



Human Resources Management Employee Development Division



January through June 2023

Training Catalog

Join us!

Employee Development Manager:

Danny Parrish

(404) 613-0886

Danny.Parrish@fultoncountyga.gov

Employee Development Specialists:

Jeffrey D. Dinkins, Sr.

(404) 613-0883

Jeffrey.Dinkins@fultoncountyga.gov

Gary N. Jackson

(404) 612-9470

Gary.Jackson@fultoncountyga.gov

Brenda Whitehead

(404) 613-0889

Brenda.Whitehead@fultoncountyga.gov

Virginia Wilson

(404) 613-0890

Virginia.Wilson@fultoncountyga.gov

Administrative Coordinators:

Janelle Green

(404) 613-0866

Janelle.Green@fultoncountyga.gov

Simeal Moore

(404) 613-0887

Simeal.Moore@fultoncountyga.gov

For Registration Contact Your Department Training Coordinator to Schedule Training Classes

Thank you



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Communication and Collaboration

Communicating Professionally

Introduction:

Communication influences all factors of your life. The way you communicate is a reflection of who you are and the way you establish relationships with those around you. Our verbal and nonverbal cues heavily influence the messages that we send and receive. Professional communication is essential in the work environment. By understanding the way you communicate, you can increase your probability for success with others while at work.

Who should attend?

Fulton County employees who seek to strengthen personal and professional relationships through clear and effective communication.

What we will cover:

Recognizing how the different communication cues that we send directly impact the receiver's perception of what is being communicated

Understanding how culture influences the way we communicate

Learning how to communicate instructions clearly and effectively

2023 Schedule

Class Code

| | | | |
|-------------|-----------------|--------------|-------|
| February 16 | 9:00am - 1:00pm | Zoom Meeting | CPV11 |
| May 18 | 9:00am - 1:00pm | Zoom Meeting | CPV12 |



Communication and Collaboration

Five Star Customer Service

Introduction:

This powerful and engaging course will give you the skills you need to communicate professionally, gain respect, enhance relationships and build trust through an excellent experience. You will be introduced to our customer service standards and their impact on creating happy customers. Discover how caring and attentiveness can make every customer connection a positive one. Learn the customer service language that will thrill your customers and improve your conversations with them. Be prepared to handle demanding customers and difficult situations. The premise of this course is to ensure that you gain the skills to turn every customer service interaction into a rewarding experience.

Who should attend?

All county employees should attend this training.

What we will cover:

| | |
|--|---|
| Fulton County customer service standards | Building a strong partnership with the customer |
| Proper telephone etiquette | Showing empathy and caring |
| Coping with challenging customers | Taking responsibility |

2023 Schedule

Class Code

| | | | |
|-------------|-----------------|--------------|-------|
| January 31 | 9:00am - 1:00pm | Zoom Meeting | FSV33 |
| February 21 | 9:00am - 1:00pm | Zoom Meeting | FSV34 |
| March 22 | 9:00am - 1:00pm | Zoom Meeting | FSV35 |
| April 26 | 9:00am - 1:00pm | Zoom Meeting | FSV36 |
| May 25 | 9:00am - 1:00pm | Zoom Meeting | FSV37 |
| June 29 | 9:00am - 1:00pm | Zoom Meeting | FSV38 |



Communication and Collaboration

Keep Your Cool/Anger Management

Introduction:

Have you gotten into a shouting match with a stranger over a parking space?

Do you slam the phone down when faced with endless computerized voice prompts?

Have you ever acted out physically or used aggressive behavior in an argument with another person?

If you answered yes to any of the questions above, it's an indication that your emotions may be getting the best of you. Instead of expressing your anger in an unhealthy and hostile manner, learn how to "Keep Your Cool."

This course will introduce proven anger management strategies that will help you keep your emotions under control and help you build positive and productive relationships at work.

Who should attend?

All Fulton County employees should attend this course.

What we will cover:

What is anger?

