

Department of Human Resources

COB University Course Catalog

September 1, 2014 – August 31, 2015



Mayor Stephanie Rawlings-Blake

Mary H. Talley, Director

201 East Baltimore Street, 2nd Floor

Baltimore, MD 21202



Last Update: 10/23/2014

Greetings from the Mayor



Baltimore City Government's most valuable resource is its employees. Without our dedicated employees, essential City services would cease to exist. To continuously improve services to our constituents, we have made available opportunities for city employees to enhance their professional training and career growth.

I am proud to endorse this year's Baltimore City Department of Human Resources COB University Course Catalog. Within its pages, you will find courses in an array of disciplines that have been strategically designed and structured to hone and build on strengths; address occupational challenges; and aid in the personal and professional growth of City employees.

Facilitated by the Department of Human Resources' team of skilled and qualified trainers and subject matter experts from across city government, the courses are participant-friendly and have a proven track record for yielding results. The Department of Human Resources trainers will help you assess your employee needs and develop plans of action, and support you in providing the best possible staff development opportunities.

I encourage you to take advantage of the services and information imparted through the various courses offered by the Department of Human Resources. For questions or additional information, contact the Department of Human Resources COB University at (410) 396-1411.

Make the Department of Human Resources COB University the first place you call for employee training and professional development.

Respectfully,

Mayor Stephanie Rawlings-Blake, City of Baltimore





Greetings Stakeholders:

The Department of Human Resources (DHR) recognizes and embraces our human capital as invaluable resources that are paramount to the City's ability to achieve the Mayor's strategic goals and objectives. Mayor Stephanie Rawlings-Blake's *A Change to Grow: A Ten-year Financial Plan for Baltimore* outlines innovative Government as one of the six "Pillars of Growth". The metamorphosis of DHR's Training Division into the City of Baltimore University (COBU) exemplifies DHR's continued commitment to expand its employee stakeholders' bodies of knowledge and ensure a well-trained and highly productive workforce.

The anchors of DHR's infrastructure and the City's success are grounded in our ability and unwavering commitment to support, encourage, educate and develop our talent. We are resolute in our commitment to ensuring that our workforce achieves its optimal professional potential, and to partnering with Agencies to ensure attainment and retention of core competencies for job performance success.

City of Baltimore University (COBU) continues to expand and underscore a customer-centric learning culture to meet the evolving needs of our dynamic organization. The offerings in this catalog exemplify DHR's mission and commitment to employee stakeholder learning and development. In addition to our many computer and professional development course offerings, we are excited to announce the following initiatives:

- Volume Discount Program: Agencies will be able to stretch their training dollars by front-loading training funds with COBU while receiving discounted savings throughout the year on various learning & development programs. The more you bank, the more you save.
- Online Registration: The registration process has gone paperless. By clicking on the training icon embedded throughout the catalog you will be able to register for any course in a matter of seconds.
- Expanded Online Course Curriculum: COBU has expanded their online course curriculum to include all Microsoft Office courses which gives you the freedom to learn anywhere, anytime.

We provide practical learning experiences designed to educate, prepare and support you in pursuing your goals. Here is the value added:

- Obtain practical learning experiences that include hands-on training, workshops, and seminary;
- Benefit from flexible scheduling and relevant learning programs designed to meet and support the unique goals of the City of Baltimore;
- Engage in a supportive environment with your peers across City Agencies;
- Grow your confidence as you gain knowledge and credentials to better support your goals and your Agency's goals; and ultimately
- Empower yourself to be more impactful.

DHR hosts trainings, workshops, and seminars to promote ongoing professional development. Some examples include the COB Leadership Academy (formerly Supervisory Training Program), Leadership Roundtables, and HR Symposiums all of which are forums that provide realistic and collaborative knowledge sharing platforms

and opportunities. These opportunities merely hint at the myriad of development opportunities described in the catalog.

I strongly encourage you to take advantage of the resources that have been designed to assist you in accomplishing your professional development goals and career aspirations.

Take the next step toward acquiring a new skill and/or honing your current skills.

Let's help move the City forward!

Sincerely,

Mary H. Talley
Director, Department of Human Resources

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What is the role of the City of Baltimore University (COBU)?



The primary responsibility of COB University (formally known as the Department of Human Resources Training Division) is to provide staff development opportunities to all employees of Baltimore City Government and quasi-government agencies. Our objective is to offer cutting edge programs that continually develop our employees. We embrace sound instructional systems design principles and continually improve our curriculum to meet the changing needs of the organization.

