



Lake County Board of County Commissioners  
Department of Employee Services  
Final Training Plan 2009-2010

**I. INTRODUCTION**

The Department of Employee Services 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 Lake County Board of County Commissioners (LCBCC) employees, 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**

The program scope for 2009-2010 includes required training programs as well as optional training opportunities. Required training programs will mandate that 100% of the target population complete the program.

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.

**A. New Employee Orientation (required)**

- 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.
- 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, diversity, harassment prevention, workers' compensation, maintaining a drug free workplace, workplace violence, and FOCUS training (Fulfilling Our Customers through Unbeatable Service).

## B. Employee Development Programs

Required training programs to be offered to all non-supervisory employees:

- Diversity, Harassment Prevention, Workplace Violence, and Drug Free Workplace Refresher

All employees (supervisors and non-supervisors) were trained in the subject areas of Diversity, Harassment Prevention, and Workplace Violence during fiscal years 2005 through 2007. New employees since that time have been trained on these three areas during New Employee Orientation.

Parameters:

- This classroom/multi-topic refresher will be required of all employees, excluding firefighters/lieutenants/chiefs and supervisory personnel. (Supervisory personnel will be presented a customized supervisor version of this program. Discussed in section C of this document.)
- The session will be approximately 2 to 2½ hours, and cover all 4 topics.
- Firefighters will fulfill the completion of this mandatory training requirement through Public Safety/Fire Rescue's online training program.
- Video/internet based pilot program will be carefully considered. If deemed appropriate and effective, will be offered late summer 2010.

\*\*\* See appendix for plan to get all employees through refresher program.

Optional training programs offered to all employees (supervisory or not):

- Workers' Compensation and Property & Liability Overview
- Effective Communication and Public Speaking Workshop
- Computer Software (e.g., Outlook, Word, Excel and Power Point)
- FOCUS Business Communication

## C. Supervisory/Leadership Development Programs

Required training programs to be offered to all supervisory employees:

- Refresher for Diversity, Harassment Prevention, Workplace Violence, and Drug Free Workplace

All employees (including supervisors) were trained in the subject areas of Diversity, Harassment Prevention, and Workplace Violence during fiscal years 2005 through 2007. New employees since that time, including newly

hired supervisors, have been trained on these three areas during New Employee Orientation.

Parameters:

- All supervisors were required to complete a Harassment refresher in September of 2009. Given the 2009 refresher, the subject of harassment will be minimal during this multi-topic training program.
- CDL supervisors completed Drug Free Workplace training in April – July of 2007. Some non-CDL supervisors also completed the program as an elective.
- Fire Chiefs and Lieutenants will fulfill the completion of this mandatory training requirement through Public Safety/Fire Rescue's online training program.

\*\*\* See appendix for plan to get all supervisors through refresher program.

- Coaching and Counseling – (completes the four-part management series)

*Other three parts of four-part series:*

- 1) *Legal Peril: 8 Management Pitfalls to Avoid (Nov. 2007-May 2008)*
- 2) *Effective Evaluations (Sept. 2008-Nov. 2008)*
- 3) *Corrective Action Essentials (May 2009-June 2009)*
- 4) *Coaching & Counseling - TBA*

Optional training programs to be offered to all supervisory employees:

- Supervising Successfully (required for new supervisors, optional for all other supervisors)

#### D. Other Optional Training Opportunities

The following programs will be coordinated and/or facilitated by Employee Services.

- Benefits and Retirement Informational Programs – offered through Employee Services
- Custom Team Training – offered as requested to teams to improve functioning in work groups, includes "A Well-Oiled Team" training segment
- Spice Series Training – offered as requested for team meetings on various business and safety topics
- Technology Training – additional levels or types of training programs may be offered, dependent upon interest and instructor availability

The following programs will be coordinated by Employee Services and facilitated by Information Technology.

- IT User Training  
Acceptable Use of Technology Resources (all employees)  
DataOne Scanning/OnBase (select users)  
Automated Agenda Training (select users)  
Accessing Email Archives/Evault (all employees)
- Records Coordinator Training  
Basics of Records Management (departmental records coordinators)
- GIS Training  
Training for Departmental GIS liaisons (departmental liaisons)  
Training on GIS Interactive Map (all employees)
- Telecom Training  
Using Telecom resources (all employees)

### III. **IMPLEMENTATION AND TIMELINE**

(Shading means training has already take place this fiscal year.)