Anger management techniques

How to manage aggressive behavior while remaining calm and focused

Strategies to prevent or decrease anger

How to value customer complaints and deal effectively with adversities and challenges

Healthy ways to control and express anger



2023 Schedule

Class Code

| | | | |
|----------|-----------------|--------------|-------|
| March 30 | 9:00am - 1:00pm | Zoom Meeting | KCV10 |
| June 06 | 9:00am - 1:00pm | Zoom Meeting | KCV11 |

Communication and Collaboration

Public Speaking **NEW**

Introduction:

Public Speaking Pros – Learning how to effectively tell your story

Are you scared – not of the dark, but of public speaking? To alleviate that fear, log on to learn how to present the best version of yourself whether speaking before an audience, or a camera. This course is a virtual introduction to a form of effective communication which emphasizes the practical skill of public speaking, including techniques to lessen speaker anxiety, and the use of visual aids to enhance speaker presentations. Civility and ethical speech-making are the foundations of this course. Its goal is to prepare you for success in typical public speaking situations and to provide you with the basic principles of organization and research needed for effective speeches.

Who should attend?

All Fulton County employees who seek to master the art of public speaking, inspire and motivate others, and strengthen professional relationships.

What we will cover:

Recognize and understand communication concepts that serve as a basis for effective speaking and listening

Receive practical knowledge on verbal and nonverbal cues

Gain confidence to speak publicly in a variety of situations

2023 Schedule

Class Code

| | | | |
|----------|-------------------|--------------|------|
| March 02 | 10:00am - 12:00pm | Zoom Meeting | PSW1 |
| May 04 | 10:00am - 12:00pm | Zoom Meeting | PSW2 |



Business and Financial Management

AMS Advantage Intro

Introduction:

This course is designed to teach AMS users how to maneuver through the AMS application. A general overview of workflow practice and policy are reviewed and discussed with participants. The participant will receive a user ID for the AMS application after completion of the course.

Who should attend?

Employees who perform inquiries as well as process documents and payments to vendors.

What we will cover:

| | |
|------------------------------|-------------------------------------|
| Overview of the system | Different ways to perform inquiries |
| How to change your password | Payment status/Check verification |
| Navigating within the system | Budget verification |
| Vendor code verification | |

2023 Schedule

Class Code

| | | | |
|-------------|-------------------|--------------|-------|
| January 10 | 10:00am - 12:00pm | Zoom Meeting | ADV22 |
| February 21 | 10:00am - 12:00pm | Zoom Meeting | ADV23 |
| March 21 | 10:00am - 12:00pm | Zoom Meeting | ADV24 |
| April 18 | 10:00am - 12:00pm | Zoom Meeting | ADV25 |
| May 16 | 10:00am - 12:00pm | Zoom Meeting | ADV26 |
| June 20 | 10:00am - 12:00pm | Zoom Meeting | ADV27 |

AMS Advantage Intro

Business Financial Management

AMS Invoice and Payment

Introduction:

This course is designed to teach AMS users how to input data for processing payments to vendors. The class will also cover maneuvering tips and shortcuts used with the AMS application. A participant's user ID profile will be changed to include the capability of processing vendor invoices after completion of the course.

User IDs and access to the AMS Financial System are assigned based upon completion of AMS training. All employees must first complete the AMS Advantage INTRO course before receiving a user ID and access. Additional access to the system is granted based on completion of the training module that corresponds to the area of access needed.

Who should attend?

Employees who process documents and payments to vendors.

What we will cover:

Different ways to perform inquiries (Advanced); types of payment generating documents

Financial System documents in the procurement process

Guidelines for processing payments; review of payment voucher policy

Proper completion of the payment voucher documents, reasons for payment delays

Vendor inquiry, payment status/verification, and budget verification

Creation of IN documents and PV documents, proper use of funds and object codes

2023 Schedule

| | | | Class Code |
|-------------|-----------------|--------------|-------------------|
| January 10 | 1:00pm – 4:00pm | Zoom Meeting | IPV22 |
| February 21 | 1:00pm – 4:00pm | Zoom Meeting | IPV23 |
| March 21 | 1:00pm – 4:00pm | Zoom Meeting | IPV24 |
| April 18 | 1:00pm – 4:00pm | Zoom Meeting | IPV25 |
| May 16 | 1:00pm – 4:00pm | Zoom Meeting | IPV26 |
| June 20 | 1:00pm – 4:00pm | Zoom Meeting | IPV27 |

Business Financial Management

AMS Purchasing Card (P-Card Training)

Introduction:

The Purchasing Card Training class provides instruction on the purpose of the card and how it should be used to conduct Fulton County business more efficiently and conveniently.

Who should attend?

New and existing cardholders and their designated support staff.

