

Dakota County Training Bulletin

Public Sector and Community Agency Employees

July-December 2020

General Classes	Date	Time	Location
How to Deliver Excellent Customer Service	July 14th	9:00-11:30	Zoom
Project Management	July 21, 28, Aug 4, 11	9:00-11:00	Zoom
Authentic Dialogue Series: Starting the Conversation	30-Jul	10:00-11:00	Zoom
Generations at Work	13-Aug	9:00-noon	Zoom
Authentic Dialogue Series: Let's Talk About Privilege	20-Aug	10:00-11:30	Zoom
Practicing Emotional Intelligence Through Chaos, Crisis and Change	26-Aug	9:00-11:30	Zoom
Motivation: Understanding What Make People Tick	9-Sep	1:00-4:00	Zoom
Authentic Dialogue Series: The Impact of Language	29-Sep	10:00-11:30	Zoom
The Electoral College and the Presidential Election	30-Sep	8:30-10:00	110A
Influencing Others	Oct 6th	1:00-4:00	WSC 139
Authentic Dialogue Series: Being an Ally	22-Oct	10:00-11:30	Zoom
Is Management for Me?	29-Oct	8:30-noon	Zoom
Teamability: Being an Effective Team Member	10-Nov	9:00-noon	Zoom
Coaching and Feedback for Lead Workers	17-Nov	1:00-4:30	WSC L 139
Authentic Dialogue Series: Implicit Biases	24-Nov	10:00-11:30	Zoom
Business Writing	Dec 3rd	8:30-noon	Zoom or L139
Authentic Dialogue Series: Where Do We Go from Here?	17-Dec	10:00-11:30	Zoom

Leadership/Management/Supervisor	Date	Time	Location
How to Keep Your Most Engaged Employees	23-Jul	9:00-Noon	Go To
Facilitating Employee Problem Solving	27-Oct	1:00-4:30	NSC 110 A & B
Building a High-Performance Team	8-Dec	8:30-noon	Zoom

Microsoft 365 Offerings	Date	Time	Location
MS Word: Creating ADA Accessible Documents	16-Jul	8:30-noon	Skype
One Note	29-Jul	8:30-noon	Skype
MS PowerPoint: Introduction (beginner)	5-Aug	1:00-4:00	Skype
MS Word: Powerful Formatting Techniques	25-Aug	8:30-noon	Skype
MS Excel-Introduction (beginner)	16-Sep	8:30-noon	Skype
Access	22-Sep	8:30-noon	Skype
MS Word: Templates and Forms	13-Oct	8:30-noon	Skype
MS Excel: Formulas and multiple sheets	21-Oct	8:30-noon	Skype
MS PowerPoint: Professional and Persuasive PowerPoint presentations	5-Nov	8:30-noon	Skype
MS Excel: Lists, Databases and Charts	19-Nov	8:30-noon	Skype
MS Word: reports, proposals and request for proposal documents	1-Dec	8:30-noon	Skype
MS Excel: Analyzing Data w/ Pivot tables, Formulas and Charts	10-Dec	8:30-noon	Skype
Outlook	16-Dec	8:30-noon	Skype

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.”

DUE TO COVID-19 All classes will be taking place virtually via an online platform such as Zoom, Skype or GoTo Meeting until it is safe for us to facilitate in person training with the exception of just a handful of classes that are subject to change.

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

How to Deliver Excellent Customer Service

Most customer service programs fail because the employees don't understand how to deliver excellent service. This session focuses on service through empowered, knowledgeable employees. In most cases, when customer service complaints escalate, they result in big losses and serious image problems for the organization. This can all be avoided with proper training. This session covers: individual responsibility, the "bucket theorem", organizational image, exact factors that contribute to poor and excellent service, a formula for dealing with difficult customers, the CPR technique, going the extra mile, speed of service, creating surprise and delight in the customer's mind.

