**COURSE NUMBER:** PBSV 200

**COURSE LENGTH:** 3 hours

This course is designed to provide new employees with essential employment information needed to orient them to City Government and the Civil Service System. The course will include a brief organization overview, a discussion of basic work practices, and a review of important policies, rules and benefits.

## **Upon completion of this course, participants will be able to:**

- Understand the basic structure of City Government.
- Understand basic Chief Administrative Office Policies and Procedures.
- Understand the Civil Service System including related rules and procedures affecting their employment, pay and use of leave.
- Understand the methods of compensation, the process of recruitment and selection, And the basics of employee training and development.
- Know the essentials of the City's Fringe Benefits including Health Insurance, Life Insurance, Pension and Deferred Compensation.
- Understand the Disciplinary Process and how it relates to their appeal rights.
- Know where to get additional information in select matters.

## **THIS COURSE IS RECOMMENDED FOR:**

New employees, both Classified and Unclassified.  
Other interested employees.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>  | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|--------------|-----------------|-------------------|
| 1-24           | May 21       | 1 pm – 4 pm  | CS Conf         | DP                |
| 2-24           | June 18      | 1 pm – 4 pm  | CS Conf         | DP                |
| 3-24           | July 18      | 1 pm – 4 pm  | CS Conf         | DP                |
| 4-24           | August 12    | 9 am – 12 pm | CS Conf         | DP                |
| 5-24           | Sept 11      | 1 pm – 4 pm  | CS Conf         | DP                |
| 6-24           | Oct 8        | 9 am – 12 pm | CS Conf         | DP                |
| 7-24           | Nov 21       | 9 am – 12 pm | CS Conf         | DP                |
| 8-24           | Dec 16       | 1 pm – 4 pm  | CS Conf         | DP                |

# PBSV 210: HUMAN RELATIONS



**COURSE NUMBER:** PBSV 210

**COURSE LENGTH:** 7 hours (two - 3½ hour classes)

This course is designed to provide City employees with practical information on how to effectively interact with citizens and fellow employees. Although most of the skills such as those dealing with communication will be universally applicable, specific data will be presented that will assist employees in their attempts to relate to special needs groups, such as the elderly or the disabled. *Participants should be open to sensitive material relative to special needs/ ethnic groups.*

**Upon completion of this course, participants will possess the skills necessary to:**

- Facilitate effective interaction between City employees and the public, and among City workers.
- Appropriately relate to citizens or fellow employees who are members of a special needs group such as the elderly, poor, disabled, and foreigners.
- Improve the interactions between different ethnic or racial groups.
- Effectively interact with difficult and/or demanding individuals.
- Use basic stress management techniques to handle their own anxiety and frustration levels when relating with others.

## **THIS COURSE IS RECOMMENDED FOR:**

Employees who are interested in customer service positions.

Employees in supervisory positions and employees who are interested in moving into supervisory positions.

| <b>SESSION</b> | <b>DATES</b>   | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|----------------|------------------------|-----------------|-------------------|
| 1-24           | April 18, 25   | 9:00 a.m. – 12:30 p.m. | Webex/BW04      | CMB               |
| 2-24           | May 10, 17     | 9:00 a.m. - 12:30 p.m. | Webex/BW04      | BD                |
| 3-24           | July 2, 9      | 1:00 p.m. - 4:30 p.m.  | Webex/BW04      | BD                |
| 4-24           | Aug 27, Sept 3 | 1:00 p.m. - 4:30 p.m.  | Webex/BW04      | CMB               |
| 5-24           | Sept 18, 25    | 9:00 a.m. – 12:30 p.m. | Webex/BW04      | BD                |
| 6-24           | December 5, 12 | 9:00 a.m. - 12:30 p.m. | Webex/BW04      | CMB               |

# PBSV 220: TECHNIQUES OF GOOD CUSTOMER SERVICE

**COURSE NUMBER:** PBSV 220

**COURSE LENGTH:** 7 hours (two - 3½ hour classes)

This course is designed to improve public relations and customer service. It will assist employees in understanding how they can affect the public's perception of the City and services it provides.

## **Upon completion of this course, participants will be able to:**

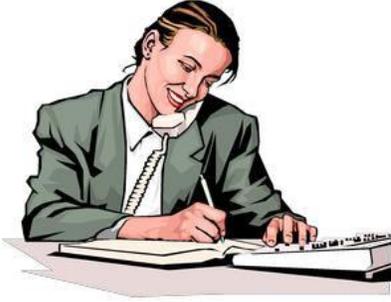
- Define and understand customer service and public relations.
- Identify customers.
- Identify the needs and desires of customers.
- Use effective communication skills when interacting with customers.
- Recognize and handle difficult or special customers.
- Recognize and handle different personality types.
- Handle complaints and problems.
- Understand the elements involved in keeping customers happy.
- Work as part of the customer service team.
- Understand their role in good public relations.

## **THIS COURSE IS RECOMMENDED FOR:**

All City employees who handle both internal and external customers on a daily basis, either face-to-face or by telephone.

| <b>SESSION</b> | <b>DATES</b>  | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|---------------|------------------------|-----------------|-------------------|
| 1-24           | May 10, 17    | 1:00 p.m. - 4:30 p.m.  | BW04            | AL                |
| 2-24           | June 4, 11    | 1:00 p.m. – 4:30 p.m.  | Webex/BW04      | BD                |
| 3-24           | July 18, 25   | 9:00 a.m. – 12:30 p.m. | BW04            | AL                |
| 4-24           | August 14, 21 | 9:00 a.m. – 12:30 p.m. | Webex/BW04      | BD                |
| 5-24           | Nov. 8, 15    | 1:00 p.m. - 4:30 p.m.  | BW04            | AL                |
| 6-24           | Dec. 2, 9     | 1:00 p.m. – 4:30 p.m.  | Webex/BW04      | BD                |

# PBSV 230: TELEPHONE TECHNIQUES



**COURSE NUMBER:** PBSV 230

**COURSE LENGTH:** 4 hours

This course is designed to enhance and improve the telephone skills of City employees. This course will also improve the use of other business communication equipment including hand-held radios, cellular phones and mobile phones.

**Upon completion of this course, participants will be able to:**

- Use proper procedures when handling incoming calls.
- Use proper procedures for placing calls (local & long distance).
- Use telephone/radio equipment effectively.
- Use proper voice control.
- Handle irate callers properly.
- Take and give messages properly.
- Transfer and route calls properly.
- Keep adequate and up-to-date resources available.
- Use proper procedures to handle emergencies.

**THIS COURSE IS RECOMMENDED FOR:**

All employees in City Government whose jobs require them to use the telephone or radio.

| SESSION | DATES      | TIME                  | LOCATION | INSTRUCTOR |
|---------|------------|-----------------------|----------|------------|
| 1-24    | March 20   | 9:00 a.m. - 1:00 p.m. | BW04     | SA         |
| 2-24    | May 16     | 9:00 a.m. - 1:00 p.m. | BW04     | SA         |
| 3-24    | July 30    | 9:00 a.m. - 1:00 p.m. | BW04     | SA         |
| 4-24    | October 16 | 9:00 a.m. - 1:00 p.m. | BW04     | SA         |

# **PBSV 240: UNDERSTANDING CITY GOVERNMENT**

**COURSE NUMBER:** PBSV 240

**COURSE LENGTH:** 3½ hours

This course is designed to improve public relations and customer service by offering employees a short review of the fundamentals of government, covering the federal, state and local levels, and detailed coverage of the functions and responsibilities of the departments and agencies in city government.

## **Upon completion of this course, participants will be able to:**

- Understand the levels of government.
- Identify the three branches of local government.
- Improve their knowledge of services provided by city government.
- Refer citizens to the appropriate government agency for services commonly requested.
- Properly handle requests for information or services when they do not know the answer.
- Understand the role that an informed employee plays in good public relations.

## **THIS COURSE IS RECOMMENDED FOR:**

All new employees and all employees who handle internal or external customers on a daily basis either face-to-face or by telephone.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|------------------------|-----------------|-------------------|
| 1-24           | June 7       | 9:00 a.m. – 12:30 p.m. | BW04            | AG                |
| 2-24           | August 29    | 1:00 p.m. – 4:30 p.m.  | BW04            | AG                |
| 3-24           | October 9    | 1:00 p.m. – 4:30 p.m.  | BW04            | AG                |

# GCLE 310: BASIC OFFICE SKILLS

**COURSE NUMBER:** GCLE 310

**COURSE LENGTH:** 7 hours (two - 3 ½ hour classes)

This course is designed to teach clerical and office personnel the fundamental aspects of office work.

## Upon completion of this course, participants will be able to:

- File documents alphabetically, numerically, and chronologically.
- Check files for accuracy.
- Sort and handle mail accurately.
- Provide routine care for office equipment.
- Answer the telephone properly.
- Greet office visitors courteously.

## THIS COURSE IS RECOMMENDED FOR:

Entry level clerical employees.

Clerical employees who are interested in moving into higher level clerical positions.

| SESSION | DATES        | TIME                   | LOCATION | INSTRUCTOR |
|---------|--------------|------------------------|----------|------------|
| 1-24    | April 4, 11  | 9:00 a.m. - 12:30 p.m. | BW04     | SA         |
| 2-24    | June 4, 11   | 9:00 a.m. - 12:30 p.m. | BW04     | SA         |
| 3-24    | August 8, 15 | 1:00 p.m. - 4:30 p.m.  | BW04     | SA         |
| 4-24    | Nov. 6, 13   | 1:00 p.m. - 4:30 p.m.  | BW04     | SA         |

**NOTE:** Employees may request to attempt to "test out" of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

# COMP 401: BASIC MATH FOR UTILITIES SUPERVISORS

**COURSE NUMBER:** COMP 401  
**COURSE LENGTH:** 9 hours (three - 3 hour classes)

This course teaches the basic math skills needed to perform routine supervisory duties when managing the activities of labor crew engaged in the maintenance and repair of water, sewerage, and drainage systems.

## Upon completion of this course, participants will be able to:

- Add and subtract simple and mixed fractions.
- Convert simple fractions to decimals.
- Round decimals.
- Compute direct and indirect proportions.
- Read and interpret Sewerage and Water Board maps.
- Compute metric conversions.
- Measure area, perimeter, and volume.

