

Dakota County Training Bulletin

Public Sector and Community Agency Employees
September-December 2022

GENERAL	CLASS DATE	LOCATION	TIME
Foundations in Inclusion, Diversity, and Equity Work	21-Sep	zoom	10:00-noon
The Paradox of Solitude and Community	22-Sep	NSC 110C	10:00-noon
Dare to Lead™- BRAVING Trust	29-Sep	zoom	1:00-3:30
Basic First Aid	6-Oct	NSC 110C	8:30-11:00
Dare to Lead- How to Have Tough Conversations	6-Oct	zoom	1:30-3:30
Is Management for Me?	11-Oct	NSC 110C	8:30-noon
Navigating Challenging Conversations in Inclusion, Diversity, and Equity Work	13-Oct	zoom	1:00-3:00
Creating a Culture of Accountability	19-Oct	WSC L139	9:00-noon
Better Business Writing	26-Oct	zoom	9:00-noon
CPR for Healthcare Workers	27-Oct	NSC 110C	8:30-11:00
Reframing	1-Nov	zoom	1:00-2:00
Coaching and Feedback Skills for Lead Workers	9-Nov	NSC 110C	9:00-noon
Heart Saver CPR	10-Nov	WSC L139	8:30-noon
Problem Solving Paralysis	15-Nov	110 A & B	12:30-4:30
Process Improvement Tools and Approaches	16-Nov	zoom	9:00-11:30
Managing Bias in Hiring Processes	17-Nov	zoom	1:00-3:00
The Paradox of Ambiguity and Clarity	7-Dec	110A & B	2:00-4:00
Understanding the Impact of Microaggressions in the Workplace	14-Dec	zoom	1:00-3:00
The Art and Science of Self-Coaching	15-Dec	zoom	1:00-4:00
SUPERVISORS			
Fundamentals of Supervision	Tuesdays Starting 9/6	zoom	9:00-11:00

Cost for all classes: \$85

[Click HERE](#) to access the Public Employee registration page

In order to approve your requested training, please have your supervisor email learningcenter@co.dakota.mn.us stating they have your permission to attend since an \$85 charge will be billed to your organization.”

Classes are a mixture of in person and virtual. Please be sure to check location.

Click on the Building Title (below) for maps and directions

[Northern Service Center \(NSC\)](#)

1 W Mendota Road
West St Paul MN 55118

[Western Service Center \(WSC\)](#)

14955 Galaxie Avenue
Apple Valley MN 55124

[Administration Center \(ADC\)](#)

1590 Highway 55
Hastings MN 55033

****NOTE: Enrollees must withdraw at least 72 hours prior to the class to avoid being charged. Dakota County reserves the right to charge the cost of the class if an employee does not withdraw 72 hours prior to the class.**

COURSE DESCRIPTIONS

Foundations in Inclusion, Diversity, and Equity Work

This training is an introduction to core concepts around inclusion, diversity, and equity. Key topics include foundational terminology, understanding our own identities, and how to be an ally and advocate in IDE work.

The Paradox of Solitude and Community

Solitude and community operate like children on the opposite sides of a playground seesaw. We often seek one over the other but in reality, they push off of each other creating the kinetic energy of our lives. Reflection can happen in the quiet moments and yet life is in many ways a group project.

Outcomes/Objectives:

- Understand the relationship between one's solitary self and group identity
- Examine where one's sense of belonging is influenced by how a group gathers
- Learn how to leverage knowledge of self in relationship to others to strengthen relationships at work and in life

Dare to Lead™- BRAVING Trust

Trust is the foundation of all relationships. Brené Brown writes that without trust, there can be no meaningful connection between people. It is the glue that holds teams and entire organizations together, yet many of us struggle to build, maintain, and repair trust. In this fun and informative workshop, we will dig into what trust is, how it works, and how teams can use the BRAVING inventory to transform their trust levels.

Dare to Lead™- How to Have Tough Conversations at Work

Are there tough conversations that you have been avoiding? Are you looking for best practices about how to have tough conversations when working remotely or in a hybrid workplace? If so, this training is for you! In this training you will:

- Discover how to prepare for a tough conversation.
- Explore best practices of how to master the art of tough conversations.
- Design an action plan to put the skills into practice at your workplace.

Is Management for Me?

As an individual contributor, do you have what it takes and are you ready to take the leap into the role of a supervisor or a manager? The shift from being the star player of the team to the manager of the team requires significant change in both skill set and mindset: what you believe, value, and think all shifts! Yesterday you succeeded by getting the work done yourself. As a manager you succeed by getting the work done through others. New managers make a successful transition by learning new skills and new ways of measuring success – and that begins with a shift in thinking. A

management position is not just a step up the organization's ladder, but a jump to an entirely new ladder in terms of skills, motivations, perspectives, responsibilities, and impact to the organization. Through individual and small group activities and discussion, you will:

- Identify what it takes to be successful as a new manager and assess your own “mindset readiness”;
- Learn the thoughts and beliefs that will help you succeed in a formal leadership role;
- Put “thinking like a manager” into practice by exploring the essentials of 1-1 & team relationships, building trust, and establishing boundaries moving peer to boss.

