

Opportunities

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

4th
Quarter
2022

LEARNING MANAGEMENT SYSTEM PHASE ONE TESTING BEGINS

The Hamilton County Human Resources Development (HRD) program is preparing to release the new learning management system (LMS), hosted by Noverant. Phase one of testing began in August and early access has been issued to Training Coordinators for each department participating in HRD training programs. They will be providing feedback on the user interface, report running, and other administrative features available in the system.

The LMS is a software application or web-based platform used to plan, implement, and track an organization's learning process. It will provide administration, documentation, reporting, delivery and automation for learning and development programs. Individual learners will have the ability to log in through internet browser access to view and enroll in upcoming class sessions and track their own learning plans through instant access to training transcripts. Divisional managers and supervisors will have access to run reports to manage their team's training needs and to track their status. Departments will also have the ability to implement approval access for their teams in order to further manage training enrollments. Additional features and customizations will be implemented in future roll-out phases. The HRD Program will work with departments that also wish to upload, track and assign their own training courses and e-Learning modules in the LMS.

Phase two of testing will involve Adjunct Instructors and a pre-selected group of divisional managers to obtain their feedback on enrollment and attendance tracking processes within the LMS.

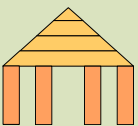
Noverant, the vendor who is supplying the platform, is working closely with the HRD Program to customize the system to fit Hamilton County's unique learning needs. Each group involved in the test roll-out phases is instrumental in the successful implementation. We anticipate the full release of the system for all learners by the end of this year.



Progress updates on the LMS implementation will be communicated in the quarterly HRD newsletter and on the [HRD website](#).

Note for all Virtual Class Participants

Please see [page 4](#) for an important announcement regarding an upgrade for the Adobe Connect application.



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, please:

- 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 letter for the class. You should receive it 3-4 weeks before the class begins.
 - **If you receive a confirmation letter**, 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 letter**, please do not attend the class -- it is filled to capacity with other registrants. You will be placed on a wait list and confirmed for the next available class.

Civil Treatment Workplace for Employees

One half-day virtual session:
Thursday, October 13, or
Wednesday, November 9, or
Tuesday, December 13
8:30 a.m. — 11:00 a.m.

Learn about your rights to fair, equal treatment in the workplace and about your responsibility for treating others fairly at work.

Mandatory and available 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.
Wednesday & Thursday
November 2 & 3
8:30 a.m. — 11:00 a.m.

In this intensive course, you'll learn the Prescriptive Rules for managing fairly and legally.

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

Civil Treatment Workplace: Inclusion NOW for Managers

Two 2-hour virtual sessions:
Participants attend both sessions.
Wednesday & Thursday
October 19 & 20
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.

CPR—Heartsaver Total

One 2-and-a-half hour session:
Thursday, October 6
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 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.

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Hallmarks of Supervisory Success

Two 2-hour virtual sessions

Wednesday & Thursday,
November 16 & 17

8:30 a.m. — 10:30 a.m.
Participants attend both
sessions.

Participants in this class will learn:

- What to expect throughout the transition from individual contributor to supervisor
- How to build and maintain credibility in their new roles
- Key competencies needed to manage effective teams

Available to all supervisors and those transitioning to a supervisory role.

Hamilton County Performance Review Process

One two-hour virtual session:

Thursday, December 1

8:30 a.m. — 10:30 a.m.

In this course, you'll learn how to write effective performance objectives, when to document employee performance, and how to write accurate, complete documentation that will be useful when it's time to write annual performance reviews.

Available for all supervisors and managers.

LFR: Building Trust Under Pressure: The Basic Principles

One half-day virtual session:

Wednesday, October 12

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: Performance Management

One 3-hour in-person session
followed by seven 2-hour virtual
sessions:

Participants attend all eight
sessions.

Tuesday, October 11 (in-person)

8:30 a.m.—11:30 a.m.

Tuesdays, October 18 & 25;

November 1, 8, 15 & 29;

December 6 (virtual)

8:30 a.m. — 10:30 a.m.

Sessions include:

- Identifying Work Priorities
- Setting Verifiable Goals
- Delegating for Shared Success
- Correcting Performance Problems
- Conducting Performance Reviews

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

Hamilton County HRD Course Offerings

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Professional Customer Service for JFS Employees

Two 2-hour virtual sessions:

Participants attend both sessions.

Monday & Wednesday, October 24 & 26, or
Monday & Wednesday, December 5 & 7

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

Available for Jobs & Family Services employees.



Adobe Connect Application Update

Adobe is releasing their latest version of their Adobe Connect platform. Participants of virtual sessions provided by the Human Resources Development program after August 29, 2022, will need to download and install version 12.0 of the software to their own devices. Participants who do not update to the new version by August 29 may experience technical issues when connecting to virtual classrooms. Version 12.0 of the Adobe Connect platform will provide updates to the audio and video experience, as well as multiple bug fixes to the application.

To download and update the latest version of Adobe Connect:

Visit <https://helpx.adobe.com/adobe-connect/connect-downloads-updates.html> and scroll to the appropriate section on the page:

- For those connecting to the application via laptop or desktop, scroll to the “Meeting Applications for Adobe Connect” section. Click on the “Click here to install” or “Click here to download” option for the appropriate operating system (Windows 64bit or 32 bit, or Mac) on your device.
- For those connecting via a mobile device (phone or tablet), scroll to the “Adobe Connect Mobile Applications” subheading and click the link for the appropriate type of device.

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[HRD Website](#)



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