## THIS COURSE IS RECOMMENDED FOR:

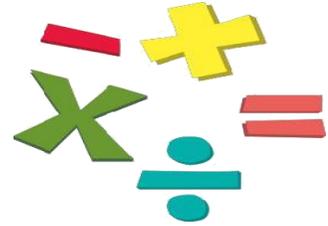
Sewerage and Water Board employees seeking promotion into the Public Works Supervisor I classification.

| SESSION | DATES           | TIME                   | LOCATION | INSTRUCTOR |
|---------|-----------------|------------------------|----------|------------|
| 1-24    | May 6, 13, 20   | 9:00 a.m. - 12:00 p.m. | BW04     | WS         |
| 2-24    | Aug. 13, 20, 27 | 1:00 p.m. - 4:30 p.m.  | BW04     | WS         |
| 3-24    | Sept 16, 23, 30 | 9:00 a.m. - 12:00 p.m. | BW04     | WS         |
| 4-24    | Nov. 4, 11, 18  | 9:00 a.m. - 12:00 p.m. | BW04     | WS         |

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to "test out" of the course.

This course, “Basic Math for Utilities Supervisors,” may substitute for the course “Basic Math for Utilities Workers” (which is no longer offered).

# COMP 410: BUSINESS MATHEMATICS



**COURSE NUMBER:** COMP 410

**COURSE LENGTH:** 12 hours (four - 3 hour classes)

This course is designed to teach basic mathematical and numerical skills required to perform basic computations in the workplace.

## Upon completion of this course, participants will be able to:

- Perform basic mathematical functions - addition, subtraction, multiplication and division.
- Recognize mathematical symbols.
- Understand and use decimals properly.
- Understand and use fractions properly.
- Use office adding machines and calculators.

## THIS COURSE IS RECOMMENDED FOR:

Employees who keep records, make reports involving numbers, read meters and gauges, and use numbers to perform their job.

| SESSION | DATES                   | TIME                   | LOCATION | INSTRUCTOR |
|---------|-------------------------|------------------------|----------|------------|
| 1-24    | April 3, 10, 17, 24     | 1:00 p.m. - 4:00 p.m.  | BW04     | PV         |
| 2-24    | May 20, June 3, 10, 17  | 1:00 p.m. - 4:00 p.m.  | BW04     | PV         |
| 3-24    | August 2, 9, 16, 23     | 9:00 a.m. – 12:00 p.m. | BW04     | DA         |
| 4-24    | Sept. 5, 12, 19, Oct. 3 | 1:00 p.m. – 4:00 p.m.  | BW04     | DA         |
| 5-24    | Nov. 20, Dec 4, 11, 18  | 1:00 p.m. – 4:00 p.m.  | BW04     | PV         |

Note: Employees may request to attempt to “test out” of this course. Employees Must complete an application and indicate on it their desire to "test out" of the course.

This course, “Business Math,” may substitute for the course “Basic Math for Utilities Workers” (which is no longer offered). It does NOT substitute for “Basic Math for Utilities Supervisors” (see the previous page for information on that course).

# COMP 430: INTRODUCTION TO BASIC PRINCIPLES OF ACCOUNTING

**COURSE NUMBER:** COMP 430

**COURSE LENGTH:** 8 hours (four - 2 hour classes)

This course will provide employees with a good introduction to the basic principles and concepts of accounting with some emphasis in fund accounting for governmental agencies.

## Upon completion of this course, participants will be able to:

- Identify and understand key accounting terms and principles.
- Analyze, journalize, and post financial transactions.
- Prepare a balance sheet.

## THIS COURSE IS RECOMMENDED FOR:

Account Clerks.

Employees interested in moving into Account Clerk and Account Technician positions.

| SESSION | DATES               | TIME                   | LOCATION | INSTRUCTOR |
|---------|---------------------|------------------------|----------|------------|
| 1-24    | July 10, 17, 24, 31 | 9:00 a.m. – 11:00 a.m. | BW04     | PV         |
| 2-24    | Sept. 5, 12, 19, 26 | 9:00 a.m. – 11:00 a.m. | BW04     | PV         |

# GVOP 520: PURCHASING IN CITY GOVERNMENT

**COURSE NUMBER:** GVOP 520

**COURSE LENGTH:** 7 hours (two - 3 ½ hour classes)

This is a comprehensive course in the City’s purchasing process procedures. Please note this material is not relevant for Sewerage and Water Board employees.

## **Upon completion of this course, participants will understand:**

- Procedures used to purchase goods & services for the City of New Orleans.
- Responsibilities of each agency involved in a purchase.
- Laws that apply to public purchasing.
- Emergency purchases.
- Payments for purchases.

## **THIS COURSE IS RECOMMENDED FOR:**

All employees who order goods or services for City agencies.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>           | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|-----------------------|-----------------|-------------------|
| 1-24           | June 7, 14   | 1:00 p.m. – 4:30 p.m. | ITI (BE15)      | KH                |
| 2-24           | Sept. 13, 20 | 1:00 p.m. – 4:30 p.m. | ITI (BE15)      | KH                |
| 3-24           | Dec. 13, 20  | 1:00 p.m. – 4:30 p.m. | ITI (BE15)      | KH                |

# GVOP 530: ACCOUNTING PROCESS IN CITY GOVERNMENT

**COURSE NUMBER:** GVOP 530

**COURSE LENGTH:** 3½ hours (one - 3½ hour class)

This is a comprehensive course in the City's accounting process that includes forms preparation, tracking of accounting documents and the use of a procurement system, with emphasis on the City of New Orleans' current system.

## **Upon completion of this course, participants will understand how to:**

- Prepare documents that are typical of those required by the Accounting Bureau of the Finance Department.
- Track accounting documents that are part of a procurement system.
- Use the sample system to determine if documents (e.g., purchase orders, partial payments) have been paid.
- Use sample system to trace requisitions.
- Monitor departments' budgets using sample reports.

## **THIS COURSE IS RECOMMENDED FOR:**

Employees responsible for securing goods and/or services and those approving the purchase of such items.

Employees who are responsible for monitoring the budgets of their offices or departments.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|------------------------|-----------------|-------------------|
| 1-24           | May 21       | 9:00 a.m. – 12:30 p.m. | BW04            | PV                |
| 2-24           | July 29      | 1:00 p.m. – 4:30 p.m.  | BW04            | PV                |
| 3-24           | Nov. 13      | 9:00 a.m. – 12:30 p.m. | BW04            | PV                |

# GVOP 573: ADP ENTERPRISE & MANAGER SELF-SERVICE (MSS)

*\*Maximum Class Size For This Class Is 10 Students.*

**COURSE NUMBER:** GVOP 573

**COURSE LENGTH:** 10½ hours (three - 3½ hour class)

This is a comprehensive course to provide information about using manager self-service to create personnel transactions and position control transactions.

**Upon completion of this course, participants will understand how to:**

- Navigate through ADP Portal including Employee Self-Service Transactions.
- Manage Work Events in MSS.
- Enter New Hires and Timing.
- Change Job and Salary Information Transactions.
- Change employment (Termination) and Job Status Transactions.
- Find Position Control and Approvals Information (Overview-level).
- Manage Payroll Data.

## **THIS COURSE IS LIMITED TO:**

Human Resource personnel and all other employees who perform personnel transactions in ADP Manager Self-Serve and who **have HR Manager access in ADP.**

*\*NOTE: Without this access:*

- *You WILL NOT have access to the screens being taught;*
- *You WILL NOT be able to view select information; and*
- *You WILL be asked to immediately leave the class.*

| SESSION | DATES | TIME | LOCATION   | INSTRUCTOR |
|---------|-------|------|------------|------------|
| 1-24    | TBD** |      | ITI (BE15) | MB         |
| 2-24    | TBD** |      | ITI (BE15) | MB         |
| 3-24    | TBD** |      | ITI (BE15) | MB         |

\*\* Courses will not be scheduled until after the new version of ADP is live. (Currently anticipated to be in July 2024).

# GVOP 574: ADP eTime\*

*\*Maximum Class Size For This Class Is 10 Students.*

**COURSE NUMBER:** GVOP 574

**COURSE LENGTH:** 4 hours

This course will train individuals to process payroll in ADP and review all the typical payroll actions and routine payroll issues.

**Upon completion of this course, participants will understand how to:**

- Learn about eTime and how it works in ADP.
- Manage departmental payroll in ADP.
- Manage approvals of time cards.
- Learn the key payroll codes crucial for processing payroll.
- Track annual and sick leave usage.
- Produce regular reports on time and attendance.
- Enter labor level entries.

**THIS COURSE IS RECOMMENDED FOR:**

All Human Resource personnel and other employees who process personnel and payroll transactions.

| SESSION | DATES | TIME | LOCATION   | INSTRUCTOR |
|---------|-------|------|------------|------------|
| 1-24    | TBD** |      | ITI (BE15) | MB         |
| 2-24    | TBD** |      | ITI (BE15) | MB         |
| 3-24    | TBD** |      | ITI (BE15) | MB         |
| 4-24    | TBD** |      | ITI (BE15) | MB         |
| 5-24    | TBD** |      | ITI (BE15) | MB         |
| 6-24    | TBD** |      | ITI (BE15) | MB         |

\*\* Courses will not be scheduled until after the new version of ADP is live. (Currently anticipated to be in July 2024).

# GVOP 575: CIVIL SERVICE HUMAN RESOURCE TRAINING SERIES

**COURSE NUMBER:** GVOP 575

**COURSE LENGTH:** 2 hours for each of the special topics listed below.

This course has been specially designed to meet the specific work related needs of City employees responsible for human resources management functions. Join fellow HR professionals on the second Wednesday of each month at noon to meet and discuss interesting and timely topics. Areas chosen are relevant to both the human resource profession and to specific areas of concern of departmental personnel officers. One objective is to clarify and improve current rules, policies, and procedures. These human resource forums may feature a guest speaker or a panel discussion.

**THIS COURSE IS A NON-CREDIT COURSE. THE SCHEDULING OF THIS COURSE IS DONE VIA E-MAIL. IF YOU ARE INTERESTED IN ATTENDING, PLEASE CONTACT THE INSTRUCTOR, SAM STOUTE (sstoute@nola.gov; 658-3506), TO ADD YOU TO HIS EMAIL LIST.**

| SESSION/TOPIC | DATE | TIME | LOCATION | INSTRUCTOR |
|---------------|------|------|----------|------------|
| 1-24 TBA      | TBA  | TBA  | TBA      | TBA        |
| 2-24 TBA      | TBA  | TBA  | TBA      | TBA        |
| 3-24 TBA      | TBA  | TBA  | TBA      | TBA        |
| 4-24 TBA      | TBA  | TBA  | TBA      | TBA        |
| 5-24 TBA      | TBA  | TBA  | TBA      | TBA        |
| 6-24 TBA      | TBA  | TBA  | TBA      | TBA        |
| 7-24 TBA      | TBA  | TBA  | TBA      | TBA        |
| 8-24 TBA      | TBA  | TBA  | TBA      | TBA        |
| 9-24 TBA      | TBA  | TBA  | TBA      | TBA        |
| 10-24 TBA     | TBA  | TBA  | TBA      | TBA        |

*\*This class typically takes place in the Civil Service Commission Room 1340 Poydras Street, 9<sup>th</sup> Floor.*

# GVOP 580: RETIREMENT PLANNING & THE MUNICIPAL EMPLOYEES' RETIREMENT SYSTEM

**COURSE NUMBER:** GVOP 580

**COURSE LENGTH:** 3 hours

This course provides an overview of the Municipal Employees' Retirement System and information employees should know about planning for retirement.