Project Management

This series will provide participants an opportunity to learn and apply basic project management tools as well as the interpersonal side of project management. The course is hands-on, with participants working on projects from their own work environment. Participants will be asked to submit a very brief description of the project they plan to work on in class. This course is intended for small to medium projects that may be an individual endeavor or a small team. Participants must be looking at feasibility of a project, initiating a project in the next 6 months, or be in the beginning stages of a project. This class is not intended for projects that have been completed. The participants' materials are designed to be a reference guide as well as a workbook for participants to use back on the job. The four phases of project management are covered: The Definition Phase, the Detailed Planning Phase, the Working Phase and the Completion Phase. Included in the four phases: understanding the problem or opportunity, identifying roles, analyzing key stakeholders, task identification, time and cost estimating, Gantt chart, risk assessment, monitoring schedule, budget, quality, meetings, changes, and communication, and evaluation of project effectiveness.

Generations at Work

Today's workforce includes a mix of five generations and organizations are experiencing both success and challenges from the diversity this provides. Your ability to recognize generational differences, appreciate and promote the value of each group, and prevent and control conflict that can arise is critical to promote a productive workplace. In this half-day program, you will understand the sources of these differences, discuss the strengths and challenges each generation brings to the workplace, learn to "Gen Flex" and support those with varying goals and needs, and practice techniques to motivate and lead each group in order to get positive results.

Practicing Emotional Intelligence Through Chaos, Crisis and Change

In 2016, The World Economic Forum named Emotional Intelligence (EI) as one of the Top 10 Skills of 2020 in their Future of Jobs Report. Little did they know how accurate that prediction would be. In the last few months, we've encountered circumstances, conversations, decisions, and experiences that have demanded a great deal from us in a very short amount of time. In addition to needing knowledge and technical skills to navigate the changes, we've also needed Emotional Intelligence. Connection, communication, cooperation and collaboration are especially needed right now and they all require skills related to Emotional Intelligence. Teams need emotionally intelligent members now more than ever. If your Emotional Intelligence skills could use an update and bit of retooling, come to this session.

Motivation: Understanding What Make People Tick

Getting motivated and staying motivated can be hard. We fall into habits of focusing on shortcomings, failures, and what we should or shouldn't be and do. These habits rarely promote motivation in yourself or others. Let's get that turned

around by understanding the science of motivation and the ways to get ourselves and others focused, charged up, and moving forward.

1. Understand the Motivation Continuum.
2. Evaluate how thinking affects motivation.
3. Understand the connection of motivation and employee engagement.
4. Identify signs and causes of disengagement.
5. Learn tips for getting motivated and staying motivated.
6. Develop a motivation plan.

The Electoral College and the Presidential Election

The electoral college and not the popular vote ultimately selects the president of the United States. However, the electoral college is one of the most confusing institutions in American government and politics. This class examines why the constitutional framers created the electoral college, how it has performed, and the pros and cons of keeping or getting rid of it.

Influencing Others

Influence is defined as "the capacity to have an effect on the character, development, or behavior of someone." Whether you are preparing for a promotion, new to leadership, or an experienced manager, the ability to influence others and gain commitment is vital to your success. In this program, you will understand your role as an influencer, discuss the need for positive and persuasive messages, plan effective approaches for those with different communication styles, and practice techniques to effectively exert influence to achieve results.

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.

Teamability: Becoming an Effective Team Member

In this interactive session, participants will learn how to effectively engage with others in a team setting. Beginning with an informal assessment of their own individual behavior styles, they will explore how to bridge differences and modify their approach to successfully collaborate. Communication, conflict resolution, and problem solving are skills that will be addressed, all essential to becoming an effective collaborator.

Coaching and Feedback 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.

Business Writing

Is it frustrating and time consuming for you to begin writing a letter or memo? If so, would you like to reduce that frustration and time? Then this class is for you! Come prepared to learn how to write a clear, concise message that will get the results you want. With the goal to increase knowledge, skills and confidence in your ability to write effective business correspondence.

- Plan Messages Carefully
- Write With Clarity
- Present Ideas Positively
- Use Concrete Language
- Incorporate Proper Punctuation
- Build Effective Sentences and Paragraphs
- Format Documents Effectively
- Edit and Proofread Carefully

How To Keep Your Most Engaged Employees

How would it impact your time, focus, and productivity if your best employees decided to leave tomorrow? Today, the best and brightest workers are looking for organizations that know how to support and nurture highly engaged, fully committed workers. The reality is that most managers spend the majority of their time with their least engaged employees while their most productive people are left alone to do the bulk of the work losing their steam with each passing day. Engaged workers need managers who understand them and their unique needs. So, how do you stop your top performers from leaving? And more importantly, how do you support their desire to have an impassioned work life that has meaning and purpose? This interactive session will give leaders at all levels an actionable understanding of just how different the needs of highly engaged workers are.

