FULTON COUNTY

January through June 2022

Next Step

Training Catalog



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For Seating Availability and Registration Contact Your Department Training Coordinator to Schedule Training Classes

Thank you…

BECAUSE WE CARE, WE SERVE!

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Comunication 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

2022 Schedule			Class Code
February 18	9:00am - 1:00pm	Zoom Meeting	CPV7
May 18	9:00am - 1:00pm	Zoom Meeting	CPV8



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

2022 Schedule			Class Code
February 24	9:00am - 1:00pm	Zoom Meeting	FSV21
March 24	9:00am - 1:00pm	Zoom Meeting	FSV22
April 28	9:00am - 1:00pm	Zoom Meeting	FSV23
May 26	9:00am - 1:00pm	Zoom Meeting	FSV24
June 14	9:00am - 1:00pm	Zoom Meeting	FSV25
June 30	9:00am - 1:00pm	Zoom Meeting	FSV26



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

2022 Schedule			Class Code
March 23	9:00am - 1:00pm	Zoom Meeting	KCV6
June 23	9:00am - 1:00pm	Zoom Meeting	KCV7

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.

Approval must be obtained from Department Heads before employees may attend a course and receive a user ID and access. Employees who do not receive written approval will not be permitted to take a course or receive a user ID to access the system. In order for participants to receive training and access to the AMS Financial System, Training Coordinators must do the following:

1) **Register the participant in the Fulton County AMS Employee Training System Module.**
2) **Submit Approval Form to DOIT Customer Service.**

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	

2022 Schedule			Class Code
January 11	10:00am - 12:00pm	Zoom Meeting	ADV12
February 08	10:00am - 12:00pm	Zoom Meeting	ADV13
March 08	10:00am - 12:00pm	Zoom Meeting	ADV14
April 19	10:00am - 12:00pm	Zoom Meeting	ADV15
May 17	10:00am - 12:00pm	Zoom Meeting	ADV16
June 14	10:00am - 12:00pm	Zoom Meeting	ADV17

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.

Approval must be obtained from Department Heads before employees may attend a course and receive a user ID and access. Employees who do not receive written approval will not be permitted to take the course nor will they receive a user ID or access to the system. In order for participants to receive training and access to the AMS Financial System, Training Coordinators must do the following:

1) Register the participant in the Fulton County AMS Employee Training System Module
2) Submit Approval Form to DOIT Customer Service

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

2022 Schedule			Class Code
January 11	1:00pm – 4:00pm	Zoom Meeting	IPV12
February 08	1:00pm – 4:00pm	Zoom Meeting	IPV13
March 08	1:00pm – 4:00pm	Zoom Meeting	IPV14
April 19	1:00pm – 4:00pm	Zoom Meeting	IPV15
May 17	1:00pm – 4:00pm	Zoom Meeting	IPV16
June 14	1:00pm – 4:00pm	Zoom Meeting	IPV17

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

2022 Schedule			Class Code
January 14	9:30am – 11:00am	Zoom Meeting **Annual Refresher Training for Purchasing Cards and Travel Cards**	PCV5
February 15	9:30am – 11:00am	Zoom Meeting	PCV6
May 17	9:30am – 11:00am	Zoom Meeting	PCV7



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?

2022 Schedule			Class Code
February 25	9:00am - 1:00pm	Zoom Meeting	ARV6



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, andMassMutual.

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 inthe 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



2022 Schedule			Class Code
June 23	1:00pm - 3:00pm	Zoom Meeting	R4V3

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



2022 Schedule			Class Code
January 28	10:00am – 12:00pm	Zoom Meeting	TRV13
February 25	10:00am – 12:00pm	Zoom Meeting	TRV14
March 25	10:00am – 12:00pm	Zoom Meeting	TRV15
April 22	10:00am – 12:00pm	Zoom Meeting	TRV16
May 27	10:00am – 12:00pm	Zoom Meeting	TRV17
June 24	10:00am – 12:00pm	Zoom Meeting	TRV18

