

PBJC Training and Organizational Development

Updated December 5, 2017



Leading People

Recommended for current AND aspiring supervisors

(49 contact hours)

Core Courses (12)

- Avoiding Legal Landmines
- Coaching for Success
- Customer Service Essentials
- Delegating Authority
- Essential Leadership Skills*
- Giving and Receiving Feedback*
- Merit System Rules and Regulations
- Motivation in the Workplace
- The Reality of Conflict*
- The Supervisor's Job*
- Understanding Change
- Workplace Harassment*

Elective Courses (2)

- Creating a Respectful Workplace
- Disability Awareness \$
- Leadership Roundtable
- Listening for Understanding
- Resolving Customer Service Challenges

Leading Processes

Recommended for current supervisors

(46 contact hours)

Core Courses (11)

- Creative Problem Solving
- Critical Thinking
- Developing your Team's Culture
- Doing More with Less
- Effective Meetings
- The Law and You – A Supervisor's Journey
- Making Ethical Decisions
- Performance Management and Appraisals
- Project Management Fundamentals
- Strategic Planning Fundamentals
- Training Your Team

Elective Courses (2)

- Leadership Roundtable
- Merit System Rules and Regulations
- Social Media Benefits and Landmines

Professional Development

Recommended for all employees

(49 contact hours)

Core Courses (8)

- Business Writing
- Employee Engagement
- Networking for Professionals &
- Personal Branding @
- Power of Professionalism
- Public Speaking &
- Stress Management
- Time Management

Elective Courses (2)

- Leadership Roundtable
- Personal Financial Literacy
- Social Media Fundamentals

\$ = 6 hour session

& = 7 hour session over two days

@ = 11 hour session over two days

* = required for Fire Lieutenants

Technical Development

*Recommended for those using
computers daily*

The Technical Development Certificate is currently undergoing program enhancements. **Minimal courses will be offered for the first quarter of 2018.**

Thank you for your patience as we improve our products and services to provide you with the best possible training experience.



Important Information for ALL PBJC Training and Organizational Development Courses

- You can register for all courses online at www.pbjcal.org/training, and you can begin any program at any time with any course.
- Most all courses, unless noted, begin at 8:30am and end at 12:00noon.
- Merit System Rules and Regulations can be completed one time and applied towards Leading People AND Leading Processes.
- Leadership Roundtable courses are different EVERY time. You must complete multiple sessions to apply towards multiple programs.
- ***NO-SHOW Policy: Being a no-show for 2+ training sessions may result in a suspended training account and removal from all future sessions.***