



Course Catalog

2020

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Classroom & Online Courses

The following is an alphabetical list of training courses we offer/have offered. Please Note: Due to scheduling logistics, not every one of these courses may be offered in a given year.

Online trainings will be denoted as such, and the direct link will be available to access, in the course description. Sign up for current offerings in [Employee Self Service](#).

ADA Accessible PDF

This training emphasizes how to create an accessible Adobe Pro PDF document from Word. Important: 1. A solid working knowledge of Microsoft Word is required. 2. Accessible Word class is a prerequisite.

ADA Accessible Word

This training emphasizes how to create a basic ADA Accessible Word (2016/O365) document. Training includes commonly used features of Microsoft Word and step by step instructions to make a document accessible. Important: 1. A solid working knowledge of Microsoft Word is required. 2. ADA Accessible Word is the prerequisite for Accessible PDF class. 3. Accessible Word and Accessible PDF classes, taken in order, satisfy the mandatory testing requirement beginning in 2020. Refer to the [Website and Document Compliance](#) pages for complete information.

Budget 101

This online training will give an overview of the County's budgeting process. In addition, it will define some of the basic terminology making it easier to understand the process.

- Online Training
- [DAP Core Course](#)

CivicEngage

Introduction to becoming a website contributor for www.mypasco.net and Team Pasco. This class is not available for signup through Employee Self Service. Training is provided by the Branch Point of Contact or the Training & Development Training Specialists. Unlike other classes, you must [complete a form](#) to request permissions and training. The Training Team, in conjunction with the Supervisor, will then coordinate your personal or small group (2 or 3 department members) training. It is strongly recommended that employees read all of the documents available in the [Site Standards](#) section of Team Pasco prior to class. The focus of the training is website standards and ADA compliance.

Computer Basics

This training is offered by dept./div. request only, for employees that already have some computer experience. It includes an overview of files, security, the internet and the intranet. This hands-on training introduces MS Word, Excel, Outlook and the Team Pasco website. Prior to attending Excel I and/or ADA Accessible Word training, those with limited experience are highly encouraged to complete this class. (2 ½ hrs.). If you have a team member(s) that needs this type of training please contact the T&D office (bdriel@pascocountyfl.net) to request.

Conflict Resolution

Sooner or later conflict arises in everyone's life...either at home or at the workplace. This training will focus on the identification, prevention and resolution of conflict. Some of the topics covered are:

The Potential Causes for Conflict, Tips for Prevention, Responding to Conflict and Response Styles.

- [DAP Elective Course](#)

Customer Service Standards

Learn the core values as they pertain to the Vision and Mission statement of Pasco County. This required class shall be conducted periodically by your department supervisor/manager and will also introduce you to the 5 Value Dimensions as they pertain to your department.

- [Mandatory for All Employees](#)
- [Online Training Materials Link](#) (course should be facilitated by supervisor and/or manager)
- [DAP Core Course](#)

CPR

Learn life-saving skills and become ASHI certified in CPR and AED.

Defensive Driving

Learn the tools, tips & techniques to improving driving decisions and behaviors (online).

- [Mandatory for All Employees](#)

Effective Communications

The focus of this training is improving participant's communication skills. Topics include understanding the basic components of effective communications, active listening and feedback techniques, and understanding how the DiSC method can help improve communications in your workplace.

- [Mandatory for All Supervisors/Managers](#)
- [DAP Elective Course](#)

Encouraging & Motivating Employees

Keeping employees motivated is a vital part of any organization. Unfortunately, how to motivate people isn't always an easy answer. In this four-hour class, participants will explore the fundamentals of employee motivation, the psychology behind motivation, using goal-setting and recognition to motivate employees, and generational and situational differences that affect motivation.

- [DAP Elective Course](#)

Ethics/Empowerment

This online training will quickly and easily help you to determine how to make ethically sound decisions.