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

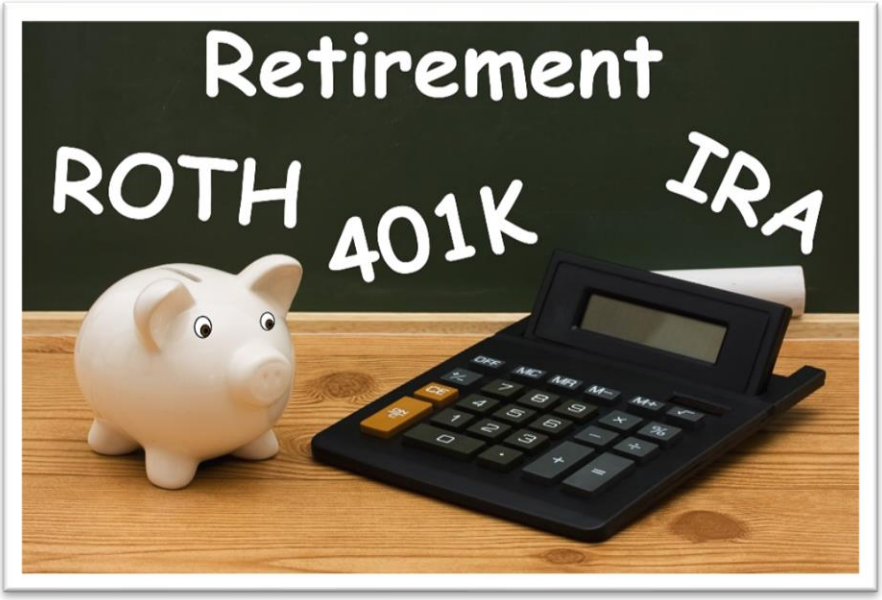
When to make changes to your funds

When not to make changes to your funds

A brief overview of stocks and bonds

Financial management tips

2022 Schedule			Class Code
April 08	9:00am - 1:00pm	Room 3029	4OV3



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

2022 Schedule			Class Code
April 22	9:00am - 11:00am	Zoom Meeting	AWV3



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

2022 Schedule	Class Code		
New Employee Orientation will start at 8:30 am and end at 4:30 pm.			
January 05	EO313	April 13	EO320
January 19	EO314	April 27	EO321
February 02	EO315	May 11	EO322
February 16	EO316	May 25	EO323
March 02	EO317	June 08	EO324
March 16	EO318	June 22	EO325
March 30	EO319		

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

2022 Schedule			Class Code
April 28	9:00am - 1:00pm	Zoom Meeting	WPV5
June 10	9:00am - 1:00pm	Zoom Meeting	WPV6



Information Technology

Collaborating with OneNote

Introduction:

OneNote is an electronic note-taking program for free-form information gathering and multi-user collaboration. It gathers users' notes, drawings, screen clippings, and audio commentaries. Notes can be shared with other OneNote users over the Internet or a network. It can be used to increase the efficiency of a team by having one place where information, instructions, meeting notes, emails, updates, etc. can be stored and the entire team will have access to them.

Who should attend?

This course is designed for employees that manage a team or serve as team lead and are responsible for multiple projects or assignments. **Because this is a virtual class, attendees must have One Note on their laptop or computer**. Note: It is included in the Microsoft Office 2013 suite.

What we will cover:

The class will consist of –

Setting up an OneNote notebook and adding sections and pages

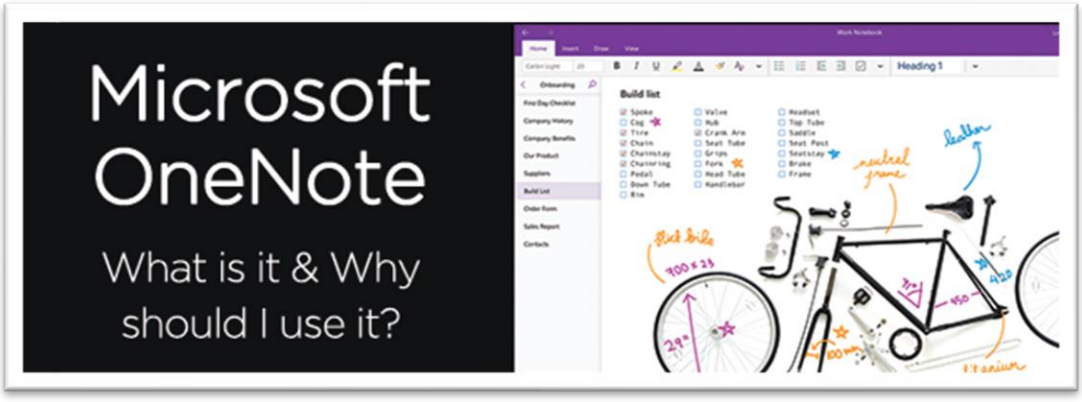
Sending emails to One Note

Adding meeting notes to a calendar event

Sharing Notes

Using Tags

2022 Schedule			Class Code
April 15	9:00am - 1:00pm	Zoom Meeting	ONV3
May 19	9:00am - 1:00pm	Zoom Meeting	ONV4



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

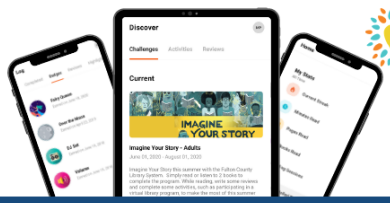
The New York Times
Latest News from Today
Grab an access code online