Facilitating Employee Problem Solving

Every workplace needs employees to solve problems that get in the way of doing great work. In this manager/supervisor training session, we'll focus on brain science: what we know about the impact of mindset, how to encourage insights that lead to action, and the types and timing of questions that can move conversations with employees from drama to solutions.

Building a High-Performance Team (Supervisors)

In this highly interactive session, participants will engage in a series of experiential exercises designed to increase their ability to effectively assess and lead teams. Beginning with an exploration of what makes high performance teams exceptional, participants will learn to identify individual and group behaviors critical to team success. They will investigate the interaction patterns that create team success and learn how to facilitate to maximize performance as the group moves through predictable stages of development.

Authentic Dialogue Series

This Authentic Dialogue Series is designed to have open and honest conversations around Inclusion, Diversity and Equity topics. Each month there will be a focus area to drive the conversation. Conversation starters and articles will be sent out prior to the session to get you thinking. The conversation will be driven by participants and facilitated by Arnoldo

Curiel, Dakota County's Inclusion, Diversity and Equity Administrator. This will be a safe environment to be vulnerable and open, no matter where you are at in your journey. We invite anyone to join the forum to share your own thoughts and experiences, listen to others and learn from each other.

July: Starting the Conversation

Conversations around diversity and inclusion topics are hard. So where do we start? How do we engage in these conversations? How do we handle the discomfort or conflict they might bring?

August: Let's Talk About Privilege

White Privilege. Male Privilege. Social Privilege. Privilege describes benefits that belong to people and not others. You may have never thought about the privileges you've experienced or how the lack of privilege leads to oppression. So why does privilege have such an impact?

September: The Impact of Language

Language is powerful. It is how we communicate and can evoke the strongest of emotions. It can emerge in culture and evolves through time. But what impact does language have when we are talking about race?

October: Being an Ally

An 'ally' is someone who has privilege but chooses to stand for and with marginalized communities by taking tangible, ongoing actions to dismantle systems of oppression. So how do you show up as an Ally? What stops you from becoming an Ally? How can you take more steps to grow as an Ally?

November: Implicit Biases

You've heard the term, but what does it really mean? Implicit biases are attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious way. So what can we do about it? How do we short circuit our brain to help overcome these biases? What is the impact of not addressing biases?

December: Where Do We Go from Here?

In 1967, Dr. Martin Luther King Jr penned his final manuscript, "Where Do We Go From Here: Chaos or Community? He outlined his hopes to end global suffering and his dreams for the future of America. So where do we go from here... as individuals and as a community? What are your hopes and fears for the future? What impact can you have?

Microsoft Office 365

ACCESS FOR DATA DRIVEN TASKS

The objective of this course is to learn the features that will assist you in setting up a database and using basic features, including how to:

- Identify field and tables needs for a database
- Identify basic database terminology including relational database, primary keys, and foreign keys
- Work with a database window including opening objects and understanding the viewing options for objects
- Importing Excel and Text file data into an Access database
- Adding formal relationships between tables
- Design basic selection queries using comparison operators
- Design queries that calculate on a record by record basis
- Design queries with calculations including math and text calculations (parsing and concatenating)

- Design queries that group data together and calculate totals including sums, counts, averages, minimum, maximum, standard deviations, and variances
- Exporting the data to Excel or linking the data to Excel via Power Query (Get and Transform).

