

# Opportunities

The Hamilton County Human Resources Department's  
Human Resources Development (HRD) Newsletter

1st  
Quarter  
2024

## WELCOME THE NEWEST LEADERSHIP FOR RESULTS ADJUNCT INSTRUCTORS



Recently, several Hamilton County employees successfully completed the Leadership for Results (LFR) Adjunct Instructor Certification Seminar. Pictured left to right: Danielle McIntosh (Job & Family Services), Jessie Nelson (Environmental Services), Richelle Richardson (Job & Family Services), Sarah Grace Ward (Environmental Services), and Bonita Wood (Job & Family Services).

During the four-part Certification Seminar, instructor candidates learn the Tools for Trainer Excellence, applying them during in-person and virtual training demonstrations that replicate the HRD Program's current blended training model for LFR classes. The new instructors also had the opportunity to meet current and former LFR instructors to discuss best practices, ask questions, and receive advice from more experienced instructors.

One class participant will also be applying the skills learned to her current role as a trainer in her home department. Other employees who are trainers in their departments are welcome to participate in future course offerings, as this course covers most of the same material covered in the former Tools for Trainer Excellence course.

We look forward to the new instructors facilitating upcoming classes! Please welcome them to the LFR Adjunct Instructor team!

## Learning Management System For Enrollments

All departments under the Board of County Commissioners, plus a few departments under other appointing authorities are already activated in and using the new Hamilton County learning management system (LMS). The remaining departments participating in the HRD training program will soon have the LMS made available to them.

For those already rolled onto the LMS, please submit all enrollment requests or cancellations in the LMS. Quick Reference Guides and additional assistance with logging in are available from your department's Training Coordinator.



## Hamilton County HRD Program Announcements

### Human Resources Development (HRD) Program Celebrating 30 Years of Service!

In 2024, the Hamilton County Human Resources Development (HRD) Program will celebrate its 30th anniversary of providing training classes for Hamilton County employees!

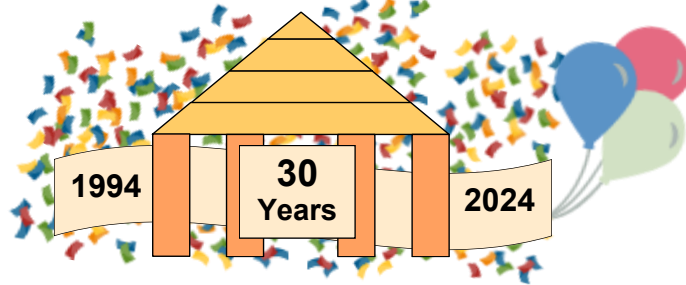
Throughout the 30 years, the program has seen a lot of changes: courses, staffing, adjunct instructors – and in 2020, moving to virtual training options for the first time. The most recent change has been the launch of the new Learning Management System (LMS), designed to improve employees' visibility into their own training history and the HRD Program offerings. Each change has been designed to better facilitate the development of skills that Hamilton County employees and supervisors use every day to better serve our community.

We are excited about what the future holds for the HRD Program. In the coming years, we look forward to further program offerings, including the development of in-house e-learning courses, the launch of a mentoring program for departments under the Board of County Commissioners, and new course offerings for employees and staff at all levels of the organization.

Throughout 2024 we will be celebrating the 30 years of the HRD Program, including all that the program has accomplished, reflections from instructors and participants on what the program has meant to them, and where we're headed in the future. We welcome your thoughts, comments, feedback, and suggestions to help us further meet the training needs of Hamilton County employees.

Thank you!

Ed, Michelle, and Kim



### Educational Partnership with Xavier University: Upcoming Information Session

Hamilton County and Xavier University have partnered to make educational and professional development programs more accessible to Hamilton County employees.

Employees of Hamilton County have access to discounted tuition rates on more than 40 educational and professional development programs, both in-person and online. No matter where we are in our educational and professional journey, there's something for everyone:

- Accelerated Undergraduate Degree Programs
- Graduate Degree Programs
- Professional Development Programs and Certificates

Join an upcoming informational webinar hosted by Xavier staff to learn more about the programs and ask questions. [Click here](#) to register for the online event scheduled for Wednesday, December 13, 12:00 p.m.

Make a bold move in your career with the help of Xavier University and join a network of over 75,000 supportive and successful alumni.

For more information about Educational Partnerships for Hamilton County employees and/or their families, please visit the Employee Benefits page on the Hamilton County Website:

[https://www.hamiltoncountyohio.gov/government/departments/human\\_resources/employee\\_benefits](https://www.hamiltoncountyohio.gov/government/departments/human_resources/employee_benefits).

## Hamilton County HRD Course Offerings

**NOTE:** Please make note of the location of each course or session. Classes will be held via the Adobe Connect virtual classroom or in the training room on the 7th floor of the Todd B. Portune Center for County Government for blended online/in-person format.

To register for a class through the LMS, please:

- Log into Hamilton County's Learning Management System at <https://hamiltoncountyohio.noverant.com/>. All available sessions are viewed by accessing the Browse Catalog option at the top, then clicking the "Sessions at a Glance" button. Options to register are available, which may require manager or training coordinator approvals.

For Departments not on the LMS:

- Get your supervisor's approval to attend the class.
- Ask your organization's Training Coordinator to register you for the class.
- Wait to receive a confirmation email for the class. You should receive it once your enrollment is approved and entered into the Learning Management System.
  - **If you receive a confirmation email**, please plan to attend the class on the dates and times indicated. If you are unable to attend, please notify your Training Coordinator as soon as possible.
  - **If you do not receive a confirmation email**, please do not attend the class -- it may be filled to capacity with other registrants. You will be placed on a wait list and confirmed for the next available class. Check with your Training Coordinator for additional details.

