

SANTA BARBARA COUNTY BOARD AGENDA LETTER



Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Agenda Number:
Prepared on: 1/13/03
Department Name: CAO
Department No.: 990
Agenda Date: 1/28/03
Placement: Administrative
Estimate Time: 10 mins. 2/4/03
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors

FROM: Michael F. Brown
County Administrator

STAFF CONTACT: Ronnie Thompson
Dean, Employees' University (692-1742)

SUBJECT: Awards for Employees earning Certificates from the Employees' University

Recommendation:

That the Board of Supervisors set a hearing February 4, 2003, to recognize 12 employees who have earned Certificates for meeting the training criteria as set by the Employees' University. Each of these employees has completed a prescribed number of classes in each of the following areas of achievement: OPC-Office Professional Certificate, PTBPC-Professional/Tech Best Practices Certificate and PEC-Personal Effectiveness Certificate.

Alignment with Board Strategic Plan:

The recommendation is primarily aligned with Goal No. 3. A Strong, Professionally Managed County Organization.

Executive Summary and Discussion:

The Employees' University is the County's corporate university. Established in 1998, the EU is tied to your Board's Strategic Plan and is focused on providing skill development and learning opportunities for the enhancement of every employee. Per established criteria, 12 employees have met the requirements for Training Certificates. These employees have attended anywhere from 56-104 hours of EU coursework to acquire workplace skills on topics like Interpersonal Communications, Customer Service, Ethics, Performance Measures and Cultural Diversity. As well as taking these EU classes, employees are earning college credit that can be applied to complete degrees at the community college level and above. As a result of this training, the County and its employees are investing in the future of a well-tuned workforce. (See attached for a description of the Certificates and the course requirements)

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Mandates and Service Levels: The EU is not mandated

Fiscal and Facilities Impacts: There is no fiscal or facilities impact from this action

Attachment

cc: EU Governing Council Members

Employees' University Certificate Programs

The classes from any certificate programs can be applied across the range of certificates so a person could be working on several certificates and earn both EU and Community College units.

Personal Effectiveness Certificate

The goal of this certificate Program is to provide the participant the opportunity for personal development as an employee of Santa Barbara County.

The required classes are focused on enhancing communication skills while the electives serve as an opportunity to customize the certificate for the participant's specific job duties.

For example, students can choose to focus on team work or strictly personal development with classes involving Dealing with Conflict and Personality Styles and Behaviors. This certificate offers a range of choices that can suit employees across the county.

Required Completion: 6 Required (R) and 3 Electives (E)

Staying Focused & Managing Priorities	MGT-260	E
Working with Difficult Behaviors	OFF-101	E
Saying it with Style	OFF-110	E
Customer Service & Relations	OFF-115	E
Personality Styles & Behaviors	PER-101	R
Time Management	PER-102	R
Interpersonal Communications	PER-103	E
Cultural Diversity in the Workplace	PER-104	E
Personal & Professional Development within the County	PER-105	E
Attitudes for Today's Workplace	PER-106	E
Situational Communications	PER-107	E
Problem Solving & Decision Making	PER-110	R
Leadership Skills	PER-120	R
Living with Change in the Workplace	PER-121	E
Principles of Public Service (Ethics)	PRO-100	E
Conflict Resolution	PRO-220	R
Powerful Speeches & Presentations	PRO-230	R
Transitioning from Line Staff to Supervisor	SUP-100	E
Making Teams Work	TEM-100	E
Interdepartmental Teams	TEM-101	E

Professional/Technical Best Practices

The goal of this certificate program is to train participants in the effective application of specific practices supported by the County of Santa Barbara. Included are classes in professional development as well as team building.

One of the major strategies of this certificate is to ensure the student is exposed to all aspects of the budget process within the county. As we expand our classes in these areas, it will be critical for budget analysts and accounting specialists to be familiar with these subjects and practices including longer range, strategic planning.

Required Completion: 7 Required (R) and 3 Electives (E)

The Why's and How's of Budgeting	MGT-240	E
Working with Difficult Behaviors	OFF-101	E
Time Management	PER-102	R
Interpersonal Communications	PER-103	E
Cultural Diversity in the Workplace	PER-104	E
Personal & Professional Development within the County	PER-105	E
Problem Solving & Decision Making	PER-110	R
Living with Change in the Workplace	PER-121	E
Principles of Public Service (Ethics)	PRO-100	R
Easy Documentation	PRO-101	R
Principles of Project Management	PRO-111	R
Performance Measurement	PRO-112	R
Process Improvement & Control	PRO-120	E
Making Strategic Planning Come Alive	PRO-210	R
Conflict Resolution	PRO-220	E
Powerful Speeches & Presentations	PRO-230	E
Interdepartmental Teams	TEM-101	E
The Anatomy of Successful Meetings	TEM-271	E

Office Professional

The goal of this certificate program is to enhance the current skills of the office professional and to help develop new skills for those entering this area of work.

By participating in this certificate program, the office professional can gain experience in dealing with internal and external customers, developing skills to take messages and record information clearly and accurately. The participant will gain knowledge of interpersonal communications. They can customize the certificate with their supervisor, whether it is a need for training in project management or principles of public service.

This is a great training for the front line office professional to gain these skills whether they are new or experienced in the field. New classes are being added to enhance to electives in this program to further the possibilities of customization in this certificate program.

Required Completion: 5 Required (R) and 2 Electives (E)

Staying Focused & Managing Priorities	MGT-260	E
Professional Business Skills	OFF-100	R
Working with Difficult Behaviors	OFF-101	E

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The Public Sector Professional	OFF-102	E
Saying it with Style	OFF-110	R
Customer Service & Relations	OFF-115	E
Ethics for Frontline Professionals	OFF-116	E
Professional Assistant Development	OFF-117	E
Personality Styles & Behaviors	PER-101	R
Time Management	PER-102	R
Interpersonal Communications	PER-103	E
Cultural Diversity in the Workplace	PER-104	E
Personal & Professional Development within the County	PER-105	E
Attitudes for Today's Workplace	PER-106	E
Situational Communications	PER-107	E
Creativity & Innovation in the Workplace	PER-108	E
Problem Solving and Decision Making	PER-110	R
Living with Change in the Workplace	PER-121	E
Using Good Judgment in Daily Decisions	PER-122	E
Principles of Public Service (Ethics)	PRO-100	E
Preventing Workplace Injuries	PRO-104	E
Improving Health & Safety	PRO-105	E
Principles of Project Management	PRO-111	E
Transitioning from Line Staff to Supervisor	SUP-100	E
Introduction to Public Law	SUP-155	E
Dealing with Change	TEM-210	E