<b>Training Programs</b> (months)	<b>10</b>	<b>11</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>
Coaching & Counseling (for Supervisors)											X	X
Diversity, Harassment Prevention, Workplace Violence, and Drug Free Workplace Refresher (for employees/non-supervisors)								X	X	X		
Diversity, Harassment Prevention, Workplace Violence and Drug Free Workplace Refresher (for supervisors)								X	X	X		
Diversity, Harassment Prevention, Workplace Violence, and Drug Free Workplace Refresher (Fire Rescue/Online)							X	X	X	X	X	
Effective Communication and Public Speaking Workshop					X							
FOCUS Business Communication											X	
New Employee Orientation (NEO)	X	X	X	X	X	X	X	X	X	X	X	X
Public Safety NEO	X											
Supervising Successfully (Supervisors)			X									
Workers' Compensation and Property & Liability Overview				X								
Benefits and Retirement Informational Programs	X	X	X	X	X	X	X	X	X	X	X	X
Customized Team Training (per request)												
Spice Series Training (per request)												
Computer Software and Technology Training		X			X							

**IV. PROPOSED TRAINING HOURS**

<b>Course Name</b>	<b>Participant #</b>	<b>Class Length (hours)</b>	<b>Total Hours</b>
Coaching & Counseling (for Supervisors)	150	2.5	375
Diversity, Harassment Prevention, Workplace Violence, and Drug Free Workplace Refresher (for employees/non-supervisors)	490	2.5	1225
Diversity, Harassment Prevention, Workplace Violence and Drug Free Workplace Refresher (for supervisors)	150	2.25	337.5
Diversity, Harassment Prevention, Workplace Violence, and Drug Free Workplace Refresher (Fire Rescue/Online)	185	2.0	370
Effective Communication and Public Speaking Workshop	10	2.0	20
FOCUS Business Communication	10	1.0	10
New Employee Orientation (NEO)	12	7.0	84
Supervising Successfully (Supervisors)	23	5.5	126.5
Workers' Compensation and Property & Liability Overview	10	1.0	10
Customized Team Training (per request)			
Spice Series Training (per request)			
Computer Software and Technology Training	35	2.0	70
<b>TOTALS</b>	<b>1075</b>		<b>2628</b>

**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**

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Sanford A. Minkoff  
Interim County Manager  
Lake County

## VII. Appendix

Plan for getting all supervisors and employee through multi-topic refresher program covering Diversity, Harassment Prevention, Workplace Violence, and Drug Free Workplace.

Current Employee Count	825
Breakdown:	
Number of employees (non-supervisory)	490
Number of supervisory employees	150
Number of Firefighters/Lieutenants/Chiefs able to use Public Safety/Fire Rescue's online training program	185

- A majority of the training will be facilitated in the classroom for employees and supervisors, with the exception of the Firefighters, Lieutenants and Chiefs.
- Separate training programs/sessions will be held for employees and supervisors. Supervisor sessions will be separate, and could address specific issues and questions related to employee management.
- All training will be completed this fiscal year; by September 30, 2010.
- Session locations could possibly include Agricultural Center, Cooper and Cagan Crossings libraries, County Administration Building, and Public Works.
- Employee (non-supervisory) version of program will be approximately 2.5 hours in length. There will need to be approximately 10 to 12 sessions facilitated to get all 490 (non-supervisory) employees through the program.
- Supervisory version of the program will be approximately 2.25 hours in length. There will need to be approximately 3 to 4 sessions facilitated to get all 150 supervisors through the program.
- Refresher training on these topics needs to be facilitated/completed at least every two (2) years.
- Class completion tracking will be done via the on-line training calendar and an Excel spread sheet, as done in the past.
- Development time is required for classroom training, estimate part-time staff time to be approximately 4 to 6 weeks.
- Total number of facilitated sessions will be 13 to 16; facilitator time estimated to be approximately 48 to 64 hours.
- A video/internet based pilot program will be carefully considered. If deemed appropriate and effective, will be offered last summer 2010.