## Upon completion of this course, participants will be able to:

- Understand what the Municipal Employees' Retirement System is and how it is funded and administered.
- Understand the options that employees have at retirement or resignation from City employment.
- Understand how the amount of benefits is determined.
- Understand the Deferred Retirement Option Program (DROP) and how it can benefit employees.
- Understand what benefits are available through the retirement system if employees die or are disabled while employed by the City.
- Understand issues that should be considered in planning for retirement.

## THIS COURSE IS RECOMMENDED FOR:

Persons who are approaching retirement in the next five years.

Personnel officers or others who provide basic information on retirement to employees.

Other interested employees.

| SESSION | DATES  | TIME                   | LOCATION | INSTRUCTOR |
|---------|--------|------------------------|----------|------------|
| 1-24    | May 24 | 1:00 p.m. – 4:00 p.m.  | BW04     | SA         |
| 2-24    | Sept.  | 9:00 a.m. – 12:00 p.m. | BW04     | SA         |
| 3-24    | Dec. 5 | 9:00 a.m. – 12:00 p.m. | BW04     | SA         |

**(NOTE: TBA (To Be Announced)** Please submit applications ASAP, if interested in these sessions, in order for us to determine the urgency/frequency at which we'll schedule sessions for this year.)

**\*(NOTE:** This course involves information that is specifically geared toward employees in the NOMERS retirement system. This excludes those at the S&WB, NOPD, and NOFD – which have separate retirement systems. If you are in any of these excluded departments, please consult your Personnel Officer in order to get the relevant information for these retirement systems.)

# GVOP 594: INTRODUCTION TO BRASS

**COURSE NUMBER:** GVOP 594

**COURSE LENGTH:** 3 hours (one - 3 hour class)

This course is beneficial for any employees who want to learn how to use the City's Budget, Requisition, & Accounting Services System (BRASS).

**This course includes information on:**

- A brief overview of BRASS
- Navigating BRASS
- Supply Management Viewer
- Financials Viewer
- Approvals and routing status lookup

**THIS COURSE IS LIMITED TO:**

All employees who have access to BRASS.

| SESSION DATES | TIME                  | LOCATION   | INSTRUCTOR |
|---------------|-----------------------|------------|------------|
| 1-24 May 20   | 1:00 p.m. – 4:00 p.m. | ITI (BE15) | KH         |
| 2-24 June 3   | 1:00 p.m. – 4:00 p.m. | ITI (BE15) | KH         |
| 3-24 Aug. 19  | 1:00 p.m. – 4:00 p.m. | ITI (BE15) | KH         |
| 4-24 Oct. 7   | 1:00 p.m. – 4:00 p.m. | ITI (BE15) | KH         |
| 5-24 Nov. 25  | 1:00 p.m. – 4:00 p.m. | ITI (BE15) | KH         |
| 6-24 Dec. 9   | 1:00 p.m. – 4:00 p.m. | ITI (BE15) | KH         |

# GVOP 595: BRASS I

**COURSE NUMBER:** GVOP 595

**COURSE LENGTH:** 9 hours (three - 3 hour classes)

This course is recommended for any employees who process transactions in BRASS.

**This course includes information on:**

- Requisitions
- Receiving
- Contracts
- Cash management
- Receivables specialist
- Budget to actuals
- Personalizations

**THIS COURSE IS RECOMMENDED FOR:**

Any employees who use BRASS, particularly those managing projects and grants.

| SESSION DATES            | TIME                  | LOCATION   | INSTRUCTOR |
|--------------------------|-----------------------|------------|------------|
| 1-24 April 29, May 6, 13 | 1:00 p.m. – 4:00 p.m. | ITI (BE15) | KH         |
| 2-24 July 29, Aug. 5, 12 | 1:00 p.m. – 4:00 p.m. | ITI (BE15) | KH         |
| 3-24 Nov. 4, 11, 18      | 1:00 p.m. – 4:00 p.m. | ITI (BE15) | KH         |

# GVOP 596: BRASS II

**COURSE NUMBER:** GVOP 596

**COURSE LENGTH:** 6 hours (two - 3 hour classes (tentative))

This course is recommended for any employees who process transactions in BRASS, particularly relative to functionality with projects and grants.

**This course includes information on:**

- Reports
- Reconciliation
- Project/grant billing
- Journal Entries

**THIS COURSE IS RECOMMENDED FOR:**

Any employees who use BRASS, particularly those managing projects and grants.

| SESSION DATES | TIME | LOCATION   | INSTRUCTOR |
|---------------|------|------------|------------|
| 1-24 TBA      | TBA  | ITI (BE15) | KH         |
| 2-24 TBA      | TBA  | ITI (BE15) | KH         |
| 3-24 TBA      | TBA  | ITI (BE15) | KH         |

# SUPV 600: EMPLOYEE ON-BOARDING

**COURSE NUMBER:** SUPV 600

**COURSE LENGTH:** 3½ hours

This course is designed to introduce supervisors to the concepts of on-boarding and emphasize the important role that successful on-boarding plays in proper supervision in city government.

## **Upon completion of this course, participants will be able to:**

- Understand Employee On-boarding concepts.
- Recognize the importance of making a good first impression to their employees.
- Successfully familiarize new employees to their work environment.
- Personalize the orientation process.
- Effectively represent the City of New Orleans as supervisors.
- Develop strategies to minimize the new employee learning curve.
- Develop an On-boarding checklist.

## **THIS COURSE IS RECOMMENDED FOR:**

All new supervisors or any supervisor, regardless of their experience, who would like to learn more about helping new employees to adapt to city government and to become more productive more quickly.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>           | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|-----------------------|-----------------|-------------------|
| 1-24           | May 2        | 1:00 p.m. – 4:30 p.m. | BW04            | AG                |
| 2-24           | Aug. 22      | 1:00 p.m. – 4:30 p.m. | BW04            | AG                |
| 3-24           | Oct. 22      | 1:00 p.m. – 4:30 p.m. | BW04            | AG                |

# SUPV 610: INTRODUCTION TO SUPERVISION

**COURSE NUMBER:** SUPV 610

**COURSE LENGTH:** 7 hours (two - 3½ hour class)

This course provides an overview of the role supervisors play in organizations. It introduces new supervisors to their new duties and responsibilities.

## **Upon completion of this course, participants will:**

- Understand the elements involved in supervision.
- Understand the role of the supervisor in an organization.
- Understand how to move into supervisory positions with ease.
- Understand the problems new supervisors face and how to handle those problems.

## **THIS COURSE IS RECOMMENDED FOR:**

Employees recently appointed to supervisory positions.

Employees who are interested in moving into supervisory positions.

| <b>SESSION</b> | <b>DATES</b>     | <b>TIME</b>           | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|------------------|-----------------------|-----------------|-------------------|
| 1-24           | March 19, 26     | 1:00 p.m.- 4:30 p.m.  | BW04            | DJ                |
| 2-24           | May 7, 14        | 1:00 p.m.- 4:30 p.m.  | BW04            | DJ                |
| 3-24           | July 16, 23      | 1:00 p.m.- 4:30 p.m.  | BW04            | DJ                |
| 4-24           | September 10, 17 | 1:00 p.m.- 4:30 p.m.  | BW04            | DJ                |
| 5-24           | October 4, 11    | 9:00 a.m.- 12:30 p.m. | BW04            | DJ                |

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

# SUPV 620: PERSONNEL INTERVIEWING

**COURSE NUMBER:** SUPV 620

**COURSE LENGTH:** 3½ hours

This course provides practical information and techniques on how to conduct effective and legal job interviews.

## **Upon completion of this course, participants will be able to:**

- Recognize the most important purpose of the job interview.
- Know the steps of a successful interview.
- Understand and identify the common mistakes made by interviewers.
- Identify areas of questioning that should be asked.
- Identify areas of questioning that may be illegal.
- Use various techniques to get an applicant to communicate more effectively during the interview.
- List some types of problems applicants may have and how to handle them.
- Recognize some "danger signs" in applicants' work history.
- Assess information collected before and during the interview and evaluate applicants' suitability.
- Reject unsuitable applicants.

## **THIS COURSE IS RECOMMENDED FOR:**

Employees who conduct job interviews and select personnel.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b> | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|-------------|-----------------|-------------------|
| 1-24           | TBA          | TBA         | TBA             | TBA               |
| 2-24           | TBA          | TBA         | TBA             | TBA               |
| 3-24           | TBA          | TBA         | TBA             | TBA               |
| 4-24           | TBA          | TBA         | TBA             | TBA               |

# SUPV 629: INTRODUCTION TO WORKPLACE DISCIPLINE FOR FIRST LINE SUPERVISORS

**COURSE NUMBER:** SUPV 629

**COURSE LENGTH:** 3½ hours

This course teaches the basic skills needed to prevent and effectively manage performance and disciplinary problems.

## **Upon completion of this course, participants will:**

- Ensure that performance expectations and departmental standards are clearly communicated to employees.
- Deal effectively with unsatisfactory job performance.
- Confront employee disciplinary problems with confidence and control behavior that impacts job performance.
- Manage the progressive discipline process.
- Become familiar with EEO legislation and the Civil Service appeal process.