What we will cover:

What is allowed for purchase and what is prohibited

How to conduct a record-keeping self-audit

Maintaining accurate and chronological records of both manual and electronic reconciliation documents and inventory of purchased items

How to properly and correctly complete the required hardcopy reconciliation itemization and summarization report

How to create and correctly submit itemized electronic reconciliation documents with the appropriate cost allocation funding for each transaction

2023 Schedule

Class Code

| | | | |
|-------------|------------------|---|-------|
| January 20 | 9:30am – 11:00am | Annual Refresher Training for Purchasing Cards and Travel Cards - Zoom Meeting | PCV10 |
| February 14 | 9:30am – 11:00am | Zoom Meeting | PCV11 |
| May 16 | 9:30am – 11:00am | Zoom Meeting | PCV12 |



Business Financial Management

Approaching Retirement 401A

Introduction:

This course is designed for Fulton County employees that are covered under the 401(a) Defined Contribution Plan and who are approaching retirement age. Before retirement, employees need to be sure they have planned and prepared appropriately for that next big step in life. General information on the retirement process will be given.

Who should attend?

This course is for employees who are within 5 years of retirement and are participants in the 401(a) Defined Contribution Plan.

What we will cover:

Overview of IRA's including stocks, bonds, mutual funds, and annuities

What is an appropriate investment mix as retirement approaches?

How to decide how much income to draw in retirement

How income can be guaranteed during retirement

How much more you will have if you choose to work a few extra years

Do you need the guidance of a financial planner or investment adviser?

What happens to your account at your demise?

2023 Schedule

Class Code

February 16

9:00am - 1:00pm

Zoom Meeting

ARV8



Business Financial Management

Planning Your Retirement (Old Plan-Defined Benefits)

Introduction:

This course is designed for Fulton County employees that are covered under the 82 and 91 enhanced retirement plans. It will provide useful information to employees helping them to understand their benefits. Estimates will be provided to all participants and a discussion of how to understand their estimates. The course will have presenters from the Fulton County Pension Office, Social Security, and MassMutual.

THERE CAN BE NO SUBSTITUTES FOR THE SCHEDULED EMPLOYEES.

Who should attend?

Employees that are in the Defined Benefit Retirement Plan (DB Plan), who are vested (10 years of creditable service), and have five years or less to retirement and have not attended a previous class in the last 3 years.

What we will cover:

Defining the types of retirement

Spousal Benefits

Ancillary Benefits

An Overview of Social Security Benefits

Decisions on how to handle payout distributions

Financial Planning



2023 Schedule

Class Code

June 22

1:00pm - 3:00pm

Zoom Meeting

R4V5

Planning Your Retirement

Business Financial Management

Travel and Training Workshop

Introduction:

This is an informative workshop conducted so that the Departmental Travel Coordinators can learn about Fulton County Travel & Training and Automobile Allowance/Mileage Reimbursement Policy and Procedure. There will be a discussion on changes in the policy and what Fulton County employees need to know before, during, and after their travel. There will be a discussion on business/local mileage reimbursement for employees who use their personal car for work.

Who should attend?

All Departmental Travel Coordinators, county travelers, and interested employees.

What we will cover:

What you need to know before you submit a request

The difference between Travel/Conference versus Training object codes

Where to find Federal Per Diem Rates

Allowable and unallowable reimbursement costs

Policy for being reimbursed

What required forms and signatures are needed?

Business/local mileage reimbursement



2023 Schedule

Class Code

| | | | |
|-------------|-------------------|--------------|-------|
| January 20 | 10:00am – 12:00pm | Zoom Meeting | TRV20 |
| February 17 | 10:00am – 12:00pm | Zoom Meeting | TRV21 |
| March 17 | 10:00am – 12:00pm | Zoom Meeting | TRV22 |
| April 21 | 10:00am – 12:00pm | Zoom Meeting | TRV23 |

Business Financial Management

Understanding Your 401A Plan

Introduction:

This course is designed for Fulton County employees covered under the Defined Contribution Retirement Plan (New Plan). It will give an in-depth look at how the plan works and gives participants insight into how to prepare for retirement in the future.

Who should attend?

Employees who are enrolled in the new 401A Defined Contribution Pension Plan.

