

**Tier 1**  
**2007 Training Schedule**  
**Mandatory Courses Related to Essential Organizational Values**

**ADMINISTRATIVE REGULATION NO. 52:  
SUBSTANCE ABUSE- 110001**

Provides information on the signs and symptoms of drug and alcohol abuse, and addresses Administrative Regulation No. 52. This training is also available on videotape. For more information or to reserve tapes, please contact Deb Federbush at 352-5224.

**January 30                      May 30**  
**August 22                      December 5**

**All class times are 9:00 a.m. – 12:00 p.m.**

Location: Two Centennial Plaza, Auditorium

Training Hours: 3

**CUSTOMER SERVICE SKILLS- 110002**

Provides employees the opportunity to review and enhance their customer service skills. Focuses on both internal and external customers.

**January 24                      May 23**  
**July 26                              November 6**

**All class times are 8:30 a.m. – 3:30 p.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room.

Training Hours: 6

**INTRODUCTION TO EFFECTIVE SUPERVISORY  
SKILL BUILDING-110008**

This hands-on program focuses on the fundamental knowledge, skills, and abilities required to ensure a successful transition to a supervisory position. In addition to the content provided by the International City/County Management Association (ICMA), this program incorporates an overview of essential City

of Cincinnati personnel and business policies and procedures as presented from the City Administration's perspective (e.g., ADA, etc.). This customized introductory ICMA certification program is mandatory for all first time supervisors. This program requires a time commitment of two 3-hour classes per week for 7 weeks for ICMA content and one final 3 hour session for City directed topics. Tests and homework assignments are required. *Mandatory for all first time supervisors within 90 days of their appointment.*

The two programs offered in 2007 are as follows:

- Program 1: **February 13,15,20,22,27**  
**March 1,6,8,13,15,20,22,27,29**  
**April 3**
- Program 2: **September 13,18,20,25,27**  
**October 1,3,9,11,16,18,23,25,30**  
**November 1**

**All class times are 9 a.m. – 12 p.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room

Training Hours: 45

## **MANAGING LOCAL GOVERNMENT: A SUPERVISORY REFRESHER - 110010**

This supervisory International City/County Management Association (ICMA) approved refresher program requires a time commitment of two 4 - hour classes. This program for existing supervisors provides an opportunity for them to hone their skills by reflecting on real-world situations in local government through the use of real life case scenarios. In addition to the content provided by ICMA, this program incorporates an overview of essential City of Cincinnati personnel and business policies and procedures such as: personnel policies and procedures, union contracts, corrective action, FMLA, selected Administrative Regulations, the Civil Service system, ADA, the Public Records Act, EEO, and business ethics. This need-to-know information for existing supervisors is presented from the City Administration's perspective, focusing on the supervisor's potential liabilities and responsibilities. *Mandatory for existing supervisors who have not received training in the last 2 years and open to all other supervisors.*

**February 6 & 8      June 12 & 14      October 22 & 24**

**All class times are 8:30 a.m. - 12:30 p.m.**

Location: Two Centennial Plaza 1<sup>st</sup> Floor Conference Room

Training Hours: 8

**NEW EMPLOYEE ORIENTATION - 110005**

Acquaints new employees with City policies and procedures as well as core competencies such as ADA, customer service, diversity, and workplace violence. The performance appraisal system, substance abuse, and sexual harassment prevention are taught in their entirety, therefore, eliminating the need to be taken later. This is a 2-day course. *Mandatory for all full time employees within the first 3 months of employment.*

**February 1 & 2  
April 12 & 13  
June 7 & 8**

**August 2 & 3  
October 4 & 5  
December 6 & 7**

**All class times are 9 a.m. - 4:00 p.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room

Training Hours: 12

**PERFORMANCE APPRAISAL SYSTEM- 110006**

Familiarizes the employee with the City's pay-for-performance appraisal system. Provides instruction on completing required and optional appraisal forms, developing job core competencies and goals, and conducting a productive appraisal session.

**January 31    May 23    October 17**

**All class times are 9 a.m. – 12 p.m.**

Location: Human Resources Department Training Room

Training Hours: 3

**SEXUAL HARASSMENT PREVENTION - 110007**

Provides practical tools to recognize, document, and resolve situations of sexual harassment. Provides an overview of the laws and City policies on sexual harassment.

**February 21    June 13    October 31**

**All class times are 9:00 a.m. – 11:00 a.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room

Training Hours: 2

## **WORKPLACE VIOLENCE - 110011**

Provides guidance on awareness, risk factors, policy to prevent occurrences, security measures, and legal restrictions related to the growing concern of workplace violence.

<b>January 17</b>	<b>9 a.m. – 11 a.m.</b>
<b>April 19</b>	<b>1 p.m. – 3 p.m.</b>
<b>August 14</b>	<b>9 a.m. – 11 a.m.</b>
<b>November 15</b>	<b>1 p.m. – 3 p.m.</b>

Location: Two Centennial Plaza, Auditorium

Training Hours: 2