## **THIS COURSE IS RECOMMENDED FOR:**

Any employee seeking a better understanding of the discipline process including Sewerage & Water Board employees seeking promotion into the Public Works Supervisor I, Pumping Stations Supervisor, and Pumping Stations Supervisor Assistant classifications.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|------------------------|-----------------|-------------------|
| 1-24           | June 6       | 9:00 a.m. – 12:30 p.m. | BW04            | ALB               |
| 2-24           | September 24 | 1:00 p.m. – 4:30 p.m.  | BW04            | ALB               |

NOTE: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

# SUPV 630: MANAGING WORKPLACE DISCIPLINE

**COURSE NUMBER:** SUPV 630

**COURSE LENGTH:** 3½ hours

This course will explore methods of preventing workplace offenses and the most effective ways to address various types of misconduct. Investigation and documentation of offenses, and evaluation of possible causes amenable to correction will be discussed. The goal is correction of problems leading to disciplinary action as well as addressing deficiencies in the documentation of offenses. This course will also cover the Civil Service Appeal process; the necessary documentation and reporting of disciplinary actions; preparation of testimony and evidence for hearings; and prior rulings of the Civil Service Commission on specific issues. The course will also include the procedures involved in EEOC complaints and Unemployment Insurance appeal hearings.

## **Upon completion of this course, participants will:**

- Know the steps involved in preventing workplace offenses.
- Know the steps involved in addressing workplace offenses.
- Understand the information needs of employees.
- Understand the need for consistency and documentation when disciplining employees.
- Know the requirements placed on supervisors under the City's Employee Assistance Program and other management policies.
- Know applicable laws and the Civil Service appeal process.
- Understand the process of Civil Service hearings.
- Be able to prepare and present evidence to defend disciplinary actions.
- Understand procedures of EEO and Unemployment Compensation hearings.

## **THIS COURSE IS LIMITED TO:**

Supervisors, managers or administrative personnel in City jobs at the level of Senior Office Support Specialist (pay grade 56) or higher, or others who request and are granted permission to enroll in the course.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|------------------------|-----------------|-------------------|
| 1-24           | Sept. 10     | 9:00 a.m. – 12:30 p.m. | BW04            | ALB               |
| 2-24           | Nov. 12      | 9:00 a.m. – 12:30 p.m. | BW04            | ALB               |

# SUPV 640: COUNSELING AND COACHING EMPLOYEES

**COURSE NUMBER:** SUPV 640

**COURSE LENGTH:** 3½ hours

This course will teach the techniques of counseling and coaching employees. Employees will learn the various theories of counseling and coaching, the different stages and techniques of counseling and coaching, and practical applications.

**Upon completion of this course, participants will be able to:**

- Define concepts of counseling and coaching.
- Identify different counseling and/or coaching techniques.
- Describe how each counseling and coaching technique is used.
- Describe the advantages and disadvantages of each counseling and coaching technique.
- Handle various problems using specific counseling and coaching techniques.

**THIS COURSE IS RECOMMENDED FOR:**

Employees in managerial and supervisory positions.

Employees who are interested in moving into managerial or supervisory positions.

| SESSION | DATES   | TIME                   | LOCATION | INSTRUCTOR |
|---------|---------|------------------------|----------|------------|
| 1-24    | May 16  | 9:00 a.m. - 12:30 p.m. | BW04     | KTD        |
| 2-24    | July 11 | 9:00 a.m. - 12:30 p.m. | BW04     | KTD        |
| 3-24    | Nov. 6  | 9:00 a.m. - 12:30 p.m. | BW04     | KTD        |
| 4-24    | Dec. 18 | 9:00 a.m. - 12:30 p.m. | BW04     | KTD        |

# SUPV 650: TEAM BUILDING



**COURSE NUMBER:** SUPV 650  
**COURSE LENGTH:** 3½ hours

This course is designed to teach employees the various techniques and benefits of team building, and specific steps to achieve a team atmosphere in the workplace.

**Upon completion of this course, participants will be able to:**

- Describe team building.
- List several benefits of team building.
- List several effective actions to take to achieve a team atmosphere.

**THIS COURSE IS RECOMMENDED FOR:**

Employees in managerial and supervisory positions.

Employees who are interested in moving into managerial or supervisory positions.

| SESSION | DATES        | TIME                    | LOCATION | INSTRUCTOR |
|---------|--------------|-------------------------|----------|------------|
| 1-24    | May 14       | 9:00 a.m. – 12:30 p.m.. | BW04     | AG         |
| 2-24    | August 22    | 9:00 a.m. – 12:30 p.m.  | BW04     | AG         |
| 3-24    | September 23 | 1:00 p.m. – 4:30 p.m.   | BW04     | AG         |
| 4-24    | November 14  | 1:00 p.m. – 4:30 p.m.   | BW04     | AG         |

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

# **SUPV 671: PERFORM (Performance Evaluations)**

## **(Done in the NeoGov PERFORM system)**

**COURSE NUMBER:** SUPV 671

**COURSE LENGTH:** 3 hours

This Course has been designed to cover the two most significant aspects of the PERFORM system, which has replaced the old Service Ratings system. These are:

### **A. PERFORM Planning Session**

The first part of the session will focus on the “planning” aspect of the system. During the planning portion of performance appraisal, the supervisor and employee come together to discuss goals, tasks, competencies, and other areas of employee performance management.

### **B. PERFORM Evaluation Session**

The second part of the session will focus on the “evaluation” aspect of the system. During the evaluation portion of performance appraisal, the supervisor and employee come together again to discuss how effective the performance of an employee has been throughout the year – on the standards (goals, tasks, competencies, etc.) that were devised through the Planning Session.

### **Upon completion of this course, participants will be able to:**

- Navigate the NeoGov PERFORM system effectively.
- Feel comfortable devising goals/tasks/competencies and filling out an online form.
- Make links between different parts of the performance planning form.
- Provide assessments of employees’ performance accurately based on what was observed through the performance period as well as expectations conveyed through the planning period.
- Conclude what an employee’s overall evaluation should be.

**NOTE: Although this training is most ideal for supervisors, employees who do not supervise anyone are allowed to take this course to learn about the new system.**

**Attendees will be required to fill out an online performance planning and evaluation form during the training session. Therefore, it is necessary that attendees make sure that they have an active PERFORM account and remember their log-in information (i.e., username and password) before registering/attending the training session.**

# **PERFORM (Performance Evaluations) - *continued***

## **(Done in NeoGov PERFORM system)**

### **“Help Sessions”**

These are sessions that will be conducted on an “as needed” basis, in order to bring further clarity to any information that was not understood thoroughly during the regular PERFORM training sessions. The employee is required to contact the instructor by phone (504-658-3500) to schedule it. The session may be conducted either in person or over the phone.

The session is contingent on the needs of the attendees, and it may involve further information sharing, examples, and practice to help bring home certain points, as well as monitoring how one applies the performance management principles to specific scenarios applicable to that employee’s circumstances.

- **NOTE ON HELP SESSIONS: You may only request a Help Session if you have already attended a full session of the regular PERFORM Training (which will be verified before scheduling your Help session).**

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b> | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|-------------|-----------------|-------------------|
| 1-24           | TBD          |             | ITI (BE15)      | TBD               |
| 2-24           | TBD          |             | ITI (BE15)      | TBD               |
| 3-24           | TBD          |             | ITI (BE15)      | TBD               |
| 4-24           | TBD          |             | ITI (BE15)      | TBD               |

**NOTE: It is necessary that attendees make sure that they have an active PERFORM account and remember their log-in information (i.e., PERFORM username and password) before registering/attending the training session.**

# SUPV 680: EFFECTIVE CRISIS INTERVENTION WITH EMPLOYEES

**COURSE NUMBER:** SUPV 680

**COURSE LENGTH:** 3 hours (one - 2 hour class, 1 hour exam)

This course is designed to teach effective skills in assisting employees in crisis.

**Upon completion of this course, participants will be able to:**

- Understand life disturbances which affect employees.
- Recognize issues that affect supervisors.
- Understand characteristics that enhance the helping process.
- Apply active listening techniques.
- Accurately assess verbal and non-verbal messages.
- Separate and clarify issues presented.
- Respond appropriately to problems and crises.
- Direct employees to available resources.

**THIS COURSE IS LIMITED TO:**

Supervisors, managers or administrative personnel in City jobs at the level of Senior Office Support Specialist (pay grade 56) or higher, or others who request and are granted permission to enroll in the course.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|------------------------|-----------------|-------------------|
| 1-24           | May 15, 22   | 9:15 a.m. – 12:15 p.m. | Webex/BW04      | CH                |
| 2-24           | Sept. 4, 11  | 9:15 a.m. – 12:15 p.m. | Webex/BW04      | CH                |
| 3-24           | Oct. 15, 22  | 9:15 a.m. – 12:15 p.m. | Webex/BW04      | CH                |



## SUPV 690: CONFLICT MANAGEMENT

**COURSE NUMBER:** SUPV 690

**COURSE LENGTH:** 3½ hours

This course is designed to provide employees with the necessary tools to identify conflict styles. Participants will be introduced to strategies that may be used to resolve conflict. This course will reinforce the fact that conflict in the workplace is a reality.

**Upon completion of this course, participants will be able to:**

- Clearly define the meaning of conflict.
- Identify situations that have caused conflict in the workplace.
- Identify communication styles that are used to handle conflict.
- Identify media that can be used to reinforce good communication skills between the supervisor and supervisee.
- Discuss and apply guidelines that may be used to resolve conflict.

### **THIS COURSE IS RECOMMENDED FOR:**

Employees in managerial and supervisory positions.

Employees who are interested in moving into managerial and supervisory positions.

| SESSION | DATES      | TIME                   | LOCATION | INSTRUCTOR |
|---------|------------|------------------------|----------|------------|
| 1-24    | April 16   | 9:00 a.m. – 12:30 p.m. | BW04     | ALB        |
| 2-24    | April 23   | 9:00 a.m. – 12:30 p.m. | BW04     | ALB        |
| 3-24    | May 7      | 9:00 a.m. – 12:30 p.m. | BW04     | ALB        |
| 4-24    | May 23     | 9:00 a.m. – 12:30 p.m. | BW04     | ALB        |
| 5-24    | July 25    | 1:00 p.m. – 4:30 p.m.  | BW04     | ALB        |
| 6-24    | August 16  | 1:00 p.m. – 4:30 p.m.  | BW04     | ALB        |
| 7-24    | October 11 | 1:00 p.m. – 4:30 p.m.  | BW04     | ALB        |
| 8-24    | October 18 | 1:00 p.m. – 4:30 p.m.  | BW04     | ALB        |

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

# SUPV 691: SEXUAL HARASSMENT IN THE WORKPLACE

**COURSE NUMBER:** SUPV 691

**COURSE LENGTH:** 1 hour (2 hrs. for supervisors)

**The earlier SUPV 691 in-class Sexual Harassment course has been replaced by a course mandated by state law and city ordinance. This course is “Preventing Sexual Harassment,” presented by Louisiana State Civil Service.**

Here are links to the Louisiana State Civil Service 2024 **REQUIRED** online training courses:

**Preventing Sexual Harassment:** <https://nola.gov/sexual-harassment-training/employee/>

The Preventing Sexual Harassment course is designed to raise awareness regarding the prevention of sexual harassment. This course offers general knowledge of what could be considered sexual harassment along with practical steps that can be taken to prevent sexual harassment from happening in the workplace. This course meets the 1-hour training requirement as outlined ACT 270 of the 2018 Regular Session.