What we will cover:

How to interpret your statement

When to make changes to your funds

When not to make changes to your funds

A brief overview of stocks and bonds

Financial management tips

2023 Schedule

Class Code

April 07

9:00am - 1:00pm

Room 3029

4OV5



Human Relations

Americans with Disabilities Act and Reasonable Accommodations

Introduction:

With a broader range of disability types considered under the Americans with Disabilities Act as Amended (ADAAA) and an increase in reasonable accommodation requests, Fulton County is presented with an opportune time to evaluate their response to the ADA. This ADA training course is designed to educate all employees, managers, and supervisors alike, on best practices for addressing the needs of qualified employees and applicants of Fulton County with disabilities.

Who should attend?

This course is open to all employees.

What we will cover:

This workshop will provide a basic understanding of the following:

Title I of the Americans with Disabilities Act (ADA) and the Amendments Act (ADAAA)

Individual Rights under the ADA

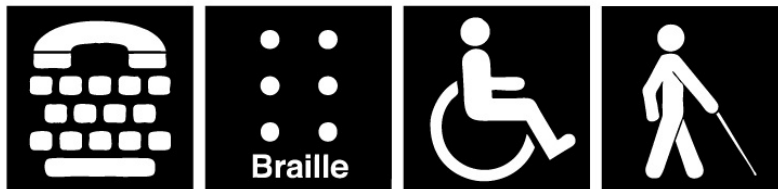
Fulton County's ADA Policy (100-16) and the Reasonable Accommodation Process

2023 Schedule

Class Code

April 21 9:00am - 11:00am Zoom Meeting AWW5

DISABILITY RIGHTS
ARE CIVIL RIGHTS



Human Relations

New Employee Orientation

Introduction:

Fulton County Government New Employee Orientation is a mandated course for all permanent new employees. The new employee orientation training is coordinated by the Human Resources Department and the Employee Development Division. It is facilitated by various staff from key departments and service providers from approved vendors. The training is held at the beginning of the pay period and it is designed to provide an overview of Fulton County Government, employee benefits and important policies, procedures, and functions of the County.

Who should attend?

All new permanent Fulton County employees.

What we will cover:

Required personnel and payroll documents

Fulton County benefits

Employee voluntary benefits

Conditions of employment

Personnel regulations



2023 Schedule

Class Code

New Employee Orientation will start at 8:30 am and end at 4:30 pm.

| | | | |
|-------------|-------|----------|-------|
| January 04 | EO338 | April 12 | EO345 |
| January 18 | EO339 | April 26 | EO346 |
| February 01 | EO340 | May 10 | EO347 |
| February 15 | EO341 | May 24 | EO348 |
| March 01 | EO342 | June 07 | EO349 |
| March 15 | EO343 | June 21 | EO350 |
| March 29 | EO344 | | |

Human Relations

Preventing Workplace Violence

Introduction:

Workplace violence is a very serious problem that affects every organization. This course will address policies and procedures that Fulton County has established in an effort to prevent this increasing problem. It will also enable the participants to better understand the scope of workplace violence; recognize the warning signs of violent behavior; and prepare to take appropriate action, if it does occur in their workplace. The goal of this course is learning preventative measures.

Who should attend?

All Fulton County employees

What we will cover:

Define and discuss the scope of workplace violence

Identify potential types & causes of workplace violence

Recognize potential signs of workplace violence

Fulton County's policy on workplace violence

Illustrate proper security measures when responding to incidents of workplace violence

Fulton County's protocol during incidents of workplace violence



2023 Schedule

Class Code

| | | | |
|---------|-----------------|--------------|------|
| June 09 | 9:00am - 1:00pm | Zoom Meeting | WPV9 |
|---------|-----------------|--------------|------|



Information Technology

@FULCO LIBRARY DIGITAL ON THE GO



FULTON COUNTY
LIBRARY SYSTEM

www.fulcolibrary.org

Free access to e-books, audiobooks, learning tools, online research tools, and more! Create accounts using the barcode on the back of your library card.



Access Video

Streaming Movies and Documentaries



Creative Bug

Online crafts and DIY classes



eReads Kids

Kids eBooks for K-12



Freegal Music

Downloadable and Streamable Music



Hoopla Digital

eAudiobooks, eBooks, Music, and Movies



Infobase Reference

Academic databases for Intermediate students.



Kanopy

Popular and Educational Films and TV Series.



