

Clerk of Superior Court Training & Career Development Training Catalog



2010



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Clerk of Superior Court

Training is an essential component to your success in the Clerk of Superior Court. It creates a foundation which enables and prepares you for future performance in a rapidly changing work environment. As a deputy clerk, you are charged with the responsibility of performing assigned duties in a competent manner. In order to aid you in carrying out the standard's and mission of the Clerk, the training and career development team has created the 2010 Training Calendar.

The purpose of this training calendar is to provide standardized and innovative training and development for employees in the Clerk of Superior Court. Classes are available to all employees and have been structured to expand knowledge and skill. The objective of this calendar is to encourage employees to learn other facets of the clerk's office not closely related to their current line of work. These classes provide opportunities for growth and a new perspective of this organization.

The coursework presented in each class will offer employees essential resources for performing job duties and creates an environment of excellence and service. In addition to specialized training, inspiring and informational classes are offered to develop interpersonal skills vital to your success. The 2010 training calendar will inspire, train and lead you through a motivating experience.

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Interpersonal Skills and Development

Customer Connection (Countywide)

This course is structured based on the mandate of County Manager, Zachary Williams. This is an initiative to provide exemplary customer service training to all county employees. Serving the customer and taking care of their needs is our primary duty. This customer service training class will set the tone for an employee's job performance and creates an environment of customer service excellence.

March 16 9:00am – 11am

Communicating Effectively (Jeanine Robinson-Combe)

The manner in which employees communicate with each other and/or customers can make all the difference between efficiency and ineptitude, success and failure, making money or losing it. Avoid ineffective communication and increase business productivity. Learn communication habits that fuel anger and others that promote harmony.

February 18 9:00am – 1:00pm

Help, I Have an Irate Customer! (S. Kraft)

The focus of this course is to help employees deal with irate customers in a polite, friendly and positive manner. Technique is provided that enables the employee to reach a solution that best suits both the organization and the customer. Obtain strategies that effectively diffuse difficult customer situations. Learn how to not getting emotionally hooked with difficult or angry customers

April 1 10:00am – 11:30am

July 13 10:00am – 11:30am

Etiquette for Success (L. Robinson)

Does casual day really mean 'flip flops' or Bermuda shorts? Do you want to improve your sense of style and use it to your advantage in the work place? Consideration, respect and honesty are the foundation for business and personal success. Learn how to look your best, do your best and be your best. This course provides the essentials of etiquette with a stylish twist.

March 23 9:30am – 11:30am

August 19 9:30am – 11:30am

September 16 9:30am – 11:30am

Get Over It – Get Organized (L. Robinson)

A cluttered desk is a sign of poor organizational skills. Poor organizational skills show a lack of appreciation for the official documents of the Clerk's office. Learn the importance of work station integrity. Participants will also gain an understanding of the advantages to being an organized person in the workplace and differentiate between being need and organized.

March 3 9:00am – 11:00am
April 13 9:00am – 11:00am
June 23 9:00am – 11:00am
November 18 9:00am – 11:00am

Don't Plan to Be On Time (L. Robinson)

The cost of employee absences, planned and unplanned, is now more than TWICE the cost of healthcare, according to new research by Mercer, a global consulting and outsourcing firm. When employees arrive regularly late for work or call in sick, others have to pick up the slack. Morale plummets and productivity soon follows. Prevent chronic absenteeism and tardiness to drag down the organization's bottom line. Learn the best approach for delivering critical feedback with confidence, and how to get a commitment for change.

January 20 8:30am – 10:30 am
February 9 8:30am – 10:30 am
March 30 8:30am – 10:30 am
September 28 8:30am – 10:30 am

Time Management (S. Kraft)

Beat the dark cloud of procrastination with this informative time management course. Learn effective scheduling and prioritization that saves you time and reduces work overload. Become aware of how you use your time and learn strategies to improve. Reduce stress by learning tips for time management.

January 14 9:30am – 11:30am
April 14 9:30am – 11:30am
May 6 9:30am – 11:30am
September 22 9:30am – 11:30am

Team Skills

Fuel Your Team (Team building 101) (L .Robinson)

For teamwork to be successful, teams and individual team members need to have clear, shared goals; a sense of commitment and the ability to work together; mutual accountability; access to needed resources and skills; and other elements of effective teams. While successful teamwork can be rewarding in itself, teamwork should focus on meeting the performance standards and mandates of the Clerk's office. This course curriculum provides methods on building a strong, confident team and develops a positive team culture.