The Preventing Sexual Harassment for Supervisors course is designed to raise the awareness of supervisors regarding the prevention of sexual harassment. The course includes a self-assessment to help supervisors identify potential areas for improvement. The course also presents practical strategies supervisors can use to prevent sexual harassment in our workplace. This course also meets the requirements for supervisors to receive training on preventing sexual harassment as required by ACT 270 of the 2018 Regular Session.

**Preventing Sexual Harassment for Supervisors:** <https://nola.gov/sexual-harassment-training/supervisor/>

**Note that all department heads, managers, and supervisors are required to complete both trainings. All employees within the City are required to enroll in the course annually.**

**Note that employees are no longer allowed to “test out” of this course. *If taking this course to qualify for the Supervisory Certificate, one should submit both of their certificates all at once – along with their Supervisory Certificate Application and copy of transcript (highlighting courses that entitle you to qualify)* to the Civil Service Department Employee Growth & Development Division.] We should only receive your certificate(s) of completion if applying for the Supervisory Certificate, and not for inclusion into any personnel file for you.**

# ADMN 710: GRANT AND PROPOSAL WRITING

**COURSE NUMBER:** ADMN 710

**COURSE LENGTH:** 9 hours (three - 3 hour classes)

This course is designed for the entry level grants writer who needs to be able to efficiently initiate, plan and coordinate a written search for grant funding. Each participant will be required to prepare an 8-10 page grant proposal for his/her department.

## **Upon completion of this course, participants will be able to:**

- Identify the role of a grants manager in City government.
- Define and use effectively the most commonly used grant related terms.
- Define the difference between a proactive and a reactive grant proposal.
- Prepare a basic eight to ten page grant proposal consisting of eight major sections.
- Discuss a grants review process.
- Identify two realistic sources of grant funding for their departments.

## **THIS COURSE IS LIMITED TO:**

Supervisors, managers or administrative personnel in City jobs at the level of Senior Office Support Specialist (pay grade 56), or others who request and are granted permission to enroll in the course.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b> | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|-------------|-----------------|-------------------|
| 1-24           | TBA          | TBA.        | TBA             | TBA               |
| 2-24           | TBA          | TBA         | TBA             | TBA               |
| 3-24           | TBA          | TBA         | TBA             | TBA               |

This course is unlikely to be offered in 2024 as we seek a new instructor.

# ADMN 720: CONTRACT PREPARATION AND ADMINISTRATION

**COURSE NUMBER:** ADMN 720

**COURSE LENGTH:** 6 hours (two - 3 hour classes)

This course covers the fundamentals of the City's policy governing professional services contracts and related agreements, including legal and administrative requirements established by state and local laws, executive orders, and administrative procedures. It will teach employees how to request proposals for competitive selection of contractors and to prepare acceptable contracts to be executed by the Mayor.

## Upon completion of this course, participants will be able to:

- Distinguish between professional services, personal services, and cooperative endeavors.
- Identify situations which require one of these agreements.
- Be familiar with legal authority behind contract policy.
- Use the City's Request for Proposal procedures.
- Write a professional or personal services contract or a cooperative endeavors agreement.
- Identify and locate resources to assist in preparing contracts.
- Identify the areas of responsibility of City agencies in reviewing and assessing contract compliance.

## THIS COURSE IS RECOMMENDED FOR:

All employees in City government who are involved in contract administration, development and preparation.

| SESSION | DATES | TIME | LOCATION | INSTRUCTOR |
|---------|-------|------|----------|------------|
| 1-24    | TBA   | TBA  | TBA      | TBA        |
| 2-24    | TBA   | TBA  | TBA      | TBA        |

This course is unlikely to be offered in 2024 as we seek a new instructor

# ADMN 721: PROCUREMENT AND PURCHASING

**COURSE NUMBER:** ADMN 721

**COURSE LENGTH:** 4 hours

This course will cover all aspects of FTC bid and contract development, preparation, evaluation, execution and administration as well as alternative acquisition opportunities. The course will focus on the different component combinations that are possible and their inherent advantages. This training will include in-class workshops, demonstrations of practical application and hand-out examples for future reference.

**Upon completion of this course, participants will be able to:**

- Develop and prepare effective FTC bid documents.
- Prepare bid evaluation and selection criteria.
- Prepare and execute FTC contracts.
- Monitor contracts and/or contractor performance.
- Identify alternative acquisition opportunities.

**THIS COURSE IS RECOMMENDED FOR:**

All employees who prepare and/or participate in the FTC bid and/or contract processes.

| SESSION | DATES | TIME | LOCATION | INSTRUCTOR |
|---------|-------|------|----------|------------|
| 1-24    | TBA   | TBA  | TBA      | TBA        |
| 2-24    | TBA   | TBA  | TBA      | TBA        |
| 3-24    | TBA   | TBA  | TBA      | TBA        |

This course is unlikely to be offered in 2024 as we seek a new instructor.

# ADMN 722: COMPETITIVE SELECTION PROCEDURE FOR PROFESSIONAL SERVICES CONTRACTS

**COURSE NUMBER:** ADMN 722

**COURSE LENGTH:** 4 hours

This course will cover all aspects of RFP and professional services contract development, preparation, evaluation, negotiation, execution and administration. The course will focus on the inherent relationship between the RFP and the resulting professional services contract. This training will include in-class workshops, demonstrations of practical application and hand-out examples for future reference.

## **Upon completion of this course, participants will be able to:**

- Develop and prepare structured RFP's that result in responsive proposal submittals.
- Prepare objective RFP evaluation criteria and prepare comprehensive proposal recommendation reports.
- Negotiate contract terms with proposers and/or prospective contractors.
- Prepare and execute professional service contracts.
- Monitor contracts and/or contractor performance.

## **THIS COURSE IS RECOMMENDED FOR:**

All employees who prepare and/or participate in the RFP and professional services contract process.

| SESSION | DATES | TIME | LOCATION | INSTRUCTOR |
|---------|-------|------|----------|------------|
| 1-24    | TBA   | TBA  | TBA      | TBA        |
| 2-24    | TBA   | TBA  | TBA      | TBA        |
| 3-24    | TBA   | TBA  | TBA      | TBA        |

This course is unlikely to be offered in 2024 as we seek a new instructor.

# ADMN 730: EXECUTIVE SECRETARIAL SKILLS

**COURSE NUMBER:** ADMN 730

**COURSE LENGTH:** 4 hours (one - 3 hour class, 1 hour exam)

This course is designed to teach the advanced secretarial skills that employees need in order to function as executive secretaries to City department heads. This course will help build a stronger relationship between the executive secretary and the department head.

## **Upon completion of this course, participants will be able to:**

- Identify the essential characteristics of an executive secretary.
- Understand the role that the executive secretary plays in the organization.
- Understand how to implement the directives of department heads.
- Handle crisis situations.
- Understand the elements involved in scheduling appointments for department heads.
- Understand how to prioritize demands, requests and other activities on behalf of department heads.

## **THIS COURSE IS RECOMMENDED FOR:**

Employees who currently function as secretaries to key personnel and are interested in advancing to the level of Administrative Support Specialist II.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>           | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|-----------------------|-----------------|-------------------|
| 1-24           | June 5,12    | 9:15 a.m. – 1:00 p.m. | Webex/BW04      | CH                |
| 2-24           | Nov. 8,15    | 9:15 a.m. – 1:00 p.m. | Webex/BW04      | CH                |

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

# MGMT 810: PRINCIPLES OF MANAGEMENT

**COURSE NUMBER:** MGMT 810

**COURSE LENGTH:** 3½ hours (one – 2.5 hour class, 1 hour exam)

This course is designed to provide employees with the techniques and skills necessary to adequately perform their managerial responsibilities. This course provides an overview of the responsibilities of managers.

## **Upon completion of this course, participants will be able to:**

- Understand the role of managers in organizations.
- Understand the various elements involved in management.
- Identify types of problems that managers must address.

## **THIS COURSE IS RECOMMENDED FOR:**

New managers, upper level clerical employees, and entry level administrators.

Employees who are interested in moving into these types of positions.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|------------------------|-----------------|-------------------|
| 1-24           | July 2, 9    | 9:15 a.m. – 12:45 p.m. | Webex/BW04      | CH                |
| 2-24           | Sept. 17, 24 | 9:15 a.m. – 12:45 p.m. | Webex/BW04      | CH                |
| 3-24           | Dec. 6, 13   | 9:15 a.m. – 12:45 p.m. | Webex/BW04      | CH                |

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.



## MGMT 820: PLANNING AND ORGANIZING

**COURSE NUMBER:** MGMT 820

**COURSE LENGTH:** 3½ hours

This course is designed to teach employees how to develop plans that involve strategic planning and organizing. This course will assist employees in organizing themselves, their work and special projects.

### **Upon completion of this course, participants will be able to:**

- Develop a plan that involves detailed strategic planning.
- Identify and write learning goals and objectives.
- Improve planning problem areas.
- Develop skills in prioritizing routine activities.
- Identify stress factors that cause scheduling and planning disorganization.
- Recognize the importance of Time Management.
- Demonstrate how goals and objectives relate to effective planning and organizing.

### **THIS COURSE IS RECOMMENDED FOR:**

Employees who are responsible for planning projects and activities in the workplace.

Employees in supervisory and managerial positions.

Employees interested in moving into supervisory and managerial positions.

| SESSION | DATES   | TIME                  | LOCATION | INSTRUCTOR |
|---------|---------|-----------------------|----------|------------|
| 1-24    | May 22  | 1:00 p.m. – 4:30 p.m. | BW04     | DA         |
| 2-24    | July 26 | 1:00 p.m. – 4:30 p.m. | BW04     | DA         |
| 3-24    | Nov. 7  | 1:00 p.m. – 4:30 p.m. | BW04     | DA         |

# MGMT 830: LEADERSHIP



**COURSE NUMBER:** MGMT 830

**COURSE LENGTH:** 3½ hours (one- 2.5 hour class, 1 hour exam)

In this course, employees will examine the qualities and characteristics of leadership and will learn skills, techniques, and components of effective leadership. Employees will learn how to develop and apply leadership skills for more productive and rewarding work related and community experiences.