Navigating Challenging IDE Conversations in the Work Environment

This training addresses one of the most significant and difficult aspects of inclusion, diversity and equity work – navigating challenging conversations. Along each of our individual learning paths, we will find ourselves in more situations that require self-reflection, careful listening, and thoughtful questions. Topics and skills addressed in this training include noticing and naming our own emotional responses, understanding intent and impact in our interactions across difference, and developing skills in giving and receiving feedback.

Creating a Culture of Accountability

A lack of accountability can be felt quickly by a team or an entire department. Whether you are a leader of others, or you lead yourself – being accountability is an important skill to harness in today's workplace. This session investigates how to hold oneself accountability while also holding others accountable in respectful and candid ways. As a result of this session, participants will be able to:

- Identify steps to build accountability amongst peers and teams
- Utilize a 5-step process to take away the awkwardness of difficult conversations
- Tap into the motivation needed to hold oneself accountable both personally and professionally

This will be an interactive workshop in which we will also utilize some pre-work sent ahead of time so that we can really roll up our sleeves and dig into this topic.

Better Business Writing

What do you think when you read a poorly-written email, newsletter, or document? Not great things, I imagine! Poor business writing skills not only reflect negatively on the writer and organization – it confuses the audience and hurts the organization's reputation. And, as you know, this can be costly. Understanding the steps of positive and effective communication, proposal writing (formal and informal) and clear, concise, and powerful communication are just a few of the ways you will learn how to improve your writing skills and produce professionally written business communications with confidence! This class will cover the 3-step formula for professional writing, how to organize for impact, effective use of email for communication and tips to improve readability.

Reframing

The ability to reframe a negative event can help individuals maintain a positive outlook even in times of adversity. In this session participants will practice reframing and learn how to mentor others to reframe. They will also learn how to avoid the pitfalls of reframing. This session is facilitated by Beth Payne who served as a U.S. diplomat from 1993 until 2016 at various US Embassies across the world. In 2016, Beth created the U.S. Department of State's Center of Excellence in Foreign Affairs Resilience, where she designed resilience tools and resources for foreign affairs professionals across the U.S. government.

Coaching and Feedback Skills for Lead Workers

Many organizations have identified “lead workers” who provide day-to-day direction and support for newer or less experienced colleagues. In this session, you will gain a better understanding of your responsibilities as a lead worker and develop confidence and competence to work more effectively with your colleagues to provide coaching and support.

This class provides foundational skills for aspiring supervisors and leaders. *Although you do not need to be in a formal lead worker position, many of the scenarios and activities focus on this type of role. However, these are foundational skills that anyone can benefit from.

Process Improvement Tools and Approaches

This training will introduce process improvement methodology, focusing on various tools and techniques to identify and reduce waste and to improve processes. Participants will leave with a better understanding of process improvement approaches, such as Six Sigma and Lean, as well as process improvement tools such as the SIPOC, Force Field analysis, and Fishbone Diagrams. This course is designed for staff interested in using tools and approaches to improve their work processes. There is no requirement to take the process improvement training prior to this course.

Managing Bias in the Hiring Processes

This training highlights the depth and breadth of our understanding of unconscious bias in our employee hiring. Bias can never be fully eliminated from our processes. However, learning to manage and interrupt bias are skills that we can learn that help remove barriers to access for underrepresented groups. Topics will focus on how to design and plan searches, common traps and pitfalls, and promising practices in managing bias.

The Paradox of Ambiguity and Clarity

It is human nature to desire clarity. Yet when we feel unclear it is in that moment that we potentially push ourselves toward greater answers which we wouldn't have chosen if we already had a defined path. Ambiguity can truly put us on a greater course toward clarity.

Outcomes/Objectives:

- Discover where ambiguity is challenging and shifting reality
- Uncover where clarity is blocking what is truly possible
- Learn where ambiguity is increasing efficiencies and where else it could have an impact

Understanding the Impact of Microaggressions in the Workplace

Microaggressions are everyday slights and indignities targeted towards marginalized individuals and groups. Although they happen at the micro-level (interpersonal interactions) they can have a macro impact that is cumulative over a lifetime. This training exposes participants to the concept of microaggressions and the impact that they have on workplace culture and climate.

The Art and Science of Self Coaching

Imagine if you could tap into your own wisdom to guide yourself through challenging moments, both professional and personal? It turns out you can, and the solutions you will come up with are most likely better than you would typically give yourself credit for. Key findings from the fields of neuroscience and positive psychology shed light on why this is so. In this workshop you will learn about the practice of self-coaching and you will learn several tools to increase your self-awareness, tap into your own wisdom, and be more mindful. These skills will aid in your professional life as well as your personal life.

As a result of taking this course, you will:

- Understand cognitive patterns
- Increase self-awareness
- Discover how to transcend limiting beliefs about yourself, and
- Learn to solve problems independently