<i>April 15</i>	<i>9:30am – 12:00 noon</i>
<i>June 10</i>	<i>9:30am – 12:00 noon</i>
<i>August 11</i>	<i>9:30am – 12:00 noon</i>

Power Teaming (Team Building 201) (S. Kraft)

This is an advanced course structured to create strong effective teams that will produce exceptional performance. Learn how to balance individualism with teamwork. Practice ways to interact and work with each other, capitalizing on the strengths of each other and sharing abilities where they are needed. Hands on!

<i>May 20</i>	<i>9:00am – 11:00am</i>
<i>June 22</i>	<i>9:00am – 11:00am</i>
<i>September 15</i>	<i>9:00am – 11:00am</i>

Leadership Development

The Emerging Leader (S. Kraft) A leader is someone who helps others do and become more than they ever thought possible. Leadership is about unlocking potential, whether individual potential or that of an organization. Being an effective leader does not always require moving heaven and earth. Learn how to be effective in not only making the big decisions, but also in small, yet extremely powerful ways. Additionally, this will introduce to various leadership styles and help you understand and apply your personal leadership style.

<i>January 28</i>	<i>9:00am – 1:00pm</i>
<i>March 31</i>	<i>9:00am – 1:00pm</i>
<i>April 13</i>	<i>9:00am – 1:00pm</i>
<i>June 15</i>	<i>9:00am – 1:00pm</i>
<i>October 12</i>	<i>9:00am – 1:00pm</i>
<i>November 10</i>	<i>9:00am – 1:00pm</i>

Performance Appraisal & Evaluations (Training Team)

The performance appraisal process of the Clerk of Superior Court is an effective system of evaluating job performance, accurately outlining employees' responsibilities and contributions to an organization. It is structured with a view to identify weaknesses and strengths as well as opportunities for improvement and skills development. This process should never be viewed as a burden; it is a necessary component to the effectiveness of the Clerk's office.

<i>February 2</i>	<i>9:00am – 11:00am</i>
<i>February 24</i>	<i>9:00am – 11:00am</i>
<i>October 7</i>	<i>9:00am – 11:00am</i>

Critical Thinking (S. Kraft)

Learn how to use critical thinking skills to enhance your work productivity. Do you have new and creative ideas for updating current work methods? Do you think there is a more efficient way of completing tasks? If so, this is the class for you. This course curriculum will stimulate curiosity and promote divergence through creative and critical thinking.

<i>February 11</i>	<i>9:00am – 11:30am</i>
<i>May 12</i>	<i>9:00am – 11:30am</i>

Health and Well Being

How to Keep Sane During Change (L. Robinson)

Change management with respect to people is a structured approach to change in individuals, teams, organizations and societies. Change management only occurs through the collective action of the employees and management. However, leaders must have an understanding of the human side of change management — the alignment of a company's culture, values, people, and behaviors. Using the techniques offered in this course as a systematic, comprehensive framework, you'll understand what to expect, how to manage personal change, and how to engage the entire organization in the process.

<i>January 7</i>	<i>9:00am – 11:00am</i>	<i>2:00-4:00pm</i>
<i>January 14</i>	<i>9:00am – 11:00am</i>	<i>2:00-4:00pm</i>
<i>January 19</i>	<i>9:00am – 11:00am</i>	<i>2:00-4:00pm</i>
<i>February 10</i>	<i>9:00am – 11:00am</i>	<i>2:00-4:00pm</i>
<i>February 16</i>	<i>9:00am – 11:00am</i>	<i>2:00-4:00pm</i>
<i>February 23</i>	<i>9:00am – 11:00am</i>	<i>2:00-4:00pm</i>
<i>March 18</i>	<i>9:00am – 11:00am</i>	<i>2:00-4:00pm</i>
<i>May 18</i>	<i>9:00am – 11:00am</i>	<i>2:00-4:00pm</i>
<i>July 15</i>	<i>9:00am – 11:00am</i>	<i>2:00-4:00pm</i>
<i>October 21</i>	<i>9:00am – 11:00am</i>	<i>2:00-4:00pm</i>

Stress Management (S. Kraft)