Libby, by Overdrive

eAudiobooks, Magazines and eBooks



Lynda

Software, creative, and business virtual classes



Mango Languages

Learn 75+ languages and ESL on the go



The New York Times

Latest News from Today
Grab an access code online



Online Book Club

Instantly join library-wide Book Clubs with interactive discussions.



Paper

Online real-time 1:1 remote tutoring for K-12 students.



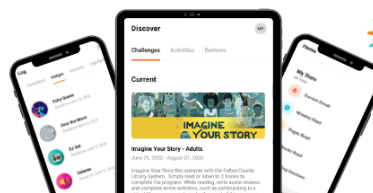
PebbleGo

Engage in fun, interactive Literacy-learning for K-3 Grade students.



Worldbook Online

Fun classic Family Encyclopedia



Beanstack

GET IT ON
Google play

Available on the
App Store

DID YOU
KNOW

You can join seasonal reading challenges and earn badges for reading with your community. Start logging your reads today using Beanstack online or by downloading the app!

fultoncounty.beanstack.org

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@FULCO LIBRARY PASSES ON THE GO



FULTON COUNTY
LIBRARY SYSTEM

www.fulcolibrary.org

Explore fantastic attractions in the metro Atlanta area! Adult patrons with a valid FulcoLibrary card may check out these materials from our branches. Check the availability of passes at your local library.



Zoo Atlanta

Free Access: Up to 3
Checkout Period: 7 Days
Overdue Fee: \$1.00 per day
Lost Pass: \$30.00



Center for Puppetry Arts

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$1.00 per day
Lost Pass: \$30.00



Chattahoochee Nature Center

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$3.00 per day
Lost Pass: \$45.00



Emory Michael C. Carlos

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$1.00 per day
Lost Pass: \$30.00



The Breman Museum

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$3.00 per day
Lost Pass: \$50.00



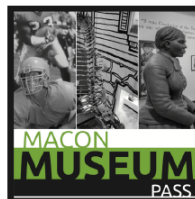
GA State Parks & Historic Sites

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$1.00 per day
Lost Pass: \$30.00



Go Fish Education Center

Free Access: Up to 6
Checkout Period: 7 Days
Overdue Fee: \$1.00 per day
Lost Pass: \$50.00



Macon Museum Pass

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$3.00 per day
Lost Pass: \$45.00

Passes are available at every library besides Auburn Avenue Research Library. Due to current pandemic, only select passes are currently available for check out until further notice. Specific terms and full list of passes are listed online at fulcolibrary.org/library-services/partnership-passes/

**DID YOU
KNOW**

We have a new website! Check out the new fulcolibrary.org and visit our YouTube channel for How-to videos on how to log into your account, place books on hold, and more using the new site.

[▶](https://www.youtube.com/fulcolibrary) [f](https://www.facebook.com/fulcolibrary) [i](https://www.instagram.com/fulcolibrary) [t](https://www.twitter.com/fulcolibrary) /fulcolibrary

Information Technology

Getting to Know Excel

Introduction:

This class will consist of creating an Excel worksheet, using formulas, sorting data, formatting the worksheet, and creating charts. This online course will be a demonstration by the instructor of the skills and then the learners will practice the skill on their computer or laptop during the class.

Who should attend?

Open to all employees. **Because this is a virtual class, attendees must have Excel 2013 or higher on their laptop or computer.** This course will be useful to employees that maintain numerical data or must sort or filter data in Excel regularly.

What we will cover:

Introduction to Worksheets

Adjusting Columns and Rows

Writing Formulas and Using Functions

Formatting Data

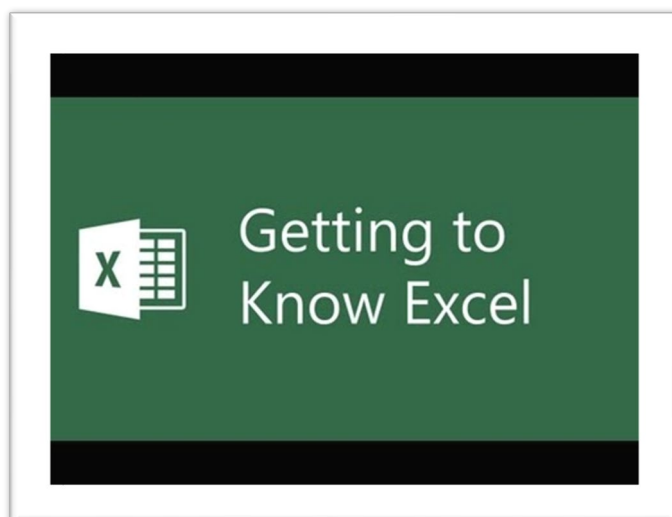
Creating a Simple Chart

Creating Customized Sorts

2023 Schedule

Class Code

| | | | |
|----------|-----------------|--------------|------|
| March 01 | 9:00am - 1:00pm | Zoom Meeting | EXV7 |
| May 11 | 9:00am - 1:00pm | Zoom Meeting | EXV8 |