WORD: POWERFUL FORMATTING TECHNIQUES

The objective of this course is to learn the features that will enhance the formatting of Word documents, including how to:

Using Smart Tags for smart copy, cutting, and pasting.
 Using the Clipboard to hold up to 24 items for pasting.
 Using quick spell check and thesaurus options.
 Using Style Sets, Themes, Color Sets and Font Sets to quickly format a document.
 Create, edit, and format tables.
 Create and edit tab settings in a document.
 Create and edit indented text including bulleted and numbered text.
 Create and edit paragraph formatting.
 Add borders and shading to paragraphs or documents.
 Add page numbering.
 Add headers and footers.
 Add Quick Part entries.
 Saving documents in a PDF format.
 Converting documents saved in a PDF format to Microsoft Word.

WORD: REPORTS, PROPOSALS AND REQUESTS FOR PROPOSAL DOCUMENTS

The objective of this course is to learn the features that help you use timesaving features in Word, including how to:

- Guidelines for effective organization of reports, manuals, and proposals.
- Using Section Breaks to organize a document.
- Use styles to format your documents quickly.
- Edit styles.
- Create styles.
- Saving a custom Theme for reuse.
- Controlling numbering in a document with List Styles.
- Adding Headers and Footers to a multi section document including controlling the page numbering.
- Create a table of contents.
- Adding footnotes.
- Adding cross references.
- Adding data and charts from Excel without frustration.
- Add graphics and drawings to your documents.
- Using the Accessibility Checker to check for ADA accessibility.

WORD: TEMPLATES AND FORMS

Prerequisite: *The student must have mastered the topics presented in the Intermediate Word Class or equivalent.*

The objective of this course is to learn the features that help you set up and use templates in Word, including how to:

- Start a template.
- Start a template based on another template.
- Setup a backbone for your template using a table.
- Add text boxes .
- Format text boxes.
- Add list boxes.
- Format list boxes.

- Add check boxes.
- Format check boxes.
- Use cross references.
- Test the template.
- Protect the template.
- Add custom Quick Part entries to the template.
- Add a spell check feature to the template.
- Use content controls.
- Create links to content controls.
- Use Content Controls to mark spaces in a document to be completed

CREATING ADA ACCESSIBLE DOCUMENTS IN WORD

Prerequisite: *The student must have mastered the topics presented in the Intermediate Word Class or equivalent.*

The objective of this course is to learn the features that help you set up and create ADA accessible documents in Word, Excel and PowerPoint, including how to:

- Using style headings
- Using descriptive alternative text
- Using correct table settings
- Using proper color and font contrast ratios
- Using descriptive title
- Using the Accessibility Checker
- Converting the document using Acrobat Professional
- Tips for PowerPoint presentations saved as a PDF
- Tips for Excel workbooks saved as a PDF

EXCEL INTRODUCTION

The objective of this course is to learn the features that help you create a basic spreadsheet with elementary formulas, including how to:

- Identify the Excel window features
- Enter and edit text and numbers in a workbook
- Enter and edit simple formulas (addition, subtraction, multiplication, division, and summing)
- Insert and delete rows and columns
- Move and copy text, numbers, and formulas
- Format the appearance of a workbook
- Save, open and begin new workbook files
- Print and preview a workbook

EXCEL LISTS, DATABASES AND CHARTS

Prerequisite: *The student must have mastered the topics presented in the Introduction to Excel Class or equivalent.*

The objective of this course is to introduce you to several Excel features that will help you work more efficiently in your worksheets including

- Viewing large worksheet with the Zoom, Freeze Panes, Hide Rows/Columns, View Manager, and Split Screen features.
- Working with multiple files using the Window command and the Save Workspace feature.
- Displaying notes about cells in the worksheet using Cell Tips.
- Setting up a database (list) properly.
- Sorting and filtering information in a database.
- Assigning subtotals and grand totals automatically using the Subtotal feature.
- Using Excel's Table feature for maintaining tables.
- Basics of analyzing and performing calculations on a database using pivot tables.
- Using the Insert, chart command to create graphs (bar, line, pie, etc.) from worksheet data.

EXCEL FORMULAS AND MULTIPLE SHEETS

Prerequisite: *The student must have mastered the topics presented in the Intermediate Excel Class or equivalent.*

The objective of this course is to introduce you to several Excel features that will help you work more efficiently in your worksheets including:

- Assigning meaningful names to cell and ranges using the Insert, Name command and the Name Box.
- Using the Function Wizard to perform sophisticated calculations.
- Using common Functions to perform calculations, including math functions, statistical functions, conditional functions, date functions, financial functions, and lookup functions.
- Creating formulas for tables.
- Using Tools, Protection to prevent changes to data and window arrangement.
- Creating multiple sheet workbooks.
- Inserting and deleting sheets.
- Naming sheets.
- Working in the Group mode.
- Adding formulas to calculate across sheets.