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
/fulcolibrary

@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. /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

Creatin g a Simple Chart

Creating Customized Sorts

2022 Schedule			Class Code
February 18	9:00am - 1:00pm	Zoom Meeting	EXV3
May 5	9:00am - 1:00pm	Zoom Meeting	EXV4



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

2022 Schedule			Class Code
February 24	9:00am - 1:00pm	Zoom Meeting	MTLV4
April 21	9:00am - 1:00pm	Zoom Meeting	MTLV5



Leadership & Influence

Collaborative Leadership

Introduction:

Collaborative leadership is grounded in the belief that all of us together can be smarter, more creative, and more competent than any of us alone. It calls on leaders to use power of influence rather than positional authority to engage their team, and sustain momentum and performance. The collaborative leadership approach calls on leaders to create an environment of trust, mutual respect, and shared aspiration in which all can contribute fully and openly to achieve a collective goal. This class will focus on collective intelligence and high-quality conversations that build good relationships with direct reports that will engage and motivate them to produce exceptional work.

Who should attend?

Fulton County employees interested in developing relationships that result in a shared sense of responsibility for team achievement among team members by fostering cooperation and support.

What we will cover:

Defining Collaborative Leadership

Learning the Collaborative Leadership Style Advantages, Disadvantages and Characteristic

Recognizing Ways to Increase Team Collaboration in the Workplace

2022 Schedule			Class Code
April 14	9:00am - 1:00pm	Zoom Meeting	CLV3
June 08	9:00am - 1:00pm	Zoom Meeting	CLV4



Leadership & Influence

How to Manage Challenging Employees

Introduction:

Need a plan to deal with a challenging employee? This course offers strategies to promote individual accountability. Participants will learn how to facilitate timely and difficult conversations with a challenging employee.

Who should attend?

All managers and supervisors that want to build more effective relationships in the workplace.

What we will cover:

Identify challenges associated with supervising some employees

Learn how to prepare for difficult conversations

Discuss how managers can improve the employee experience

Understand how perception influences communication on teams

Receive a copy of Fierce Conversations: Achieving Success at Work and in Life, One Conversation at a Time by Susan Scott

2022 Schedule			Class Code
March 25	9:00am - 1:00pm	Zoom Meeting	MRV7
June 24	9:00am - 1:00pm	Zoom Meeting	MRV8



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 in 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 in to 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

2022 Schedule			Class Code
March 24	9:00am - 1:00pm	Zoom Meeting	LSV4
May 19	9:00am - 1:00pm	Zoom Meeting	LSV5



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

2022 Schedule			Class Code
January 20	9:00am - 1:00pm	Zoom Meeting	MVTV4
April 7	9:00am - 1:00pm	Zoom Meeting	MVTV5



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

2022 Schedule			Class Code
February 10	9:00am - 1:00pm	Zoom Meeting	7WV4
May 25	9:00am - 1:00pm	Zoom Meeting	7WV5



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, directions are provided in the back of the catalog.

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



2022 Schedule		Class Code	
January 28 & 31	**8:30am** - 4:30pm	Zoom meeting	DDV3
March 4 & 7	**8:30am** - 4:30pm	Zoom meeting	DDV4
April 15 & 18	**8:30am** - 4:30pm	Zoom meeting	DDV5
June 24 & 27	**8:30am** - 4:30pm	Zoom meeting	DDV6

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

2022 Schedule			Class Code
March 10	9:00am – 1:00pm	Zoom Meeting	MFV4
June 16	9:00am – 1:00pm	Zoom Meeting	MFV5



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

2022 Schedule			Class Code
March 9	9:00am - 1:00pm	Zoom Meeting	EEWV4
June 9	9:00am - 1:00pm	Zoom Meeting	EEWV5



Professional Development

Exploring Project Management

Introduction:

Are you are looking for ways to maximize your impact and performance at Fulton County? Here it is! Effectively managing small and large projects is a great way to do it. This class will help you create a clear project scope, tasks, and measurable outcomes.