## **Upon completion of this course, participants will be able to:**

- Identify the values of leadership.
- Solve problems through team-building.
- Motivate others to get the job done.
- Apply leadership skills to life situations.
- Understand their role as leaders in their departments.

## **THIS COURSE IS RECOMMENDED FOR:**

Employees in managerial and supervisory positions.

Employees who are interested in moving into managerial and supervisory positions.

| <b>SESSION DATES</b> | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------------|------------------------|-----------------|-------------------|
| 1-24 May 2, 9        | 9:15 a.m. - 12:45 p.m. | Webex/BW04      | CH                |
| 2-24 July 23, 30     | 9:15 a.m. - 12:45 p.m. | Webex/BW04      | CH                |
| 3-24 Aug. 21, 28     | 9:15 a.m. - 12:45 p.m. | Webex/BW04      | CH                |

# MGMT 840: RECORDS MANAGEMENT

**COURSE NUMBER:** MGMT 840

**COURSE LENGTH:** 3½ hours (one- 2.5 hour class, 1 hour exam)

This course is designed to expose employees to the various types of records management systems and the appropriate uses for them. It includes information on various filing methods and kinds of records.

**Upon completion of this course, participants will be able to:**

- Understand the purpose for keeping records.
- Understand the components of records maintenance.
- Understand the value of records and how long to keep them.
- Identify different methods of filing and record storage.

**THIS COURSE IS RECOMMENDED FOR:**

Office managers, office supervisors, secretaries and employees who are interested in moving into such positions.

| SESSION | DATES        | TIME                   | LOCATION   | INSTRUCTOR |
|---------|--------------|------------------------|------------|------------|
| 1-24    | March 19, 26 | 9:00 a.m. - 12:30 p.m. | Webex/BW04 | CMB        |
| 2-24    | June 5, 12   | 1:00 p.m. - 4:30 p.m.  | Webex/BW04 | CMB        |
| 3-24    | Sept. 18, 25 | 1:00 p.m. - 4:30 p.m.  | Webex/BW04 | CMB        |
| 4-24    | Oct. 16, 23  | 9:00 a.m. - 12:30 p.m. | Webex/BW04 | CMB        |

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

# MGMT 850: THE OFFICE AND OFFICE MANAGEMENT

**COURSE NUMBER:** MGMT 850

**COURSE LENGTH:** 3½ hours

This course is designed to teach the basic elements of office management. It will teach the skills necessary to manage an office effectively.

## **Upon completion of this course, participants will be able to:**

- Understand what an office is and its function in the department as a whole.
- Understand the office management function.
- Understand the position of the office manager and his/her responsibilities.
- Understand the basic elements in developing and maintaining an effective and efficient office.
- Identify and provide solutions to basic problems that might arise in an office.

## **THIS COURSE IS RECOMMENDED FOR:**

Clerical support staff.

Managers and supervisors of offices.

Employees who are interested in moving into office management positions.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>           | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|-----------------------|-----------------|-------------------|
| 1-24           | March 15     | 1:00 p.m. – 4:30 p.m. | BW04            | MS                |
| 2-24           | July 24      | 1:00 p.m. – 4:30 p.m. | BW04            | MS                |
| 3-24           | Aug. 28      | 1:00 p.m. – 4:30 p.m. | BW04            | MS                |

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

# MGMT 870: PROBLEM SOLVING AND DECISION MAKING

**COURSE NUMBER:** MGMT 870

**COURSE LENGTH:** 7 hours (two - 3½ hour classes)

This course explores how to distinguish between situations and problems. It focuses on analyzing problems using organized thinking processes and appropriate resources to arrive at correct decisions through prioritizing the elements involved.

**Upon completion of this course, participants will be able to:**

- Distinguish between active and passive responses to problems in the workplace.
- Understand the importance of decisions made in the workplace.
- Analyze situations and distinguish their components.
- Recognize problems.
- Identify specific problem-solving techniques (creative, analytical and judgmental).

**THIS COURSE IS LIMITED TO:**

Supervisors, managers or administrative personnel in City jobs at the level of Principal Office Support Specialist (pay grade 59) or higher, or others who request and are granted permission to enroll in the course.

| SESSION | DATES      | TIME                   | LOCATION   | INSTRUCTOR |
|---------|------------|------------------------|------------|------------|
| 1-24    | June 6, 13 | 1:00 p.m. - 4:30 p.m.  | Webex/BW04 | DDJ        |
| 2-24    | Aug. 7, 14 | 9:00 a.m. - 12:30 p.m. | Webex/BW04 | DDJ        |
| 3-24    | Nov. 4, 11 | 1:00 p.m. - 4:30 p.m.  | Webex/BW04 | DDJ        |

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.



## MGMT 871: CONDUCTING MEETINGS

**COURSE NUMBER:** MGMT 871

**COURSE LENGTH:** 3½ hours

This course develops participants' abilities to conduct meetings more effectively. Topics to be covered include selecting appropriate format for productive meetings, effectively presenting information, getting participation, and controlling the meeting. Pitfalls and solutions will also be addressed.

### **Upon completion of this course, participants will be able to:**

- Determine when a meeting is necessary, or whether some other manner of delivering and gathering information is more suitable or practical.
- Determine which type of meeting is most appropriate to achieve the meeting's objectives.
- Use effective presentation skills to organize and deliver information.
- Control a meeting while still maintaining enthusiastic involvement from participants.
- Understand the common pitfalls of conducting meetings and how to remedy them.

### **THIS COURSE IS LIMITED TO:**

Supervisors, managers or administrative personnel in City jobs at the level of Senior Office Support Specialist (pay grade 56) or higher, or others who request and are granted permission to enroll in the course.

| SESSION | DATES   | TIME                   | LOCATION | INSTRUCTOR |
|---------|---------|------------------------|----------|------------|
| 1-24    | May 29  | 9:00 a.m. - 12:30 p.m. | BW04     | WS         |
| 2-24    | July 16 | 9:00 a.m. - 12:30 p.m. | BW04     | WS         |
| 3-24    | Oct. 29 | 9:00 a.m. - 12:30 p.m. | BW04     | WS         |

# MGMT 872: TOTAL QUALITY MANAGEMENT: AN OVERVIEW

**COURSE NUMBER:** MGMT 872

**COURSE LENGTH:** 3½ hours

Total Quality Management (TQM) has received much attention as a management movement. Private companies and public agencies have hailed it as the tool of corporate survival for modern times. What does it advocate? What can the City draw from it? This course provides participants with an overview of the core concepts of TQM as well as some of its tools.

## **Upon completion of this course, participants will:**

- Gain knowledge and understanding of the basic concepts of Total Quality Management.
- Understand how TQM principles can be applied to their own workplace to improve operations as well as employee morale.
- Be aware of some of the basic statistical process control tools of TQM.

## **THIS COURSE IS RECOMMENDED FOR:**

Employees in professional, managerial, or supervisory-related positions (i.e., degreed classifications - Pay Grade 67/higher, and technical/other classifications – Pay Grade 59/higher).

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|------------------------|-----------------|-------------------|
| 1-24           | July 26      | 1:00 p.m. – 4:30 p.m.  | BW04            | DA                |
| 2-24           | Oct. 24      | 9:00 a.m. – 12:30 p.m. | BW04            | DA                |
| 3-24           | Dec. 4       | 9:00 a.m. – 12:30 p.m. | BW04            | DA                |

# PDVP 900: BASIC TYPING



**COURSE NUMBER:** PDVP 900

**COURSE LENGTH:** 14 hours (four - 3 ½ hour classes)

This course was designed to teach city employees the basic typing skills necessary for successful typewriting and computer usage.

## **Upon completion of this course, participants will:**

- Know the standard arrangement of keys.
- Know the correct keystroking techniques.
- Be able to demonstrate the eyes-on-copy approach.
- Be able to type from a rough draft using common proofreader marks.
- Be able to type a least 20-25 words per minute.
- Develop speed and accuracy through practice drills.
- Know preventive measures to avoid Carpal Tunnel Syndrome and Tendonitis.

## **THIS COURSE IS RECOMMENDED FOR:**

All interested city employees.

| <b>SESSIONS</b> | <b>DATES</b>        | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|-----------------|---------------------|------------------------|-----------------|-------------------|
| 1-24            | June. 3, 10, 17, 24 | 9:00 a.m. – 12:30 p.m. | ITI (BE15)      | AL                |
| 2-24            | Oct, 1, 8, 15, 22   | 9:00 a.m. – 12:30 p.m. | ITI (BE15)      | AL                |

# PDVP 901: ADVANCED TYPING

**COURSE NUMBER:** PDVP 901

**COURSE LENGTH:** 14 hours (four - 3 ½ hour classes)

This course was designed to give clerical employees knowledge as well as speed and accuracy in typing.

## Upon completion of this course, participants will:

- Know the keyboard
- Know how to check errors and count wpm.
- Be able to demonstrate the eyes-on-copy approach.
- Be able to type from a rough draft, letter formatting and sentence structure.
- Be able to type a least 30-40 words per minute.
- Develop accuracy through conditioning practice and stroking techniques.
- Increase speed through one, three and five minute time writings.

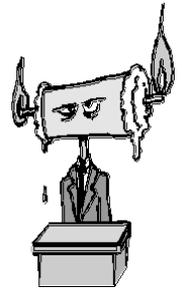
## THIS COURSE IS RECOMMENDED FOR:

All interested city employees.

| SESSIONS DATES            | TIME                   | LOCATION   | INSTRUCTOR |
|---------------------------|------------------------|------------|------------|
| 1-24 Aug. 9, 16, 23, 30   | 9:00 a.m. – 12:30 p.m. | ITI (BE15) | AL         |
| 2-24 Oct.30, Nov. 6,13,20 | 9:00 a.m. – 12:30 p.m. | ITI (BE15) | AL         |

# PDVP 920: MANAGING STRESS

**COURSE NUMBER:** PDVP 920  
**COURSE LENGTH:** 3½ hours



This course is designed to empower City employees with the tools necessary to master stress. This course will teach employees to effectively identify those situations and circumstances in the workplace and the home that cause stress and to determine the best ways to resolve them.

## Upon completion of this course, participants will be able to:

- Identify those situations that generally cause stress.
- Use appropriate communication styles to manage stressful situations successfully.
- Use relaxation techniques and understand how diet and exercise affect stress.
- Understand how successful time management techniques can help reduce stress.
- Identify ways to effectively repel and/or manage stress.
- Understand the elements of stress, burnout and pressure.