- [Mandatory for All Employees](#)
- [Online Ethics Training](#)
- [DAP Core Course](#)

Excel I

Basics: Hands-on training combined with video includes Navigating Excel 2010, Cell Basics, Columns/Rows & Cells, Formatting Cells, Saving Workbooks, Creating Formulas, Grouping & Freezing, and Printing. This class is general and not specific to current department Excel spreadsheets.

- [DAP Elective Course](#)

Excel II

Intermediate: Hands on training combined with video includes Creating Complex Formulas, Working with Basic Functions, Sorting Data, Outlining Data, Filtering Data, and Formatting Tables. This training is for employees that already have a basic knowledge of Excel.

- [DAP Elective Course](#)

Excel III

If Function & VLOOKUP Function: Hands-on training combined with videos includes What IF Analysis, Sumif, Averageif and VLOOK Up. This training is for employees who use Excel on a regular basis, and who are familiar with formulas. Self-guided study material is a required prerequisite.

- [DAP Elective Course](#)

Excel IV

Pivot Tables: Lots of hands-on training combined with videos with a focus on how to create Pivot Tables and Dashboards. Time permitting other topics will include ideas on how to have clean data for your Pivot Table with Text to Columns, Conditional Formatting (Duplicates), Data Validation, and the Trim Function.

- [DAP Elective Course](#)

Excel V

Nested, Structed References, Dynamic Arrays - Hands-on training combined with video includes Nested Formulas, Structured References and Introduction to Dynamic Formulas. This course is designed for those who currently create or manipulate formulas on a regular basis and who have a desire to learn more advanced formula concepts. Participants must have taken Excel III and self-guided study material is a required perquisite.

- [DAP Elective Course](#)

First Aid

Learn life-saving skills and become ASHI certified in Basic First Aid.

Hire the Best Hiring Process

Tips & techniques to help improve your chances of finding the right candidate when posting job vacancies. Topics include reviewing and modifying job descriptions, receiving applications, and conducting effective interviews.

- [Mandatory for All Supervisors/Managers](#)
- [DAP Core Course](#)

Leadership/Management Spectrum

This course will explore the complexities of leadership and management. Participants will learn to identify their own natural leadership and/or management strengths and weaknesses, learn the concept of Emotional Intelligence (EI), and learn to create a balanced leadership/management work environment.

- [Mandatory for All Supervisors/Managers](#)
- [DAP Core Course](#)

Leadership: Together We Soar

This course will explore 9 different “Personality Types” and how each type interacts with the others. Participants will learn how to inspire the best possible performance from their staff and coworkers. Topics will include: empowering yourself and others, consensus-building, and encouraging creativity and innovation.

- [DAP Elective Course](#)

Performance Evaluation Process

This online training explains how the County’s Performance Evaluation is based on the structure of the Strategic Plan, and how to complete the County’s latest Performance Evaluation form.

- [Mandatory for All Supervisors/Managers](#)
- [Online Performance Evaluation Training](#)
- [DAP Core Course](#)

Performance Measurements

Participants will learn how establishing the correct measures can improve efficiency & effectiveness in their work procedures. Topics include: understanding the different types of measures (i.e. input vs. output, leading vs. lagging, etc.), and how to establish relevant measures that produce meaningful data.

- [DAP Elective Course](#)

Purchase Card Workshop

This training explains the County policy for purchase cards. The training is to provide guidance and appropriate use of the cards.

Purchasing 101

Learn to properly navigate the County’s purchasing procedures.

- [DAP Core Course](#)

Public Speaking

Improve your public speaking skills in this 3-hour class.

- [DAP Elective Course](#)

Process Mapping

Process mapping is one of the first steps in process improvement. This course will teach participants how to successfully create a pictorial map of any work process and use that map to identify areas for improvement.

