

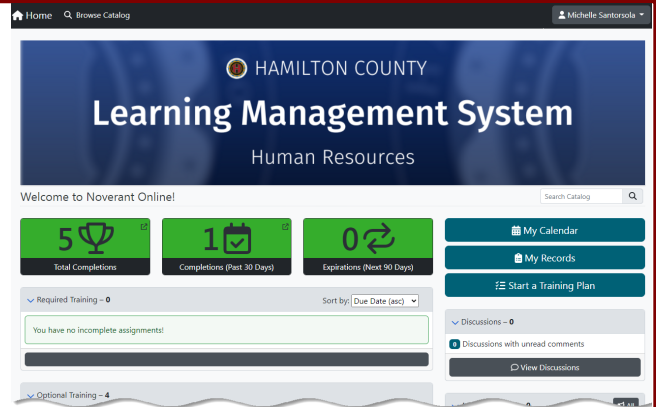
Opportunities

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

1st
Quarter
2023

IT'S HERE! HRD LAUNCHING NEW LEARNING MANAGEMENT SYSTEM

The Human Resources Development (HRD) program is rolling out the new Learning Management System (LMS). In coordination with Noverant, the LMS platform will provide Hamilton County employees the ability to view and enroll in upcoming classes, plan their own learning paths, and view and export their learning transcripts. Senior level managers and supervisors will have the ability to run training reports, approve or deny enrollment requests, and track their departments' overall training progress.



Training Coordinators and selected employees in each department had early access to test and experience how the system works to provide invaluable feedback on the early design. Future enhancements will allow each department to upload their own training courses, certifications, e-learnings, assessments, and customized reports. Training resources on using the LMS will be available soon.

Contact Michelle Santorsola at michelle.santorsola@hamilton-co.org for additional information.

Hamilton County Educational Partnership with UC

The Human Resources Department is pleased to announce a new opportunity for employees to engage in professional growth through educational partnerships with area colleges and universities. The University of Cincinnati (UC) is the first of these partnerships to offer a discounted tuition rate of 10% off the published instructional fee rate for part-time or full-time students in an eligible online program. This discount applies to all Hamilton County employees, their spouses/legal partners, and employees' unmarried children living at home.

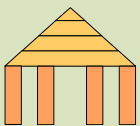
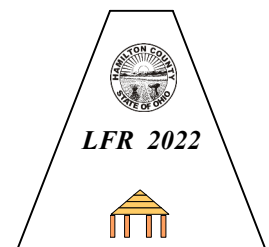
To learn more about the program and to review specific qualifications, visit [Business Partnerships | University of Cincinnati](#).

Additional educational partnerships will be announced as they become available.

Congratulations!

The following employees completed the Leadership for Results (LFR) Employee or Supervisor Curriculum in March—September 2022. We commend their commitment to developing the skills essential for effective leadership.

- **Felicia Erwin—Public Health**
- **Bryana Hogan—Job & Family Services**
- **Lisa Vance—Job & Family Services**
- **Kelly Winston—Human Resources**



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 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: Inclusion NOW for Managers

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

Tuesday & Wednesday, March 28 & 29

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.

Civil Treatment Workplace for Employees

One half-day virtual session:
Wednesday, January 18, or
Tuesday, February 14, or
Thursday, February 23

8:30 a.m. — 11:00 a.m., or

One half-day in-person session:

Thursday, March 23

8:30 a.m.—12:00 p.m., Todd B. Portune Center for County Government, Room 705

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

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.

Wednesday & Thursday,
February 8 & 9

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

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 January 19, or
Tuesday January 24
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.

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.

LFR: Building Trust Under Pressure: The Basic Principles

One 2-and-a-half hour virtual session:
Thursday, January 26
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 3-hour in-person session followed by five 2-hour virtual sessions:
Participants attend all six sessions.
Wednesday, February 15 (in-person)
8:30 a.m.—11:30 a.m., Room 705, Todd B. Portune Center for County Government, and
Wednesdays, February 22, March 1, 8, 15 & 22 (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.

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.

Professional Customer Service for JFS Employees

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

Tuesday, January 31 and
Wednesday, February 1; or,

Wednesday, March 8 and
Thursday, March 9
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.

Thank you Adjunct Instructors and their Organizations!

The Human Resources Development (HRD) Program would like to give a big shout out and thank you to all individuals who generously give their time and expertise, as well as their organizational leaders who support our efforts to provide Hamilton County instructor-led classes. Hamilton County employees who participate in these classes are able to refine their skills, keep up with certifications, and engage with employees from other Hamilton County departments and divisions to share their knowledge and to support each other.

The past couple of years have been trying times for Hamilton County as we all had to make adjustments in our work environments. The HRD Program was no exception, making adjustments (sometimes at the last moment) to continue offering learning and development programs for all employees. The adjunct instructors ensured that these programs continued, whether in-person or virtually by demonstrating their flexibility, tenacity, and willingness to meet the learning needs of Hamilton County employees.

Our special appreciation goes out to:

Communication Center

Ashley Wainscott

Developmental Disabilities Services

Kristee Griffith

Domestic Relations Court

Janet McCarthy

Environmental Services

Dawn Mays

Engineer

Penny House

Job and Family Services

Lynne Riehle
Melissa Helsinger
Maria Herzog
Daniel Conrad
Keisha Wizzart
Monique Kemper

Juvenile Court

Chris Hohmeister

Public Health

Ana Rojas
Philip Graham

Sheriff's Office

Jamie Schoonover

And a special thank you to:

Brad Miller

Hamilton County Human Resources Department
Human Resources Development Division

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[HRD Website](#)



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