## THIS COURSE IS RECOMMENDED FOR:

All interested City employees.

| SESSION | DATES     | TIME                   | LOCATION | INSTRUCTOR |
|---------|-----------|------------------------|----------|------------|
| 1-24    | June 26   | 9:15 a.m. – 12:45 p.m. | Webex    | CH         |
| 2-24    | August 30 | 9:15 a.m. – 12:45 p.m. | Webex    | CH         |

# PDVP 930: EFFECTIVE PEOPLE SKILLS

**COURSE NUMBER:** PDVP 930

**COURSE LENGTH:** 3½ hours

This course is designed to improve the daily interactions between people and to insure productive, positive encounters. It will assist employees in: working successfully with a variety of people; propelling their careers; boosting their productivity and that of their company; and guaranteeing them job satisfaction.

## **Upon completion of this course, participants will be able to:**

- “Read people” (recognize their body language).
- Recognize personality types.
- Listen more accurately.
- Communicate better verbally and non-verbally.
- React or respond to others more positively.
- Predict responses of others.
- Manage and/or diminish conflict via negotiation ("win-win" approach).
- Recognize examples of interpersonal skills and their effective use.
- Understand the meaning (definitions) of interpersonal skills.
- Understand the meaning of interpersonal styles.
- Determine what each person’s style is.
- Develop alternative styles when desirable.

## **THIS COURSE IS RECOMMENDED FOR:**

All employees who want to improve their "people skills" in order to ensure quality relationships with minimal, if any, conflict.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|------------------------|-----------------|-------------------|
| 1-24           | June 28      | 1:00 p.m. – 4:30 p.m.  | BW04            | ALB               |
| 2-24           | Aug. 6       | 9:00 a.m. – 12:30 p.m. | BW04            | ALB               |
| 3-24           | Nov. 8       | 9:00 a.m. – 12:30 p.m. | BW04            | ALB               |

# PDVP 950: SIMPLY PERSONAL FINANCE



**COURSE NUMBER:** PDVP 950

**COURSE LENGTH:** 3 ½ hours

This course is designed to teach the basic elements of managing one's personal finances. It will teach the skills necessary to budget one's real income, save regularly and avoid unnecessary expenses. It will offer techniques to control spending and evaluate paying instruments such as charge cards, checking accounts, money orders and short term loans.

## **Upon completion of this course, participants will be able to understand:**

- How to budget and live within that budget on a regular basis.
- The importance of and reasons for savings.
- How one should determine how much one should save.
- The many ways one can save.
- How to evaluate paying instruments and credit instruments.
- How one should plan for the future, in particular, retirement.

## **THIS COURSE IS RECOMMENDED FOR:**

Employees at the level of laborers, skilled workers, equipment operators, clerical support staff etc. who feel a need or desire to better manage their money.

| SESSION | DATES   | TIME                   | LOCATION | INSTRUCTOR |
|---------|---------|------------------------|----------|------------|
| 1-24    | April 3 | 9:00 a.m. – 12:30 p.m. | BW04     | JP         |
| 2-24    | Oct. 2  | 9:00 a.m. – 12:30 p.m. | BW04     | JP         |
| 3-24    | Dec. 17 | 9:00 a.m. – 12:30 p.m. | BW04     | JP         |

# PAT 1120: PROFESSIONAL/ADMINISTRATIVE SPEAKING AND PRESENTATION

**COURSE NUMBER:** PAT 1120

**COURSE LENGTH:** 14 hours (four - 3½ hour classes)

This course is designed to teach the skills of public speaking and oral presentation to professional and administrative employees in order for the participants to communicate more effectively with those in their own department, other departments, and the public.

**Upon successful completion of this course, participants will be able to:**

- Give talks or presentations to other City departments, the public, etc.
- Act as a communication link to other departments, outside agencies, etc.
- Plan and develop an effective speech or presentation.
- Identify and use effective delivery skills.
- Deliver a planned presentation including all necessary information.
- Recognize the proper enunciation of commonly mispronounced words.
- Use audio/visual aids that could assist in the demonstration of information being given.
- Develop, practice, and improve speaking and presentation skills.

**THIS COURSE IS LIMITED TO:**

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

| SESSION DATES | TIME            | LOCATION               | INSTRUCTOR |     |
|---------------|-----------------|------------------------|------------|-----|
| 1-24          | May 17, 24      | 9:00 a.m. - 12:30 p.m. | Webex      | KTD |
|               | May 31, June 7  | 9:00 a.m. - 12:30 p.m. | Webex      | KTD |
| 2-24          | Aug. 1, 8       | 9:00 a.m. - 12:30 p.m. | Webex      | KTD |
|               | Aug. 22, 29     | 9:00 a.m. - 12:30 p.m. | Webex      | KTD |
| 3-24          | Sept. 20, Oct 4 | 1:00 p.m. - 4:30 p.m.  | Webex      | BD  |
|               | Oct. 11, 18     | 1:00 p.m. - 4:30 p.m.  | Webex      | BD  |

# PAT 1130: PROFESSIONAL/ADMINISTRATIVE WRITING

**COURSE NUMBER:** PAT 1130

**COURSE LENGTH:** 14 hours (four - 3½ hour classes)

This course is designed to teach professional and administrative employees how to comprehend written materials and write informational letters, reports, memorandums, etc., clearly and effectively, using the appropriate style, format, grammar, and tone in formal and informal business communications.

## Upon successful completion of this course, participants will be able to:

- Recognize and use the correct basic rules of grammar.
- Write business letters, reports, memorandums, policies, etc. addressed to members of the participant's department, members of other departments, and to agencies and individuals outside city government.
- Comprehend and interpret written materials such as reports, memoranda, rules and regulations, etc.

## THIS COURSE IS LIMITED TO:

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

| SESSION DATES | TIME            | LOCATION              | INSTRUCTOR |    |
|---------------|-----------------|-----------------------|------------|----|
| 1-24          | May 4, 11       | 1:00 p.m. – 4:30 p.m. | Webex/BW04 | JJ |
|               | May 18, 25      | 1:00 p.m. – 4:30 p.m. | Webex/BW04 | JJ |
| 2-24          | Sept. 7, 14     | 1:00 p.m. – 4:30 p.m. | Webex/BW04 | JJ |
|               | Sept. 21, 28    | 1:00 p.m. – 4:30 p.m. | Webex/BW04 | JJ |
| 3-24          | Nov. 16, Dec. 7 | 1:00 p.m. – 4:30 p.m. | Webex/BW04 | JJ |
|               | Dec. 14, 21     | 1:00 p.m. – 4:30 p.m. | Webex/BW04 | JJ |

# PAT 1420: PROFESSIONAL/ADMINISTRATIVE MATH AND STATISTICS

**COURSE NUMBER:** PAT 1420

**COURSE LENGTH:** 12 hours (four - 3 hour classes)

This course is designed to teach professional and administrative employees the basic mathematical and statistical skills required to analyze data and solve problems.

**Upon successful completion of this course, participants will be able to:**

- Perform basic business mathematical computations.
- Analyze numerical data using basic statistics.
- Appropriately apply statistical principles and numerical techniques to management problems.
- Interpret tables, reports, graphs, statistical data, etc.

**THIS COURSE IS LIMITED TO:**

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

| SESSION | DATES                 | TIME                  | LOCATION   | INSTRUCTOR |
|---------|-----------------------|-----------------------|------------|------------|
| 1-24    | May 2, 9, 16, 23      | 1:00 p.m. – 4:00 p.m. | Webex/BW04 | JJ         |
| 2-24    | Sept. 5, 12, 19, 26   | 1:00 p.m. – 4:00 p.m. | Webex/BW04 | JJ         |
| 3-24    | Nov 21, Dec 5, 12, 19 | 1:00 p.m. – 4:00 p.m. | Webex/BW04 | JJ         |

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

This course is currently waived for promotional requirements.

# PAT 1610: PROFESSIONAL/ADMINISTRATIVE SUPERVISION

**COURSE NUMBER:** PAT 1610

**COURSE LENGTH:** 10½ hours (three 3½ hour classes)

This course is designed to teach professional and administrative employees how to accomplish group or organizational goals through the effective action of others.

## Upon successful completion of this course, participants will be able to:

- Delegate tasks appropriately to subordinates and oversee their work performance.
- Keep communication lines open with subordinates, peers, and supervisors.
- Recognize when training is necessary and act upon it.
- Take disciplinary action when necessary.
- Coordinate projects with subordinates, peers, and/or supervisors.
- Plan and organize projects and programs by determining critical activities, time requirements, areas of responsibility, etc.

## THIS COURSE IS LIMITED TO:

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

| SESSION DATES        | TIME                   | LOCATION | INSTRUCTOR |
|----------------------|------------------------|----------|------------|
| 1-24 April 2, 9, 16  | 1:00 p.m. - 4:30 p.m.  | BW04     | DJ         |
| 2-24 June 14, 21, 28 | 9:00 a.m. - 12:30 p.m. | BW04     | DJ         |
| 3-24 Aug. 6, 13, 20  | 1:00 p.m. - 4:30 p.m.  | BW04     | DJ         |

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

# PAT 1690: PROFESSIONAL/ADMINISTRATIVE MANAGING CONFLICTS & HUMAN RELATIONS

**COURSE NUMBER:** PAT 1690

**COURSE LENGTH:** 7 hours (two - 3½ hour classes)

This course is designed to teach professional and administrative employees how to productively handle conflict to enhance the quality of decisions and arrive at constructive solutions, while maintaining positive working relationships by considering feelings and opinions of others.

## **Upon successful completion of this course, participants will be able to:**

- Identify conflict in the work place among peers, supervisors, and subordinates.
- Identify situations that could possibly create conflict.
- Plan and organize methods of handling conflict situations.
- Recognize and use communication styles that are beneficial in handling conflict.
- Develop and implement a plan to resolve destructive conflict (e.g., discussing with subordinates and applying guidelines for them that may be useful in resolving conflict).
- Use active listening skills to avoid misunderstandings.

## **THIS COURSE IS LIMITED TO:**

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>           | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|-----------------------|-----------------|-------------------|
| 1-24           | March 18, 25 | 1:00 p.m. – 4:30 p.m. | Webex/BW04      | JP                |
| 2-24           | April 8, 15  | 1:00 p.m. – 4:30 p.m. | Webex/BW04      | JP                |
| 3-24           | Sept. 4, 11  | 1:00 p.m. – 4:30 p.m. | Webex/BW04      | JP                |
| 4-24           | Dec 5, 12    | 1:00 p.m. – 4:30 p.m. | Webex/BW04      | JP                |

# PAT 1870: PROFESSIONAL/ADMINISTRATIVE CREATIVE PROBLEM SOLVING & DECISION MAKING

**COURSE NUMBER:** PAT 1870

**COURSE LENGTH:** 7 hours (two - 3½ hour classes)

This course is designed to teach professional and administrative employees how to identify problems, recognize symptoms and causes of problems, use problem solving methods, and develop original and innovative solutions.