Leadership & Influence

9 Monday Morning Moves for Managers

Introduction:

Investing 9 minutes of your time every Monday morning can bring enormous value to your employees, your customers and the organization. The number one reason why managers fail to increase productivity and build better relationships with their team, is they neglect to keep their leadership priorities in front of them. Through unique ideas, fun and dynamic techniques, this class will introduce managers to nine easy to use principles that will boost morale, increase engagement and bring out the best in their employees each day.

Who should attend?

Managers, supervisors and directors who are looking for innovative ways to build a better working relationship with their team, see higher levels of productivity and engagement among the their team and the people they serve.

What will we cover?

How to keep your leadership priorities in front of you so your team is never without their leader

How to implement the top engagement drivers to create a motivated and high performance team

Giving feedback that takes the stress out of addressing sub-par performance

Using rewards and recognition to make employees feel valued, appreciated and inspired

2023 Schedule

Class Code

| | | | |
|----------|-----------------|--------------|-------|
| March 30 | 9:00am - 1:00pm | Zoom Meeting | MTLV8 |
| May 04 | 9:00am - 1:00pm | Zoom Meeting | MTLV9 |



Leadership & Influence

Magnifying the Leader in You

Introduction:

True leadership is not about the job or the position you hold in the organization. True leadership is about integrity, trust, competence, valuing people, and helping them to realize their full potential, and in doing so, you inspire excellence. To become more than “the boss” that people follow because they are required to, learn how to transform into a leader that people follow because they want to. In this class, we will discuss 5 levels of leadership that will help you grow as a leader. Through inspiring ideas and practical applications, we will show you how to master each level and rise up to the next level to become a more influential, respected and admired leader.

Who should attend?

Managers, directors, project leaders, and supervisors who are seeking to improve their game and really make a difference in the lives of those they lead.

What will we cover?

Moving through the 5 levels of leadership

Leader vs Boss

Listening, learning and developing your team

Getting noticed by learning how to look and talk like a leader

2023 Schedule

Class Code

| | | | |
|----------|-----------------|--------------|------|
| April 27 | 9:00am - 1:00pm | Zoom Meeting | LSV8 |
| June 01 | 9:00am - 1:00pm | Zoom Meeting | LSV9 |



Leadership & Influence

Managing a Virtual Team

Introduction:

When it comes to the success of a virtual team, the team's manager plays a major role. If managed effectively, virtual teams can increase productivity, help meet organizational goals, and improve the quality of work.

Get ready to develop the competencies of a virtual leader and enhance the productivity of your virtual team. Learn to leverage the advantages of a virtual team while building trust and making authentic connections with team members.

Who should attend?

Managers, supervisors, and anyone who is currently managing a virtual team, as well as those who will be moving into a virtual management role in the future.

What we will cover:

Determine your role and responsibility as a virtual manager/leader

Understand how your personality style impacts the virtual team

Discover what virtual team members need most in order to be productive

2023 Schedule

Class Code

| | | | |
|------------|-----------------|--------------|-------|
| January 23 | 9:00am - 1:00pm | Zoom Meeting | MVTV8 |
| April 06 | 9:00am - 1:00pm | Zoom Meeting | MVTV9 |



Professional Development

7 Ways to Build a Growth Mindset

Introduction:

A growth mindset is simply the belief that our basic abilities can be developed and improved through dedication and hard work. This course helps you to learn to develop powerful strategies to improve basic abilities, and build new thinking into lifelong habits.

Who should attend?

Fulton County employees who wish to strengthen personal and professional development.