When people feel stressed by something going on around them, a chemical reaction takes place. Chemicals released in the blood as a result of stress provide a body with energy and strength. This can be both a good or bad reaction depending on the type of catalyst. Managing this reaction is necessary to work productivity and mental health. This course outlines key factors in determining stress indicators at work and allows you to practice coping skills. (Maximum per class 10)

December 1	9:00am – 12:00noon	1:00-4:00pm
January 5	9:00am – 12:00noon	1:00-4:00pm
January 13	9:00am – 12:00noon	1:00-4:00pm
February 3	9:00am – 12:00noon	1:00-4:00pm
February 4	9:00am – 12:00noon	1:00-4:00pm
February 11	Afternoon Only	1:00-4:00pm
February 24	Afternoon Only	1:00-4:00pm
March 4	9:00am – 12:00noon	1:00-4:00pm
March 10	9:00am – 12:00noon	1:00-4:00pm
March 24	9:00am – 12:00noon	1:00-4:00pm
April 28	9:00am – 12:00noon	1:00-4:00pm
May 27	9:00am – 12:00noon	1:00-4:00pm

How Successful People Think (L. Robinson)

“You are what you think...” This age-old proverb is still true in today’s technologically driven society. Regardless of the number of computers and gadgets that exists, the number one computer that has the greatest effect upon you is located between your two ears – your brain! Learn how to think successful thoughts and become a successful person. Course curriculum based on the best selling book by author John Maxwell.

April 21	9:00am – 11:00am
May 25	9:00am – 11:00am
August 5	9:00am – 11:00am
September 2	9:00am – 11:00am
November 9	9:00am – 11:00am

Winning With Inner Strength (L. Robinson)

It takes more than traditional intelligence to be successful at work. It also takes 'emotional intelligence (EI),' the ability to restrain negative feelings such as anger and self-doubt, and instead focus on positive ones such as confidence. Whether you admit it or not, emotional intelligence contributes to your effectiveness at work. This course is about building better business relationships, teamwork, partnership, communication and leadership. Learn how to consistently excel in all these areas, succeed and grow.

July 27	9:00am – 12:00 noon
August 31	9:00am – 12:00 noon
September 9	9:00am – 12:00 noon
November 4	9:00am – 12:00 noon

Personal Budgeting & Finance (Stop living paycheck to paycheck!)

Personal debt is at an all time high which equates to stressful living. Don't lose hope. Our team of experts is ready to provide you with strategies to break the cycle of debt. This class will provide you with applicable methods of budgeting and saving. Space is limited – register today!

Hosted by Sean Marvel & Devaughn Jiles

January 12	9:00am – 11:00am	2:00-4:00pm
January 19	9:00am – 11:00am	2:00-4:00pm
January 21	9:00am – 11:00am	2:00-4:00pm
February 18	9:00am – 11:00am	2:00-4:00pm
March 9	9:00am – 11:00am	2:00-4:00pm
March 25	9:00am – 11:00am	2:00-4:00pm
April 22	9:00am – 11:00am	2:00-4:00pm
July 22	9:00am – 11:00am	2:00-4:00pm
October 14	9:00am – 11:00am	2:00-4:00pm

Diversity and Human Relations

Sensitivity Training (Training Bureau)

Discrimination - especially subtle discrimination and harassment - continues to thrive in our workplace. Everyday stereotypes and assumptions about our differences are the basis for most discrimination claims. This course focuses on issues relating to people with disabilities and creates a general awareness about persons with physical and mental disabilities.

October 5	9:00am – 11:00am
November 16	9:00am – 11:00am

Career Development and Appraisal

Where Am I Going? Personal Assessment & Career Indicators (L. Robinson)

The training & career development team is committed to the growth and success of all employees of the Clerk's office. This will be achieved through training courses as well as a structured Career Development program. Career Development takes the skills of an employee and applies them to continual learning, taking risks and finding ways to contribute to the organization.

<i>February 2</i>	<i>Afternoon only</i>	<i>1:00pm – 3:00pm</i>
<i>April 20</i>	<i>9:00am – 11:00am</i>	
<i>July 20</i>	<i>9:00am – 11:00am</i>	
<i>August 10</i>	<i>9:00am – 11:00am</i>	
<i>October 19</i>	<i>9:00am – 11:00am</i>	
<i>November 2</i>	<i>9:00am – 11:00am</i>	

How do I Get There? Career Planning (L. Robinson)

The career planning process is a balance between choice (your decision-making process), chance (unplanned opportunities and environmental conditions) and constraints (the limitations resulting from your circumstances). This class is designed for you to re-evaluate your professional aspirations and offer tips on how to achieve them. The ultimate goal of this course is to make a good fit between you and an occupation.