## **Upon successful completion of this course, participants will be able to:**

- Explain problem solving and decision making strategies.
- Identify information needed to solve a problem.
- Locate the cause of a problem and search for solutions.
- Effectively encourage the creativity of subordinates and others.
- Draw on large pools of diverse sources of information to formulate new approaches or solutions.
- Develop a plan or policy to solve a problem or to set a plan into motion if a problem arises.
- Research for creative solutions.

## **THIS COURSE IS LIMITED TO:**

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

| <b>SESSION</b> | <b>DATES</b> | <b>TIME</b>            | <b>LOCATION</b> | <b>INSTRUCTOR</b> |
|----------------|--------------|------------------------|-----------------|-------------------|
| 1-24           | May 1, 8     | 9:00 a.m. - 12:30 p.m. | Webex/BW04      | DDJ               |
| 2-24           | July 15, 22  | 1:00 p.m. - 4:30 p.m.  | Webex/BW04      | DDJ               |
| 3-24           | Dec. 4, 11   | 9:00 a.m. - 12:30 p.m. | Webex/BW04      | DDJ               |

Note: Employees may request to attempt to “test out” of this course. Employees must complete an application and indicate on it their desire to “test out” of the course.

# PAT 1871: PROFESSIONAL/ADMINISTRATIVE PRODUCTIVE MEETINGS

**COURSE NUMBER:** PAT 1871

**COURSE LENGTH:** 3½ hours

This course is designed to teach professional and administrative employees how to plan and conduct professional, goal-oriented meetings with the most productive results.

**Upon successful completion of this course, participants will be able to:**

- Determine the purpose of a specific meeting.
- Choose the most appropriate type of meeting to conduct.
- Specify individuals' roles in a meeting.
- Determine the objective, participants, time, place, etc.
- Use the collective resources of the individuals involved in the meeting in order to achieve the set objective.
- Make the most out of the time available for the meeting.

**THIS COURSE IS LIMITED TO:**

Employees in professional and administrative classifications requiring a college degree at a salary range equal to or higher than Management Development Analyst I (pay grade 62), or others who request and are granted permission to enroll in the course.

| SESSION | DATES    | TIME                   | LOCATION | INSTRUCTOR |
|---------|----------|------------------------|----------|------------|
| 1-24    | April 12 | 9:00 a.m. - 12:30 p.m. | BW04     | WS         |
| 2-24    | July 23  | 9:00 a.m. - 12:30 p.m. | BW04     | WS         |
| 3-24    | Oct. 18  | 9:00 a.m. - 12:30 p.m. | BW04     | WS         |



## **CUSTOMIZED TRAINING**

If you have a group of employees who need more training in a specific area, we can work with you to present Civil Service training courses to your group at a date, time and place convenient to you. For more information, please refer to page 13 (item #14).

Some examples include training in areas such as Employees' Orientation, or Performance Evaluations.

## **H<sub>2</sub>O CLUB**

Come and visit the Sewerage & Water Board Toastmaster (H<sub>2</sub>O Club), which meets on the second and fourth Thursday of every month at the Sewerage & Water Board, 625 St. Joseph Street, Rm. 112/ intermittent Library locations; noon to 1:30 p.m.

For more information contact Sewerage & Water Board Training Department at 585-2128.



The city chapter of Toastmaster's International, an organization committed to the development of communication and leadership skills in a supportive environment. Big Easy Toasters meets on the second and fourth Wednesday of each month in the Purchasing Conference Room, Room 4W05, in City Hall from 12:00 noon to 1:00 p.m. All interested prospects are welcome to attend the meetings and join the organization.

For further information on these training opportunities, please contact Wayne Carriere, Toastmaster Mentor, Employee Growth and Development, Civil Service Department, Suite 900 - 1340 Poydras Street, NOLA, 70112, 658-3529.

## **CIVIL SERVICE INSTRUCTOR VACANCIES**

The Civil Service Department is always open to increasing the pool of prospective training candidates. If a vacancy arises, an email blast will be sent out so that all employees are informed and able to compete for this position.

## ADDITIONAL TRAINING OPPORTUNITIES AT NEW ORLEANS PUBLIC LIBRARY



# LOCATIONS

### Algiers Regional Library - AR

3014 Holiday Dr. • 504-596-2641

### Alvar Library - AV

913 Alvar St. • 504-596-2667

### Central City Library - CC

2020 Jackson Ave., Suite 139 •  
504-596-3110

### Children's Resource Center Library - CRC

913 Napoleon Ave. •  
504-596-2628

### East New Orleans Regional Library - EN

5641 Read Blvd. • 504-596-0200

### Cita Dennis Hubbell Library - HB

725 Pelican Ave. • 504-596-3113

### Rosa F. Keller Library & Community Center - KE

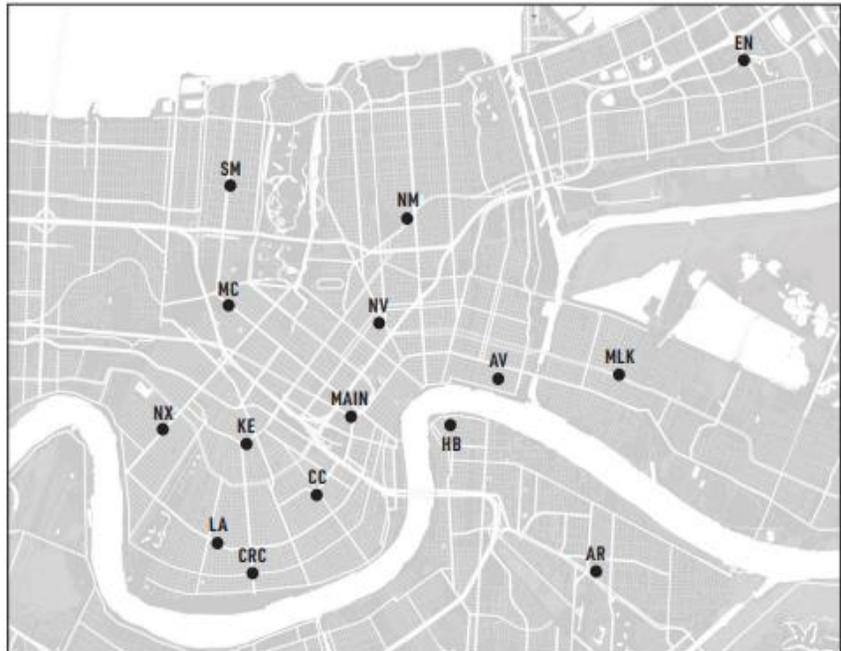
4300 S. Broad Ave. •  
504-596-2660

### Dr. Martin Luther King, Jr. Library - MLK

1611 Fats Domino Ave. •  
504-596-2695

### Milton H. Latter Library - LA

5120 St. Charles Ave. •  
504-596-2625



### Main Library - MAIN

219 Loyola Ave. • 504-596-2560

### Norman Mayer Library - NM

3001 Gentilly Blvd. •  
504-596-3100

### Mid-City Library - MC

4140 Canal St. • 504-596-2654

### Nora Navra Library

1902 St. Bernard Ave. •  
504-596-3118

### Nix Library

1401 S. Carrollton Ave. •  
504-596-2630

### Robert E. Smith Library

6301 Canal Blvd. • 504-596-2638

To find Library hours, programs,  
and event information, go to  
[nolalibrary.org](http://nolalibrary.org).

## YMCA at the Library

The YMCA of Greater New Orleans offers classes for adults at the Main Library through YMCA Educational Services. Whether you want to improve your reading, writing, math, and job-readiness skills or prepare for the HiSet exam, YMCA Educational Services can help. Registration is required. Call 504-596-3842.

## COURSES IN BUSINESS SOFTWARE APPLICATIONS

The City is pleased to announce that Civil Service approved courses in Business Software Applications resumed in 2016 through the CAO/ITI Training Unit. Basic and Intermediate courses are offered in Microsoft Word, Microsoft Excel and Microsoft Outlook. Also, a *Microsoft PowerPoint course was recently added.*

### OVERVIEW

Training will last 4 hours per class date, and will be offered once per week. Each skill level will be offered as a standalone class/session and will span 3 class dates. Schedules will be provided once classes are filled. Employees may take the entire series of Basic and Intermediate courses, or just the courses that best suit their needs.

Those with access to the City's IT Network may visit the Neutral Ground employee website at [employee.nola.gov/work/training/](http://employee.nola.gov/work/training/) for information on a variety of training opportunities or use <http://employee.nola.gov/work/training/business-software.aspx/> for course listings and descriptions related specifically to business software training.

If you do not have access to the City's IT Network, you may send a message indicating your interest in a particular training at [training@nola.gov](mailto:training@nola.gov), or visit <https://nola.gov/chief-administrative-office/business-software-application-training/>, and the ITI Training Unit will respond with further details on your specified training request.

### REGISTRATION

To register via the Neutral Ground website, visit <http://employee.nola.gov/work/training/business-software.aspx/> and follow the instructions for "Registration" listed at the bottom of the page. Please print and have your supervisor sign the registration form and return via email, phone, or by dropping it off at Service and Innovation (1300 Perdido Street, Rm. BE13, NOLA, 70112) attention CAO/ITI Training Unit. You may also scan and submit via email if you so choose. You will receive an email with the date, time and location that your course will be offered.

### FUTURE COURSES

In the future, we plan to add additional courses in Microsoft Access, as well as other business applications that help employees work more efficiently. If there are software applications that you would like to learn, please email your suggestions to [training@nola.gov](mailto:training@nola.gov).

### POLICIES

We encourage all employees (unclassified, classified, full-time, or part-time) to take advantage of this opportunity. These courses are not currently required by the Department of Civil Service. However, courses are useful for most positions in various occupational series.

Please make every effort to attend the class for which you register. Employees who register for a class but fail to attend will not receive priority enrollment in the future. Please direct any questions to the CAO/ITI Training Unit at [training@nola.gov](mailto:training@nola.gov) or visit <https://nola.gov/chief-administrative-office/business-software-application-training/> for more information and to register.