What we will cover:

Developing and Embracing a Growth Mindset

Growth Mindset Strategies

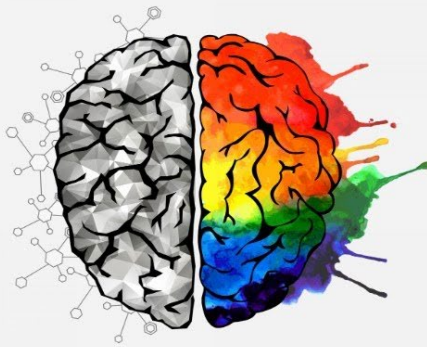
Key Differences between “Fixed” and “Growth” Mindset

2023 Schedule

| | | | |
|----------|-----------------|--------------|------|
| April 12 | 9:00am - 1:00pm | Zoom Meeting | 7WV8 |
| June 21 | 9:00am - 1:00pm | Zoom Meeting | 7WV9 |

Class Code

**How To
Develop a**



Growth Mindset?

Professional Development

Defensive Driving

Introduction:

National Safety Council Defensive Driving Certified Instructors conduct this training (**1½ day class**).

The first day of Defensive Driving Training (Friday) will consist of a full day of classroom instruction. The second day (Monday) will be the driving test. Employees will be given 4 hours to take the driving portion and to report back to work. Acquiring this Defensive Driving certificate will provide a possible 10 % reduction on insurance rates provided there is no moving violation on the driver's record for the past three-years. Be prepared to take notes; please bring a writing pen. Attendees must bring Current (Valid) Georgia Driver's License to class. The driving test will be taken at the Public Safety Training Center.

Who should attend?

All employees driving county vehicles will be given first priority. Employees who drive County vehicles should attend this course every two years. This course will be open to other employees if space is available.

What we will cover:

Defensive driving strategies

Impaired driving

Fatigued driving

Distracted driving

City and suburban driving

Rural and expressway driving



2023 Schedule

February 10 & 13

8:30am - 4:30pm

Zoom meeting

DDV10

March 10 & 13

8:30am - 4:30pm

Zoom meeting

DDV11

April 21 & 24

8:30am - 4:30pm

Zoom meeting

DDV12

June 23 & 26

8:30am - 4:30pm

Zoom meeting

DDV13

Class Code

Professional Development

Effective Meeting Facilitation

Introduction:

What is the purpose of a business meeting? There are lots of great reasons to have a business meeting. If done correctly, meetings can be an excellent way to address important business concerns. Unfortunately, poorly run meetings and meetings that waste valuable time are far too common. To have an effective meeting, you must have an outline and a purpose. This sets the foundation, establishes the parameters, and tells everybody in the room why they are there, for how long, and what they need to accomplish to have an excellent business experience.

Who should attend?

Any Fulton County employee that has meeting planning and/or facilitation responsibilities, or those wishing to enhance their skills on meeting facilitation.

What we will cover:

Planning and facilitating effective meetings

The challenging attendee

Preparing a meeting agenda

Roles and responsibilities for effective meetings

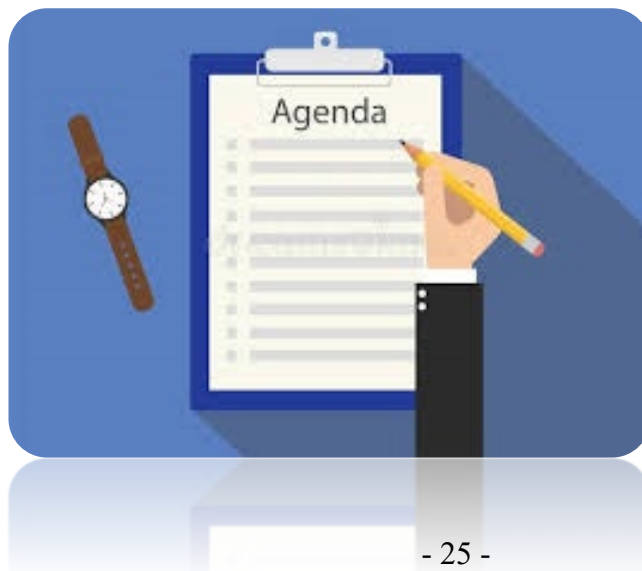
Recording meeting minutes



2023 Schedule

Class Code

| | | | |
|-------------|-----------------|--------------|------|
| February 23 | 9:00am – 1:00pm | Zoom Meeting | MFV8 |
| April 20 | 9:00am – 1:00pm | Zoom Meeting | MFV9 |



Professional Development

Email Etiquette in the Workplace

Introduction:

The main purpose of your work email is to facilitate clear communication about the work that you do. So why is it (that in many cases) our work email can be the source of a lot of miscommunication? Maybe the tone was off. Or perhaps the wrong people received the message. Could it be that you did not respond to the email with enough information? Whatever the problem is, an understanding and adherence to good workplace email etiquette can reduce or eliminate most issues related to digital communication.