<i>February 9</i>	<i>9:00am – 11:00am</i>
<i>April 27</i>	<i>9:00am – 11:00am</i>
<i>July 27</i>	<i>9:00am – 11:00am</i>
<i>August 17</i>	<i>9:00am – 11:00am</i>
<i>October 26</i>	<i>9:00am – 11:00am</i>
<i>November 9</i>	<i>9:00am – 11:00am</i>

Information Technology

Microsoft Word (Beginner Level) (Training Bureau)

The participant will explore Word 2003, work with the Office assistant, use basic document skills and text editing, and check spelling and grammar. Participant will also work with document views and printing documents. Other skills taught will be formatting characters, paragraphs and documents; using styles; setting tabs; and indenting paragraphs; using numbering and bullets; working with headers and footers; and using section breaks.

<i>March 17</i>	<i>9:00am – 4:00pm</i>
<i>June 10</i>	<i>9:00am – 4:00pm</i>
<i>September 14</i>	<i>9:00am – 4:00pm</i>

Microsoft Outlook (Beginner Level) (Training Bureau)

Outlook 2003 will give the participant an overall familiarity to the Outlook E-Mail Program that we use. The topics covered will include: Working with Outlook; using the folder list; sending and receiving messages; replying and forwarding messages; attaching a file to a message; saving a file attachment and creating a signature.

<i>May 26</i>	<i>9:00am – 1:00pm</i>
<i>September 23</i>	<i>9:00am – 1:00pm</i>
<i>November 3</i>	<i>9:00am – 1:00pm</i>

Microsoft Excel (Beginner Level) (Training Bureau)

The participant will learn how to use basic workbook (spreadsheet skills: work with ranges; create simple formulas and how to copy and move data. The participant will also learn how to use the Office Assistant, setup pages and printing worksheets. Also taught in this course will be the basic skills needed to prepare worksheets for publication.

<i>April 29</i>	<i>9:00am – 4:00pm</i>
<i>July 14</i>	<i>9:00am – 4:00pm</i>
<i>October 6</i>	<i>9:00am – 4:00pm</i>

Microsoft Access (Beginner Level) (Training Bureau)

The participant will be introduced to the basic skills necessary for using and presenting data in Access 2003. These skills will include creating, working with and editing tables; finding, filtering and printing data; creating relationships between tables, using simple queries; modifying query results and analyzing tables. Also participant will be creating basic forms, reports and using the online help.

<i>January 25</i>	<i>9:00am – 4:00pm</i>
<i>October 13</i>	<i>9:00am – 4:00pm</i>

Human Resources

Back to Basics (Training Unit)

The employee orientation is a great way to learn more about the Clerk of Superior Court, the mission & values of our clerk and pertinent policies and procedures. Every employee of the Clerk's office is recommended to attend this training. Get a "Back to basics" refresher course and a tour of various agencies that relate to this office.

March 11 8:30am – 5:00pm
May 13 8:30am – 5:00pm
October 27 8:30am – 5:00pm

Employee Exchange

Fiscal Department

The Fiscal Department manages account and financial systems. Accounting and financial policies are developed & implemented periodically. This department also manages inter-office audits, trust registry and the north and south annexes.

Trust/Court Registry & Vault Processes *Devaughn Jiles & Rose Ubani*
Sources of Revenue & Cashiering *Sharlene Curate & Shirley White*

February 23 9:00am – 4:00pm

Real Estate Cluster

The Real Estate Cluster records all real & non real estate documents, manages the filing of real estate documents and maintains all books/indexes for real & non-real estate records.

Fiscal & Recording Overview *Sean Marvel & Renee Jackson*
Customer Service for Recording *Valerie Molton*
Intangible & Transfer Taxes *Sean Marvel*

February 16 9:00am – 4:00pm

Work Groups

The C.O.S.C. Groups are responsible for overseeing and keeping the Clerk's files, processing all incoming documents and on occasion assisting in court proceedings.

April 6, 7 and 8th (3 Days) 9:00am – 4:00pm