



**COUNTY OF SAN MATEO**  
 HUMAN RESOURCES DEPARTMENT  
 Learning & Development Division

# FY 2023-24

## Live, Instructor-Led Training Program



**50+ Live Titles**  
**14 subjects**

### *Live, Instructor-Led Training, delivered in multiple formats*

Elevate your learning journey with Virtual Instructor-Led Trainings. Join from anywhere, break down barriers, and engage in real-time with expert instructors and fellow learners. Experience the perfect blend of flexibility and structured guidance across our 50+ diverse courses, empowering you to unlock your full potential in education and professional development. This program is your ticket to a dynamic and interactive learning experience!



### **Subjects**

- Business Writing
- Career Development
- Change Management
- Communication
- Conflict Management
- Customer Service
- Employee Engagement
- Leadership Skills
- Meeting Management
- Microsoft Office Suite
- Presentation Skills
- Productivity Skills
- Self-Care
- Team Development & Collaboration

## **Register with ease!**

- 1. Sign up for your class and have your supervisor approve it (if necessary)**
- 2. Contact your **Training Coordinator****
- 3. Request your Training Coordinator to send your request to **Rose San Juan** ([rsanjuan@smcgov.org](mailto:rsanjuan@smcgov.org))**

# FY 2023-2024 Schedule

[View Course Descriptions at by clicking here.](#)

## Business Writing

Title	Date	Time	Fee
Editing and Proofreading	October 5, 2023 March 5, 2024	9-11:30am	\$80
Grammar / Punctuation Refresher	October 10, 2023 March 19, 2024	9-11:30am	\$80
Proofreading for Greater Accuracy and Clarity	October 26, 2023 April 10, 2024	9-11:30am	\$80
Writing for the Workplace	November 7, 2023 May 29, 2024	9-11:30am	\$80

## Career Development

Title	Date	Time	Fee
Career Fitness 101	October 17, 2023 March 7, 2024	10:00am-noon	\$75
Developing a Growth Mindset	March 13, 2024	10:00am-11:30am	\$40
Discovering Your Strengths and Putting Them to Work	October 24, 2023 March 13, 2024	10am-noon	\$75
Managing Up	December 6, 2023 May 30, 2024	9:00am-noon	\$140
*My Career Vision	January 24, 2024 June 12, 2024	8:30am-12:30pm	\$175

## Change Management

Title	Title	Time	Fee
Manager's Role in Leading Change	November 1, 2023 April 25, 2024	10:00am-noon	\$75
Navigating the Constant of Chaos and Change	February 6, 2024	9:00am-noon	\$140

## Communication

Title	Date	Time	Fee
*Appreciative Listening and Asking Questions	November 9, 2023 April 16, 2024	9am-11:00am	\$100
*Communicating Across Borders	October 25, 2023 February 7, 2024	9-11am-noon	\$210
*Effective Communication Skills	October 31, 2023 April 4, 2024	8:30am-noon	\$145
Emotional Intelligence: The Key to Success in Today's Workplace	October 10, 2023 March 6, 2024	9am-noon	\$125

## Conflict Management

Title	Date	Time	Fee
Resolving Interpersonal Conflicts	January 23, 2024 June 4, 2024	9:00am-noon	\$115
Turning Debate to Dialogue	November 2, 2023 April 9, 2024	9:00am-11:00am	\$115
Using Emotional Intelligence to Manage Workplace Challenges and Conflicts	November 14, 2023 February 22, 2024	9:00am-noon	\$125

## Customer Service

Title	Date	Time	Fee
CARE Approach to Customer Service	January 11, 2024 May 14, 2024	9:00am-11:30am	\$80
Delivering Customer Service in Writing	December 5, 2023 May 1, 2024	9:00am-11:30am	\$70
Providing Positive Customer Service in the Public Sector	November 9, 2023 March 20, 2024	9:00am-11:00am	\$80
*Working in Service of Customers	January 25, 2024 June 13, 2024	8:30am-12:30pm	\$175

\* In-person training session will be held at County Center, Redwood City, CA



# FY 2023-2024 Schedule

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## Employee Engagement

Date	Date	Time	Fee
Engagement, Productivity, and Workplace Happiness	March 5, 2024	9:00am-noon	\$140
Making Great Days at Work	January 11, 2024 June 6, 2024	10:00am-11am	\$25

## Leadership Skills

Date	Title	Time	Fee
*Leadership Essentials	January 31, 2024 May 15, 2024	8:30am-noon	\$120
Mindful Leadership	November 8, 2023 April 30, 2024	10:00am-noon	\$75
*Navigating Loneliness for Middle Managers	January 23, 2024 May 22, 2024	9:00am-noon	\$210
*Supervision/ Management 101 (Introduction to Supervision)	November 28, 2023 April 10, 2024	9:00am-4:30pm	\$270

## Meeting Management

Title	Date	Time	Fee
Driving Engagement & Trust in Virtual Meetings	November 28, 2023 April 30, 2024	9:00am-11:00am	\$120
Effective and Engaging Meetings	October 18, 2023 March 12, 2024	9:00am-noon	\$125
*Making Meetings Work: Facilitation Skills	November 14, 2023 April 24, 2024	9:00am-4:30pm	\$330

## Microsoft Office Suite

Title	Title	Time	Fee
Excel Introduction	October 4 & 5, 2023 February 13 & 14, 2024	9:00am-11:30am	\$120
Excel Intermediate	October 24 & 25, 2023 March 26 & 27, 2024	9:00am-11:30am	\$120
Excel Advanced	November 8 & 9, 2023 April 16 & 17, 2024	9:00am-11:30am	\$120
Excel Calculations	November 29 & 30, 2023 May 1 & 2, 2024	9:00am-11:30am	\$120
Outlook	February 21, 2024	9:00am-11:30am	\$60
PowerPoint Introduction	December 5, 2023 May 16, 2024	9:00am-11:30am	\$60
Word Introduction	November 15 & 16, 2023 March 19 & 20, 2024	9:00am-11:30am	\$120
Word Intermediate	April 23 & 24, 2024	9:00am-11:30am	\$120
Word Advanced	May 7 & 8, 2024	9:00am-11:30am	\$120

## Presentation Skills

Date	Title	Time	Fee
*Developing Improvisational Confidence: How to Think, Speak, and Act in the Moment	November 7, 2023 May 8, 2024	9:00am-noon	\$135
*Enhancing Your Executive Presence	January 18, 2024 June 5, 2024	9am-noon	\$135
Presenting Virtually	November 14 & 15, 2023 April 2 & 3, 2024	10am-noon	\$180
*Speak with Confidence	October 24, 2023 March 27, 2024	9:00am-4:30pm	\$360

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# FY 2023-2024 Schedule

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## Productivity Skills

Date	Title	Time	Fee
Happy People, Happy Teams	March 12, 2024	9:00am-noon	\$140
Project Management for Non-Project Managers	January 24, 2024 June 5, 2024	9-11:30am	\$80

## Self-Care

Date	Title	Time	Fee
An Introduction to Stress Management	November 20, 2023 April 3, 2024	9:00am-10:00am	\$35

## Team Development & Collaboration

Date	Title	Time	Fees
Building Accountability Into Your Teams	November 16, 2023 May 2, 2024	10:00am-noon	\$75
Crafting Team Culture	April 2, 2024	9:00am-noon	\$140
Using Relationships to Develop Responsive Public Programs	January 18, 2024 April 23, 2024	9:00am-11:00am	\$70
Working Across Teams: Divisions, Departments, and Other Agencies	January 25, 2024 June 6, 2024	9:00am-noon	\$125

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