- [DAP Core Course](#)

Project Management 101

This is a great introductory training for any employee that is tasked with leading mid to large-scale projects. Some of the topics that will be discussed:

- Overview of a Project “Life-Cycle”
- Creating Project Charters to define the scope, expectations and results of a project
- The 5 steps that Process Groups must execute to successfully complete a project
- [DAP Elective Course](#)
- [Project Management Institute](#) (optional, external resource)

Retirement Seminar

Using the FRS to Plan for Your Retirement: seminar provides an overview of the FRS and retirement planning that is useful for any employee. Topics include:

- Free Planning Resources
- 6 Step Retirement Planning Process
- Explanations of the FRS Pension, DROP and Investment Plans

Retirement Seminar

Nearing Retirement in the FRS: seminar provides an overview of the FRS and retirement planning that is useful for employees that are within 5 years of retirement. Topics include:

- Setting Retirement Goals
- Understanding Sources of Income and Taxation Issues

Saylor Academy: Cust104 - Business Communications

This course is for DAP participants. Follow instructions for the login on the DAP Page.

- [Saylor.org](#)
- [DAP Core Course](#)

Specification Writing

This is a 2-hour class that explains the importance of well-prepared specifications when purchasing products or services for Pasco County. The class will explore the different types of specifications, basic writing principles, and proper format to outline specifications and the pitfalls of poor specifications. This is an interactive class that will benefit staff who purchases items for the County including but not limited to vehicles, computers, professional services, construction repairs, and more.

- [DAP Elective Course](#)

Sterling 101

The Sterling 101 class is an overview of the Sterling Management System and the 7 criteria that help make a high-performing organization. The class has been designed to help employees:

- Unravel the “mystery” of the Sterling Management framework
- Discover how using the model will help Pasco realize its vision of becoming a Premier County.
- Learn the role we all play in the “Sterling journey”
 - [Mandatory for All Supervisors/Managers](#)
 - [DAP Core Course](#)
 - [Florida Sterling Council](#) (optional, external resource)

Sterling 201 “Think Like an Examiner”

This is an intermediate-level course geared towards teaching participants how to improve various functions of their work unit by viewing & evaluating their work processes much like a Sterling Examiner would.

Participants must complete the Sterling 101 class before registering for the 201 class.

- [DAP Elective Course](#)
- [Florida Sterling Council](#) (optional, external resource)

Stress Management

Learn how to effectively deal with stress using various techniques.

- [DAP Elective Course](#)

Stormwater Required NPDES Permit Training

This is mandatory training for all Stormwater employees. These videos educate employees on the County’s National Pollutant Discharge Elimination System (NPDES) Permit.

- [NPDES Video training](#)

Time Management

Learn ways to improve organization and prioritization skills and learn effective techniques to gain control over time, thus leading to improved efficiency and effectiveness. This course includes a wide variety of theories, methods, and tools that participants can choose from for implementation in their workplace.

- [DAP Elective Course](#)

Training & Developing Your Team Members

Learn the various levels, opportunities, techniques, and tools to help develop your team members to their fullest potential.

- [Mandatory for All Supervisors/Managers](#)
- [DAP Core Course](#)

Workplace Diversity/Harassment Prevention

Learn practical skills that can be applied to enhance diversity and to prevent discrimination or harassment in the workplace.

- [Mandatory for All Employees](#)
- [Online Workplace Diversity/Harassment Prevention Training](#)
- [DAP Core Course](#)

Working Effectively in Teams

Participants will learn to improve team interaction and effectiveness in their business work groups. Topics include evaluating team member’s skills and interests, brainstorming, encouraging participation, building consensus, distributing workloads, and focusing on goals.

Online Training Resources

The following are various, online reference materials that employees may access at their convenience.

Health & Safety Meeting Topics

This series of meeting topics can assist in training your employees on various topics to keep your employees safe on the job.

- [Safety Meeting Topics](#)

HIPAA/Workers Comp/FMLA/ADA

This concise PowerPoint presentation will give supervisors and managers a good overview of these four regulations and how to correctly navigate them in the workplace.

- [PowerPoint](#)

How to Write Press Releases

Learn how to present a uniform press release and calendar announcement.

- [How to Write Press Releases](#)

Business Planning & Budget Preparation

A good Business Plan identifies the body of work required to address the priorities as defined in the Strategic Plan

- [Detailed information.](#)