EXCEL ANALYZING DATA WITH PIVOT TABLES, FORMULAS AND CHARTS

Prerequisite: *The student must have mastered the topics presented in the Excel Lists Databases and Charts course or equivalent.*

The objective of this course is to introduce you to several Excel features that will help you create and maintain periodic reporting workbooks connected to variable data such as data downloaded from Finance or other systems including:

- Linking data from other sources such as Excel Workbooks containing list-oriented data, .txt or .csv files, Access Databases, or SQL servers.
- Editing the link to data.
- Setting up the linked data as a table.
- Setting up the Data Model to link one table to another.
- Perform a basic query in the Power Pivot View.
- Performing calculations on the table including record by record calculations as well as summary calculations.
- Creating Pivot Tables linked to the imported data.
- Creating complex Pivot Tables with multiple row and column groupings.
- Creating “Show Values As” calculations.
- Grouping Rows or Columns.
- Adding filters.
- Adding Built in and Custom Calculations.
- Creating Pivot Charts.
- Using Slicers to quickly analyze data and set up “Dashboards”.

POWERPOINT INTRODUCTION

The objective of this course is to learn the features that will enhance the slides in your presentations and those features that will assist you during presentations, including how to:

- Start a presentation from scratch using a template.
- Use PowerPoint’s presentation views.
- Change color schemes and templates.
- Move around the presentation.
- Create an outline.
- Add and edit clipart.
- Copy data from Excel to PowerPoint.
- Create charts including line, pie, column and mixed charts.

- Edit charts including changing chart type, chart options, 3-D view, and chart formats.
- Use SmartArt in PowerPoint.
- Add headers and footers.
- Show the presentation.
- Print the presentation.
- Save the presentation as a PowerPoint Show.

POWERPOINTING PROFESSIONAL AND PERSUASIVE POWERPOINT PRESENTATIONS

The objective of this course is to learn the features that will enhance the slides in your presentations and those features that will assist you during presentations, including how to:

- Guidelines for the best presentations.
- Reusing slides from other presentations without the pain of copy and paste.
- Create and edit SmartArt.
- Animate SmartArt.
- Animate Text (bullet points) and Picture objects on slides.
- Add hyperlinks.
- Create drawings to create Info Graphics on slides including animation.
- Add sound and video.
- Adding narration to slides.
- Using slide show mouse techniques.
- Saving the presentation as a slide show.
- Adding timing to slides.
- Add Action Buttons to control the movement through slides.
- Create a Photo Album.
- Save the presentation as a video.
- Create sophisticated handouts by exporting to Word

MAKING OUTLOOK ORGANIZATION TOOLS WORK FOR YOU

The objective of this course is to learn the features that will help you use Microsoft Outlook 2013 to stay organized:

- Triage your Inbox.
- Use the reading pane.
- Using the Conversation feature to track multiple related messages.
- Use folders to store messages.
- Use rules to do some of your work for you and automatically mark, move, or forward messages.
- Using Quick Steps to keep your Inbox organized.
- Use flags to remind you.
- Use search folders to execute common searches.
- Use categories to organize items in your inbox, contacts, tasks, and calendar items.
- Create Teams meetings.
- Attend Teams meetings.
- Send IM messages via Teams.
- Use reminders.
- Create and use rules.

ONENOTE

The objective of this course is to learn the features that will help the student prepare basic notebooks in OneNote and share notebooks with other users. In order to accomplish this objective the student will be able to:

- Identify the OneNote screen components
- Navigate OneNote
- Create new notebooks, sections, and pages

- Add text notes
- Add pictures, links, screen shots, tables
- Add drawings
- Auto-link notes to Web pages and documents
- Check the spelling of a document
- Use Side Notes
- Add tags to notes
- Search OneNote
- Share OneNote notebooks with other Staff