

**MAY 2010**  
**Course Offerings**  
**Office of Human Resources**  
Margaret K. Snow, Director

**Wednesday, May 5th**

**Self Esteem and Building Confidence**

Building *self esteem* and self confidence is the key to happiness and success professionally and personally. Learn how to improve your job performance by enriching your self-esteem and boosting your confidence.

8:30 - 12:00 Training Room 25th Floor  
373 S. High Street  
Open to all Staff

**Thursday, May 6th**

**Enhance Your Listening Skills**

Listening is a skill that all employees need to master. In this class you will gain an understanding on what your peers are really saying so that you can minimize future problems and uncover opportunities for professional growth.

8:30 - 12:00 Training Room 25th Floor  
373 S. High Street  
Open to all Staff

**Tuesday, May 11th**

**Microsoft Excel 2003**

Engage in hands-on-learning to create, format, and print spreadsheets, and explore additional features with confidence!

8:30 - 12:00 Training Room 25th Floor  
373 S. High Street  
Open to all Staff  
*Limited Seating*

**Thursday, May 13th**

**Violence in the Workplace** **CORE**

Develop an awareness of the warning signs for potentially violent situations at work.

8:30 - 12:00 Training Room 25th Floor  
373 S. High Street  
Open to all Staff

**Tuesday, May 18th**

**Are Your Non-Verbals Showing the Way You Think?**

Positively present yourself nonverbally to others when interacting, and learn how to interpret other's nonverbal behavior.

8:30 - 12:00 Training Room 25th Floor  
373 S. High Street  
Open to all Staff

**Wednesday, May 19th**

**Interviewing Customers**

Develop effective interviewing strategies for both face-to-face and over the phone customer interactions.

8:30 - 12:00 Training Room 25th Floor  
373 S. High Street  
Open to all Staff

**Thursday, May 20th**

**Projecting a Professional Image**

As Franklin County employees we are the representatives of our agencies. This insightful class will focus on how to build a professional image and become more effective in workplace relationships.

8:30 - 12:00 Training Room 25th Floor  
373 S. High Street  
Open to all Staff

**Wednesday, May 26th**

**Multi Cultural Awareness** **CORE**

Study cultural differences and biases, and learn how to promote better communication with everyone

8:30 - 12:00 Meeting Room B, 25th Floor  
373 S. High Street  
Open to all Staff

**Wednesday, May 26th**

**The People Puzzle**

Have you ever wondered why you seem to get along well with some coworkers and not with others? Do you wonder why some people say one thing and do the complete opposite? This informative workshop will help you improve and develop your working relationships with coworkers through understanding personality and communication styles.

8:30 - 12:00 Training Room 25th Floor  
373 S. High Street  
Open to all Staff

**Thursday, May 27th**

**How To Work As A Team**

Understanding team dynamics and the foundations of building effective teams is essential to any organization's success. This informative workshop will address the issues of team building, establishing team roles, team assessments and establishing and maintaining team spirit.

8:30 - 12:00 Training Room 25th Floor  
373 S. High Street  
Open to all Staff