Who should attend?

Fulton County employees who wish to learn more about workplace email etiquette. This class is ideal for all levels of the organizational chart including and not limited to: assistants, support staff, supervisors, managers, and senior leadership.

What we will cover:

Determine the purposes for writing business emails

Describe the components of a business email

Recognize best practices of business email etiquette



2023 Schedule

Class Code

| | | | |
|----------|-----------------|--------------|-------|
| March 09 | 9:00am - 1:00pm | Zoom Meeting | EEWV8 |
| June 20 | 9:00am - 1:00pm | Zoom Meeting | EEWV9 |



Fulton County Department Training Coordinators

| Department | Name | Telephone Number |
|-----------------------------------|-------------------------------------|--------------------------------|
| Arts Council | Mia Childress | (404) 612-5795 |
| Behavioral Health | Ashley Edwards | (404) 316-4901 |
| Child Attorney | Sophia Stewart | (404) 613-4835 |
| Clerk to the Commission | Lee Murrell | (404) 612-8246 |
| Clerk of Superior Court | BreAnna Rowland | (404) 613-5360 |
| Community Development | Gwendolyn Hunter | (404) 612-3647 |
| Cooperative Extension | Trina Chaney | (404) 762- 4077 |
| County Attorney | Katina Patterson | (404) 612-0246 |
| County Manager | Ketsia Guerrier | (404) 612-4850 |
| Department of HIV Elimination | Andrea Davis | (404) 612-1325 |
| Department of Senior Service | Karen Belton | (404) 613-0469 |
| District Attorney | Kyra Banks | (470) 637-1383 |
| Diversity & Civil Rights | Marsha McCracken/ Donna Bates | (404) 612-0446/ (404) 612-8585 |
| DREAM | April Pye/Barnette Jones | (404) 612-7028/ (404) 612-0894 |
| Emergency Services- 911 | Latisha Schofield | (404) 612-7902 |
| External Affairs | Douglass Bell | (404) 612-1388 |
| Finance | Rronda Sanchez | (404) 612-7695 |
| Housing and Community Development | Gwendolyn Hunter | (404) 613-3647 |
| Human Resources Management | Simeal Moore | (404) 613-0887 |
| Information Technology | Shena Willis | (404) 612-7296 |
| Internal Audit | Queena Jenkins | (404) 612-1020 |
| Juvenile Court | Maria DeLong | (404) 612-4459 |
| Library | Peggie Watson/ Cassandra Turnipseed | 404) 730-1976 (4) 808-3457 |
| Magistrate Court | Lynne Nelson | (404) 613-5016 |
| Marshal's Office | Dama Sanders | (404) 612-4430 |
| Medical Examiner's Office | Karleshia Bentley | (404) 613-4407 |
| Police Department | Elaine Smith | (404) 613-5710 |

| Fulton County Department Training Coordinators (continued) | | |
|--|-----------------------------------|--------------------------------|
| Department | Name | Telephone Number |
| Probate Court | Melissa Brown-Oliver | (404) 612-5985 |
| Public Defender | Yvette Bacon | (404) 612-5199 |
| Public Works | Cherylyn Griffin/ Katreina Thomas | (404) 612-7444/ (404) 612-6595 |
| Purchasing | Marylan James | (404) 612-7981 |
| Registration & Elections | Mariska Bodison/ Jessica Robinson | (404) 612-7020/ (404) 612-7027 |
| Sheriff's Department | Valesia Robinson | (404) 613-2388 |
| Solicitor General | Tamikia Moses | (404) 612-6958 |
| State Court | Tyrone Coley | (404) 612-8880 |
| Superior Court Admin | Ashley Jones | (404) 612-2877 |
| Tax Assessor | Shureka Davis | (404) 612-9008 |
| Tax Commissioner | Demetria Anthony | (404) 613-0786 |



BECAUSE WE CARE, WE SERVE!

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, leaving small margins at the top and bottom. There are no vertical margin lines, text, or other markings on the page.