### Civil Treatment Workplace for Employees

One half-day virtual session:  
Thursday, January 18, or  
Tuesday, February 13, or  
Wednesday, February 28  
8:30 a.m. — 11:00 a.m.

Employees play a key role in the success of the organization by adhering to a set of behavioral standards. The focus of this course is on ensuring a work environment in which everyone can work without the obstacles that arise when employees behave inappropriately. It also ensures that employees understand their options when confronted with inappropriate behavior, as well as where and how to raise concerns.

Mandatory and available only for non-supervisory employees of organizations that participate in the Civil Treatment program.

### Civil Treatment Workplace for Managers

Two half-day virtual sessions:  
Participants attend both sessions.  
Tuesday and Wednesday,  
February 6 & 7  
8:30 a.m. — 11:00 a.m.

Supervisors and managers play a key role in making sure their team members are given every opportunity to succeed. In this intensive course, we'll learn a set of Civil Treatment Foundations that help us to manage fairly and legally, to model appropriate behavior, and to prevent, detect, and correct workplace issues that arise.

Mandatory and available only for supervisors and managers whose organizations participate in the Civil Treatment program.

### Civil Treatment Workplace: Inclusion NOW for Employees

One, half-day virtual session:  
Thursday, March 14  
8:30 a.m. — 11:00 a.m.

Today's most successful organizations create diverse and inclusive work cultures to help them reach their full potential. In this course, you will learn tools to help contribute to highly inclusive teams and honor differences to maximize results. This behavior-based course addresses today's issues and underscores the business imperatives for leveraging the cultural backgrounds, personal characteristics, and unique experiences of all employees to truly promote and benefit from an inclusive workplace.

Available only for non-supervisory employees of organizations that participate in the Civil Treatment program and have previously taken the Civil Treatment Workplace for Employees course.

## Hamilton County HRD Course Offerings

**NOTE:** Please make note of the location of each course or session. Classes will be held via the Adobe Connect virtual classroom or in the training room on the 7th floor of the Todd B. Portune Center for County Government for a blended online/in-person format.

### Civil Treatment Workplace: Inclusion NOW for Managers

Two 2-hour virtual sessions:  
Participants attend both sessions.

Wednesday & Thursday, March 6 & 7

8:30 a.m. — 10:30 a.m.

Today's most successful organizations create diverse and inclusive work cultures to help them reach their full potential. In this course, you will learn about unconscious bias and how to mitigate its impact on business decisions, how to create a welcoming and inclusive environment, and the importance of taking action to effectively address non-inclusive behavior.

Mandatory and available for supervisors and managers under the Board of County Commissioners. Also available for supervisors and managers whose organizations participate in the Civil Treatment program.

### EAP: Supervisory Overview

One 90-minute virtual session:

Wednesday, January 25

9:00 a.m. — 10:30 a.m.

This course provides information about the services the EAP program offers. Managers will learn how and when to recommend or refer employees to the EAP.

Available for all supervisors and managers.

### Get a Grip: Stress Management

One half-day in-person session:

Wednesday, March 27

8:30 a.m. — 11:30 a.m.

7th Floor, Todd B. Portune  
Center for County Government

Stress is unavoidable, but we can learn to get a grip on it.

Participants in this class will:

- Learn to identify symptoms of stress
- Practice basic relaxation exercises
- Develop a personal, measurable plan for managing stress

Available for all employees.

### LFR: Building Trust Under Pressure: The Basic Principles

One half-day virtual session:

Tuesday, January 23

8:30 a.m. — 11:00 a.m.

In this course, you will be introduced to the Basic Principles, which will help you learn:

- How to build trust with others, even under pressure-packed conditions
- How to establish a wide network of effective relationships
- How to maintain a positive work environment, and
- How to defuse highly charged situations with others.

Available for supervisors and non-supervisory employees whose organizations participate in the Leadership for Results program.

## Hamilton County HRD Course Offerings

### LFR: Needs Based Coaching

One 3-hour in-person session followed by six 2-hour virtual sessions:  
Participants attend all seven sessions.

Tuesday, March 12 (in-person)  
8:30 a.m. — 12:00 p.m., Room 705,  
Todd B. Portune Center for County  
Government, and

Tuesdays, March 26; April 2, 9, 16, 23 &  
30 (virtual)  
8:30 a.m.—10:30 a.m.

Sessions include:

- Shaping a Motivational Workplace
- Giving Needs Based Feedback
- Realizing Talent in Others
- Offering Rewards and Recognition

Available for supervisors who have completed the Leadership for Results “Building Trust Under Pressure: The Basic Principles” course.

### LFR: Personal Leadership

One 3-hour in-person session followed by five 2-hour virtual sessions:  
Participants attend all six sessions.

Thursday, January 25 (in-person)  
8:30 a.m.—11:30 a.m., Room 705,  
Todd B. Portune Center for County  
Government, and

Thursdays, February 1, 8, 15, 22 & 29  
(virtual)  
8:30 a.m. — 10:30 a.m.

Sessions include:

- Listening in a Hectic World
- Providing Constructive Feedback
- Influencing Outcomes Through Others

Available for supervisors and non-supervisory employees who have completed the Leadership for Results “Building Trust Under Pressure: The Basic Principles” course.

### Professional Customer Service for JFS Employees

Two 2-hour virtual sessions:  
Participants attend both sessions.

Tuesday, January 30 and  
Wednesday, January 31; or,  
Monday, March 18 and  
Wednesday, March 20  
8:30 a.m.—10:30 a.m.

Participants in this class will learn:

- Why it's important to provide good service
- How to provide great service to all customers
- How to calm angry customers
- When to request supervisory assistance

Mandatory and available only for all JFS employees and supervisors.

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Human Resources Development Division

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[HRD Website](#)



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