

Lake County Board of County Commissioners 2008-2009 Training Plan

I. INTRODUCTION

The Office of Employee Services and Quality Improvement is committed to advancing the goals promulgated by the Board of County Commissioners through the administration of a comprehensive employee and supervisor training and development program, named Lake County BCC University.

The target population of the training program includes all employees from the Lake County Board of County Commissioners (LCBCC), with limited participation of employees from agencies who participate in the LCBCC benefits and/or risk programs (e.g., Clerk of Courts, Metropolitan Planning Organization, Property Appraiser, Supervisor of Elections, and Water Authority offices).

II. TRAINING PROGRAMS FOR 2008-2009

The program scope for 2008-2009 includes required trainings as well as optional training opportunities. Required trainings will mandate that 100% of the population will complete the class.

Additional information on course offerings may be accessed through the Lake County BCC University on-line training catalog. Registration for all of these classes may be accessed through the Lake County on-line training calendar.

The Training Plan may be updated throughout the year as organizational needs or priorities change.

Program #1: New Employee Orientation

New Employee Orientation will be offered to new hires as follows:

- An introductory session (1-2 hours) will be provided on the first day of employment, typically each Monday. Basic information will be covered, including an overview of benefit plans and frequently asked questions about LCBCC.
- A full day orientation session will be conducted monthly for all employees who have been hired during the previous month. The

session will include an introduction to Lake County's vision, values, and mission, harassment prevention, worker's compensation, maintaining a drug-free workplace, diversity and violence in the workplace, and FOCUS training (Fulfilling Our Customers through Unbeatable Service).

Program #2: Quarterly Employee Development Offerings

Optional trainings will be offered to all employees as follows:

- Quarter 1: Drug-Free Workplace
- Quarter 2: Effective Communication and Public Speaking Workshop
- Quarter 3: Worker's Compensation and Property & Liability
- Quarter 4: FOCUS Business Communication

Program #3: Quarterly Supervisory/Leadership Development Offerings

Quarterly training will be required for supervisory personnel as follows:

- Quarter 1: Effective Evaluations
- Quarter 2: Family/Medical Leave Act (FMLA) Workshop
- Quarter 3: Corrective Action Essentials
- Quarter 4: Harassment Prevention for Supervisors

Program #4: LCBCC Intranet/Internet-based Training Programs

Optional trainings will be offered to all employees/new hire employees as follows:

- Pre-New Employee Orientation - pertinent information about what to expect on the first day of employment, as well as some general information about employment with the LCBCC (target date 3rd Quarter)
- On-line reference page for computer training/resources (target date 2nd Quarter)

- Additional trainings as developed, i.e. Harassment Refresher, Diversity Refresher, etc. (target date 4th Quarter, if applicable)

Program #5: Other Training Programs

- Supervisor Orientation Training – offered during the 3rd Quarter to new supervisors (consists of the Supervisor Core Series e.g. Corrective Action Essentials, Legal Perils – 8 Management Pitfalls to Avoid, Effective Evaluations, FMLA Workshop, etc.)
- FOCUS on Process Improvement Training – offered to Process Improvement Ambassadors during the 1st Quarter
- Technology Trainings – offered quarterly as follows: Word – Level 1; Word – Level 2; Excel – Level 1; Excel – Level 2; Outlook – Tools and Tips
- Custom Team Trainings – offered as requested to teams to improve functioning in work groups (includes A Well-Oiled Team training segment)
- Spice Series Trainings – offered as requested for team meetings on various business, wellness and safety topics
- Wellness and Benefits/Retirement Training Programs – offered through the Office of Employee Services and Quality Improvement

III. IMPLEMENTATION AND TIMELINE

Training Programs	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sep.
Corrective Action Essentials							X	X				
Drug-Free Workplace			X									
Effective Communication and Public Speaking Workshop						X						
Effective Evaluations	X	X										
FMLA Workshop					X							
FOCUS Business Communication											X	
FOCUS on Process Improvement	X											
Harassment Prevention for Supervisors										X	X	
New Employee Orientation	X	X	X	X	X	X	X	X	X	X	X	X
Supervisor Orientation									X			
Worker's Compensation and Property & Liability								X				
Continual Programs												
Customized Team Training		X	X									
On-Line Training – i.e. pre-NEO												X
Spice Trainings												
Technology Training					X			X				X

**IV. PROPOSED TRAINING HOURS TO BE OFFERED FOR FY 2008-2009
(excludes New Employee Orientation)**

Course Name	# People	Class Length	Hours
Business Communication	20	1.5	30
Corrective Action Essentials	160	2.5	400
Customized Team Training	18	0.5	9
Drug-Free Workplace	12	2.0	24
Effective Communication & Public Speaking	12	2.0	24
Effective Evaluations	160	2.0	320
FMLA Workshop	200	2.0	400
FOCUS on Process Improvement	50	8.0	400
Harassment Prevention for Supervisors	200	0.5	100
Supervisor Orientation	5	4.0	20
Technology Training (Outlook Tips & Tools)	18	.5	9
Technology Training (Word & Excel)	45	1.0	45
Workers Compensation and Property & Liability	12	2.0	24
TOTALS	902		1805

V. EVALUATION PLAN

Programs are routinely evaluated by the participants at the end of each session. Trainee feedback is used to make modifications to training course presentation style, materials and content to maximize the effectiveness of the program.

Overall inclusion of a program for future years is based on needs assessment as well as continual assessment of the organizational impact of the program.

VI. APPROVAL



Cindy Hall
County Manager
Lake County