

PBJC Training and Organizational Development

Updated March 1, 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
- Merit System Orientation #
- Personal Financial Literacy
- Social Media Fundamentals

& = 7 hour session over two days

@ = 11 hour session over two days

= coming in 2017

* = required for Fire Lieutenants

Technical Development

“Fundamental Skills”

Recommended for new PC users

(52 contact hours)

Core Courses (6)

- Computers Made Simple
- Excel Fundamentals &
- Keyboarding Fundamentals &
- Navigating the Internet
- Outlook Fundamentals
- Word Fundamentals &

Elective Courses (3)

- Access Fundamentals &
- Excel Intermediate &
- Mail Merge
- Outlook Intermediate
- PowerPoint Fundamentals &
- Social Media Fundamentals
- Word Intermediate &



Technical Development

“Office Professional”

Recommended for frequent PC users

(52 contact hours)

Core Courses (6)

- Access Fundamentals &
- Excel Intermediate &
- Mail Merge
- Outlook Intermediate
- PowerPoint Fundamentals &
- Word Intermediate &

Elective Courses (3)

- Access Intermediate &
- PowerPoint Intermediate &
- Publisher Fundamentals &
- Social Media Fundamentals

& = 7 hour session over two days

Important Information for PBJC Training and Organizational Development Courses

- The next PBJC Graduation Celebration event will be on July 21, 2017 at Boutwell Auditorium. **ALL classes must be completed by June 16, 2017** in order to qualify for this year’s event.
- You can register for all courses online at www.pbical.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 and Social Media Fundamentals courses can be completed one time and applied towards multiple certificates.
- 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.