Who should attend?

All County employees (front-line and managers).

What we will cover

8 ways highly successful project managers add value

Understand how project management maximizes KPIs and strategic initiatives

Write a project charter to effectively plan, implement, and use throughout the project lifecycle

2022 Schedule			Class Code
February 28	9:00am - 1:00pm	Zoom Meeting	PMV4
May 27	9:00am - 1:00pm	Zoom Meeting	PMV5

Exploring Project Management

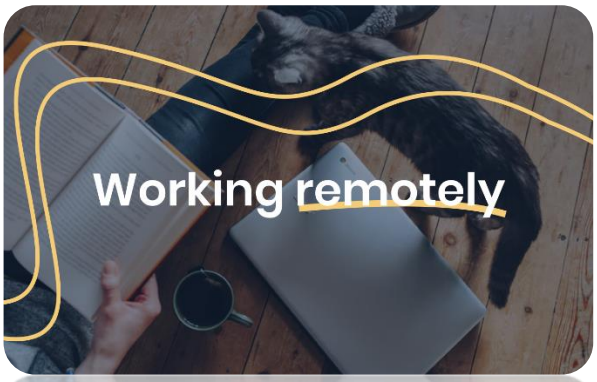


Professional Development

Successfully Working from Home

Introduction:

Looking for insight and resources to succeed in your role? With remote work on the rise, employees need to know what it takes to provide 5 star service delivery and progress when working from home.



Who should attend?

All County employees (front-line and managers).

What we will cover

6 tips on how to be an effective remote worker and leader

Technology tools you can use to collaborate with team members and get work done

Ways to build personal and professional skills while working remotely

Create SMART Goals to enhance service delivery

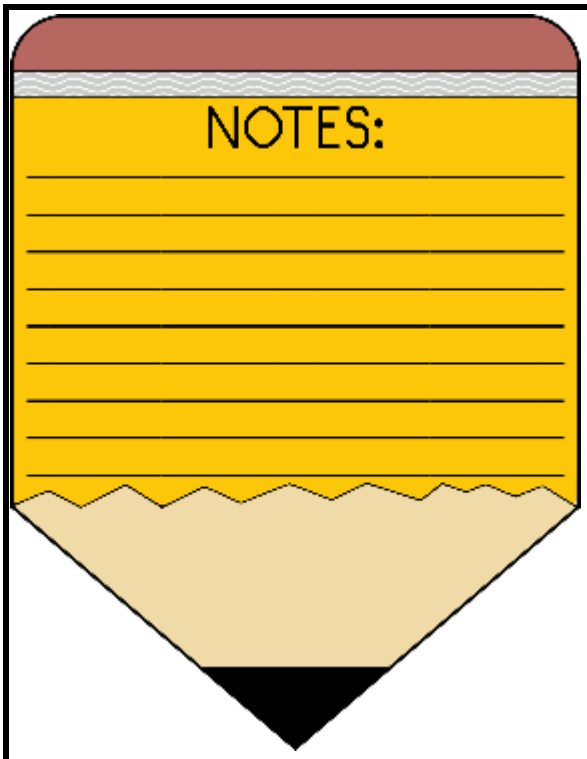
2022 Schedule			Class Code
January 28	9:00am - 1:00pm	Zoom Meeting	WHV4
April 29	9:00am - 1:00pm	Zoom Meeting	WHV5



Fulton County Department Training Coordinators		
Department	**Name**	**Telephone Number**
Arts Council	Mia Childress	(404) 612-5795
Behavioral Health	Erika Williams-Walker	(404) 613-1053
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	Rosemary Shedrick/ Alana Gillespie	(404) 612-0249/ (404) 612-3080
Department of HIV Elimination	Andrea Davis	(404) 612-1325
Department of Senior Service	Karen Belton	(404) 613-0469
District Attorney	Yana Young	(404) 612-4981
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
Inernal 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	Barbara Koll	(404) 612-4664
Public Defender	Yvette Bacon	(404) 612-5199
Public Works	Cherylyn Griffin	(404) 612-7444
Purchasing	Marylan James	(404) 612-7981
Registration & Elections	Brenda McCloud /Mariska Bodison	(404) 612-7099/(404) 612-7020
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	Keyana Alexander	(404) 612-8812
Tax Assessor	Darlene Davis/ Shureka Davis	(404) 612-6437/ (404) 612-9008
Tax Commissioner	Demetria Anthony	(404) 613-0786

BECAUSE WE CARE, WE SERVE!


NOTES: