

# Opportunities

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

2nd  
Quarter  
2024

## Celebrating 30 Years of HRD!

### Part 1: The Early Years

In the Spring of 1994 an idea was born – to establish a centralized program that provided core learning and development opportunities for the employees of Hamilton County. Former Human Resources Development



*One of the first HRD classes conducted in Training Room 710 in 1994.*

(HRD) Manager (and program founder) Joe Gunterman wrote, “At the time, the County Administrator challenged us with the mission of finding a way to develop ‘...a more highly skilled and professional public servant to serve the needs of Hamilton County.’”

Over the past 30 years, the HRD Program has provided courses on employee and leadership development; personal and organizational safety; customer service; health and wellness; civil treatment; diversity, equity, & inclusion; time management and organizational skills; innovation



*HRD Instructors under the Board of County Commissioners in 2003. Recognize any familiar faces?*

and problem solving; computer skills; communication skills; and more. In the 3rd quarter of 1994, we began by offering the first courses in the FrontLine Leadership: The Core Interpersonal Skills curriculum for supervisors and managers, beginning with “FrontLine: Your Role & The Basic Principles,” which was attended by 21 supervisory staff.

[\(Continued on Page 5.\)](#)

### Share Your Insights

We invite employees to share their responses to one or more of the following questions on what they have learned in HRD classes and how it has impacted their own work and/or careers.

1. How has your career been impacted by what you learned in classes offered by the HRD Program?
2. What class or classes (or particular topic or topics) have been most memorable and impactful for you?

Please send your responses (along with any other insights) no later than Friday, March 22, 2024, to Ed Demeritt, HRD Supervisor, at [ed.demeritt@hamilton-co.org](mailto:ed.demeritt@hamilton-co.org). Answers will be compiled and may be shared in future newsletters.

### 30 Years of Training\*

	Totals	Avg/Yr
Training sessions offered	5777	193
Training hours	22,212	740
Class attendance	72,236	2,408

\*as of the end of 2023



## 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, March 21,  
Thursday, April 4,  
Wednesday, May 29, or  
Tuesday, June 4  
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,  
May 14 & 15  
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, April 18  
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.

### CPR—Heartsaver Total

One 2-and-a-half hour session:  
Thursday, April 25,  
Thursday, May 2, or  
Tuesday, May 7

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

In-person session options:

A: 8:30 a.m. — 11:00 a.m. or

B: 1:00 p.m. — 3:30 p.m.

Employees who complete and pass the course earn American Heart Association certification in Adult CPR, AED, First Aid, Child CPR & Infant CPR.

Available only for employees whose jobs require the American Heart Association's CPR certification.

Blended Training: Heartsaver Total online course, followed by in-person skills practice and testing session.

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

One half-day virtual session:  
Thursday, April 11  
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.

### LFR: Problem Solving Results

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

Thursday, May 9 (in-person)

8:30 a.m.—12:00 p.m., 7th Floor,  
Todd B. Portune Center for County  
Government, and

Thursdays, May 16, 23, 30, June 6,  
& 13 (virtual)

8:30 a.m. — 10:30 a.m.

Sessions include:

- Connecting People and Process
- Exploring Gaps, Causes and Solutions
- Deciding on a Solution
- Making it Happen

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.

Monday, May 20 and Tuesday,  
May 21

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.

## Hamilton County HRD Program Announcements

### Human Resources Development: A True Team Effort

While only 12 people have officially been employed directly by the HRD Program over the years, the program is truly a “team effort.” Adjunct instructors and training coordinators representing every appointing authority, department and office in the county have contributed to the success of the program. In October 2001, the Board of County Commissioners recognized the efforts of adjunct instructors, awarding each instructor at the time with a proclamation recognizing their service to the County. As then County Administrator David Krings said at the time, “These instructors play a vital role in the increased quality and professionalism evident in today’s County workforce. They are outstanding examples of what public service is all about. I commend them and their organizations for their commitment to helping Hamilton County continuously improve.”

Why would these employees who are so busy serving the needs of our clients and constituents take the time to serve as an adjunct instructor or training coordinator? Here’s what some of our instructors had to say:

“Meeting new people, from various departments. I always enjoy when we get together and enjoy being on new trainer/train the trainee presentation panels.”

*~Melissa Helsinger, Job & Family Services*

“When a participant finishes the LFR curriculum, it is rewarding when they speak of using the skills they have learned and how it has helped them in their position.”

*~Dawn Mays, Environmental Services*

“Often times our circumstances at work may be beyond our control, but having resources and tools to help how we respond makes all the difference.”

*~Brent Laman, Juvenile Court*

“I saw it less as a class and more of a networking opportunity and to share very common examples that we all face in the workplace regardless of the type of work we do for the County; we are all in this together was my motto.”

*~Joe Feldkamp, Stadia & Parking*

“The participation of the group gave me a perspective maybe I wouldn’t have thought of if only from the employees of my own department.”

*~Dave Pittinger, Recorder’s Office*

“Every time I facilitate a class, I learn something new. I like learning and this is why I enjoy being an adjunct instructor.”

*~Kristee Griffith, Developmental Disabilities Services*



*HRD class participants share ideas about customer service.*

The HRD Program is grateful for the shared expertise of the more than 100 adjunct instructors who have been part of the program over the past 30 years to help employees develop their skills to enhance Hamilton County’s effectiveness. We are thankful for the partnership with all of the training coordinators and leaders in every Hamilton County appointing authority, department and office who help communicate course information and encourage employees in their organizations to participate in the HRD courses, sign up for access to the e-learning platform, and more.

## Hamilton County HRD Program Announcements

### Celebrating 30 Years of HRD! (Continued from page 1)

The first classes in the Working: The Core Interpersonal Skills curriculum for non-supervisory employees began that fall, as well, with 26 employees attending “Introduction to Working & The Basic Principles.”

As announced in the 2nd quarter 2001 Opportunities newsletter, the FrontLine Leadership and Working curriculum were replaced by the Leadership for Results (LFR) series, which kept the best aspects of the prior programs, while updating the course materials and content to better reflect changes in the workplace. As noted in the article “One great change is that the new program emphasizes the leader in each of us, recognizing our potential to contribute as leaders no matter what our level within the organization.” More than 20 years later, that principle is still a primary point of emphasis within the LFR curriculum.



FrontLine Leadership class in Training Room 705, circa 2003

## Test Your Knowledge

Test your knowledge of the 30-year history of Hamilton County’s award-winning HRD Program.

1. In what year did the Leadership for Results series of courses replace the FrontLine Leadership and Working series of classes?
2. Laura Tainer became the 2nd manager of the HRD program when founder Joe Gunterman left to pursue other goals. In what year did this transition occur?
3. The first employees to complete all classes in the Working and FrontLine Leadership programs were recognized in the HRD newsletter in 1998. In what year did the HRD Program begin awarding pyramids for completion of the leadership programs?
4. Which of the following current Hamilton County leaders have previously served as adjunct instructors for the HRD Program?
  - a. Charmaine McGuffey, Sheriff
  - b. Jeff Aluotto, County Administrator
  - c. Dave Pittinger, Chief of Staff, Recorder’s Office
  - d. Joe Feldkamp, Director, Stadia & Parking
  - e. Maria Herzog, Human Service Manager, Job & Family Services

[\(see page 6 for answers\)](#)

## LMS News

The Hamilton County Learning Management System (LMS) has seen a lot of progress since its official debut in 2022. All departments under the Board of County Commissioners are currently utilizing the LMS for all HRD registrations and enrollments. We recently welcomed Developmental Disabilities Services and Public Health to the LMS in first quarter 2024. The Engineer’s Office will soon follow. The HRD team is also working with a few Training Coordinators of other Appointing Authorities in preparation for their LMS rollout later in 2nd and 3rd quarters.

Since the official go-live date of the LMS in December 2022, there have been over 3,440 user logins with 1,398 unique user accounts. A special shoutout goes to Job & Family Services for having 94% of their workforce logging onto their LMS account, followed by Emergency Management with 70%.

Want to learn more about using the LMS?

Check out the quick reference guides (QRGs) available from your training coordinator and the Learner Library resources in the LMS (access the drop-down menu when clicking on your name in the top right corner).



## Hamilton County HRD Program Announcements

### New Process for Parking at the Parkhaus Garage

We were recently informed of changes at the Parkhaus Garage that meant parking validations offered to those who attend in-person HRD training classes were no longer valid. Beginning in March, employees attending in-person class sessions (and who normally do not work downtown) will be provided with a Promo Code to pay their parking fee for the Parkhaus Garage.

Here's how the process will work:

1. An employee attending an in-person class parks at the Parkhaus.
2. When they arrive in the training room, the HRD team will provide employees who normally do not work downtown with a QR Code and a Promo Code.
3. The employee will scan the QR code to access the Premium Parking website. Those without smart phones may also visit the Premium Parking website to enter the necessary information.
4. The employee enters their license plate number, state, and promo code in the appropriate fields, and clicks the Continue button.
5. The site should then reflect a \$0 balance.



**IMPORTANT:** The promo code must be entered into the Premium Parking site within 15 minutes of parking to avoid any parking penalties.

**PLEASE NOTE:** Each code will only work on the day of the specific training class for which it is created and will cover a specified amount of time correlated to the length of the training class being offered. Daily parking at the Parkhaus Garage may be limited and is offered on a first-come, first-served basis.

Please reach out to an HRD team member if you have questions about the new process.

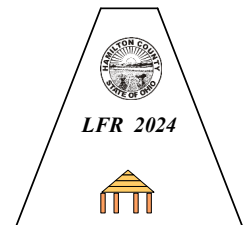
### Test Your Knowledge—Answers

1) 2001 2) 2006 3) 2003 4) all have served as Adjunct Instructors

### Congratulations!

The following employees completed the Leadership for Results (LFR) Employee or Supervisor Curriculum in July 2023 — January 2024. We commend their commitment to developing the skills essential for effective leadership.

- **Camden Bentley—Budget & Strategic Initiatives**
- **O Gregerson-Clem—Environmental Services**
- **Kelsey Pearman—Environmental Services**
- **Sarah Reis—Job & Family Services**



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[HRD Website](#)

