Dakota County Training Schedule

Public Sector and Community Agency Employees

July-December 2024

TOPIC	CLASS DATE	TIME	LOCATION
Create Career Possibilities	24-Sep	10-noon	virtual
CPR For Healthcare workers	25-Sept	8:30-11:30	NSC 520
Customer Service Skills for Government Employees	2-Oct	1:00-4:00	virtual
Living with Intention: Cultivating a Balanced Life	8-Oct	9:30-11:30	virtual
Heart Saver CPR	10-Oct	8:30-11:00	NSC 520
The Achieving, Anxious Brain: Exploring when everything feels urgent and important	17-Oct	2:00-3:00	virtual
Happiness is Your Superpower	31-Oct	9-11:30	Dakota Lodge
Leading Through and With Change	7-Nov	1:30-4:00	Kaposia Library
Conflict Capable	12-Nov	1:00-4:00	110 A & B
Leading Effective Meetings	20-Nov	8:30-noon	virtual
Trust at Work: How to Build Mend and Maintain It	11-Dec	2:30-4:00	virtual
The Multi-Generational Workplace	17-Dec	1:30-3:30	virtual
FOR SUPERVISORS			
Ready Set Lead (4 Sessions)	9/26, 10/24, 11/7, 12/5	8:30-noon	ER Training Room- ADC

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.

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

COURSE DESCRIPTIONS

Create Career Possibilities

Reflect on your professional experiences and pan future career development. Understand your career needs and tangible tools to take forward action.

- Engage in structured reflection activities to identify motivators, energy-drivers, and strengths in your career history.
- Use the design-thinking process to identify needs, new interests, areas for growth and possibilities for future experiences.
- Create an action plan for small action steps to test assumptions and move forward with increased confidence.

Customer Service Skills for Government Employees

If you work in public sector service, this course is a great way to recharge your batteries. Not only will you be reminded of the important role you play helping the public, but you'll also learn powerful ways to gain control during challenging service situations. This course will teach tips and techniques to proactively resolve citizen/customer concerns. What you will learn: Strategies to combat difficult customers What makes serving the public different from all other kinds of service work? 10 value-building ideas that impact service Emotional management skills to help serve customers more effectively Tools to develop trust-building responses Your driver/motivations for serving.

Living with Intention: Cultivating a Balanced Life with Marnie Dachis Marmet

This session is designed to empower participants in various aspects of their lives, fostering a holistic approach to personal growth and fulfillment. Through a structured approach encompassing goal-setting, self-care practices, and mindset development, attendees will embark on a transformative journey towards living with intention and balance.

1. **Goal-Setting:** Participants will be guided through a goal-setting exercise, encompassing diverse life domains such as work, relationships, health, and personal growth. By clarifying values and setting actionable goals, individuals will gain invaluable insights to steer their decisions and actions effectively.

2. **Self-Care:** Emphasizing the significance of self-care, this segment will delve into practical strategies for setting boundaries, managing work-life balance, and nurturing overall well-being. Attendees will explore techniques to cultivate resilience and promote emotional wellness in their daily lives.

3. **Mindset:** Through an exploration of intuitive decision-making, participants will learn to tune into their inner wisdom when navigating various life choices. From dietary preferences to career decisions, this segment will empower individuals to harness the power of mindset in shaping their desired outcomes.

The Achieving, Anxious Brain: Exploring when everything feels urgent and important

For achievers, there is a near-constant focus on outcomes, advancement, promotion, development, progression, and improvement. This session explores the impact of that attention on how we perceive and experience the world, looking specifically at the physiology of stress and what's happening when everything feels urgent and important, all the time. Join us, and mental health educator and former lawyer, Kara Hardin, to look at how we make sense for feeling so overwhelmed, and to learn tools and strategies to help.

Happiness is your Superpower

In this engaging session you will learn about the true essence of happiness and how to cultivate it within yourself even during challenging circumstances. Participants will learn about the fundamental of happiness, how happiness is the inverse of burnout, and be introduce to The Happiness Practice ™(THP) a life transforming behavioral health solution that measurably improves well-being and performance and be equipped with the 30-Day Happiness Practice that you can begin immediate and use it with the people you serve/your clients. Participates will:

1. Understand the 3 waves of change
2. Learn the fundamentals of authentic happiness
3. Explore the relationship between happiness & burnout
4. Be equipped with a 30-day Happiness Practice

Leading Through and With Change

Change is inevitable and as times change, so does leadership. So how do you shift the paradigm from surviving change to striving amidst change? Dr. Verna unique and innovative approach to change motivates you to sustain your passion in work and life; and inspire you to use your personal power to create change that will positively influence productivity and morale. Dr. Price will help you understand the power of people in your life while giving you strategies to effectively sustain your passion in work and life! Dr. Price will also share inspiring and time-tested secrets on how to change your life, think critically about your power to influence, create change, and lead in your own life and in the world.

Leading Effective Meetings

Today's work environment demands leaders and individual contributors be more adept when meeting than ever before. Whether meeting in an online platform, face to face, or in a hybrid environment, the challenges of getting agenda items across the finish line in meetings are significant. This session teaches specific skills that assist in facilitating effective meetings with high levels of engagement and participation. From developing effective agendas to managing turns and stimulating engagement, the skills you will take away from this session will help you facilitate more effective meetings regardless of whether the attendees are in person, participating remotely, or some of each.

Participants will learn how to:

- stimulate participation from all participants in the conversation,
- effectively manage the flow of discussion in face to face, virtual, and hybrid environments,
- listen effectively when there are multiple demands on your attention, and
- manage the technology challenges that are inherent when meeting in virtual and hybrid environments.

Trust at Work - How to Build, Mend, & Maintain It

How are your trust levels at work? Is there a colleague with whom you would like to build a higher level of trust? Trust is the foundation of all relationships and it is the glue that holds teams together. It doesn't matter how talented your team is, they will never reach their full potential without trust. In this fun and informative training, you will: 1. Explore trust – what it is and why it matters at work. 2. Learn specific strategies to build, mend, and maintain trust in the workplace. 3. Design an individualized Action Plan to apply the trust skills in your workplace. This training is designed for anyone interested in improving their skills at building, mending, and maintaining trust. It is also helpful for managers, supervisors and professionals who support others in the workplace

The Multi-Generational Workplace

From how they view work and leadership to how they communicate and use technology, the four generations in today's workplace each bring a unique set of values and experiences. Understanding the sources of these differences and finding commonalities help build the foundations of trust in working relationships, especially across generations. This course focuses on the characteristics of the generations and how to work more effectively together. Participants will leave with strategies and tools they can put into use in their very next inter-generational interaction.