The ADDIE model is the framework we use to create developmental activities. The ADDIE model is:

Assessment – The first phase is assessment, in which data is collected to identify gaps between actual and desired organizational performance. If those gaps point to a lack of employee knowledge and skills, then specific training objectives are established to address the training need. The City of Baltimore embarked on an organizational wide needs assessment that began in October 2013. The first step of the assessment phase was surveying three populations of learners that included all active City employees in every classification, all active City employees who directly or indirectly manage or supervise other City employees and all active City employees who are responsible for directing agency operations or serve as a member of The City Council. The next step will be procuring and employing a vendor who will be responsible for analyzing internal survey data, meeting with agencies, conducting focus groups, compiling and analyzing data and creating and reporting findings and recommendations. All the data will be compiled in the final step, resulting in the alignment of human resources development activities with organizational strategy.

Design – The second phase is design, where initial decisions regarding course content, course goals and objectives, delivery methods and implementation strategies are made.

Development – The third phase is where instructional materials are created, purchased, and/or modified to meet stated learning objectives.

Implementation – The fourth phase is where the program is delivered to the target audience.

Evaluation – The fifth phase and often a continual process consists of comparing the program results to the established objectives to determine whether the original needs were met.

Source – The 2013 SHRM Learning System, Module 3, Human Resource Development

Meet the Trainers

Sheri Artz, *Acting Chief of City of Baltimore University (COBU)*



Sheri Artz has more than 20 years of human resource development and wellness programming experience in corporate, government, and hospital based organizations. She is a graduate of Towson University with a major in Allied Health & Physical Education. Prior to joining COBU, she implemented and managed the Baltimore City Health & Fitness Program for City employees. Ms. Artz oversees COBU Leadership Academy and specializes in event planning, strategic planning, project management, teambuilding, customer service and communication strategies.

Michael Alexander, *Apprenticeship Program Administrator*



Michael Alexander began his career with the City of Baltimore in 1985 as a Water Pumping Technician Apprentice. In 1994, he became a Labor Relations Specialist with AFSCME Local 44, representing the employees at the Bureau of Water and Waste Water. Mr. Alexander served as the Coordinator for the Baltimore City Joint Apprenticeship program from 1996 until 2001 when he became the program's Administrator. The program has grown under his leadership to include such diverse apprenticeship positions as Housing Inspector Apprentice, Utility Installer & Repairer Apprentice, and Automotive Mechanic Apprentice. A graduate of Sojourner-Douglass College, he strongly believes that apprenticeship training is a vital component in order for the City of Baltimore to maintain a high level of service to its citizens. He is committed to making the Joint Apprenticeship Program the model for other apprenticeship programs in the nation.

Ché Evans, *Training Officer*



The knowledge, skills and abilities that Ché brings to COB University and City employees is a product of her experience in managing, training and developing adults in private, corporate and healthcare settings. As a graduate of Morgan State University with a degree in Business Administration, Ms. Evans brings practical and theory based knowledge to the classroom. Her goal is to equip Baltimore City employees with skills that will make them more efficient, knowledgeable and continue to be an asset to the City and the people they serve. She has experience with training adults in Microsoft Office applications, diversity and inclusion in the workplace, developing employees for transition into management and leadership roles, managing mixed generational workforce and customer service for internal and external customers.

Chris Kirkland – Training Officer



Chris Kirkland has more than 10 years of experience in the training and development field in both the public and private sectors. Mr. Kirkland earned an Economics degree from the University of Maryland, College Park. Prior to joining COB University, he trained federal government employees and officials on electronic health record solutions. He has designed and facilitated courses for midsized and large companies. He also has experience in training a wide variety of topics, including soft skills and software applications. Mr. Kirkland takes great pride in being able to serve his learners and aid in teaching them the necessary skills to improve and continue to succeed.

Jesse Ruffes – Training Officer



Jesse Ruffes has more than 10 years of experience working across an array of public, private and government sectors. Mr. Ruffes holds a B.A. in English from the University of South Florida, with a concentration in Professional and Technical Writing. As an educator, Mr. Ruffes implemented sustainable English language curriculums and soft skill trainings in Eastern Europe with the U.S. Peace Corps. Prior to joining City of Baltimore University, he coordinated government contracting opportunities in Washington D.C. through proposal and business development. A service-oriented problem solver, Mr. Ruffes takes pride in working with others to ensure their educational needs are exceeding expectations.

Clare Nicholls – Training Assistant



Clare Nicholls holds a B.A. in Art and Art History from St. Mary's College of Maryland and a Post-Baccalaureate Certificate in Fine Art from Maryland Institute College of Art. Prior to joining COB University, Ms. Nicholls assisted visitors at the Maryland Science Center with learning Do-It-Yourself Engineering Solutions regarding physical challenges and engaging them in design thinking strategies that blended art and science. Ms. Nicholls enhances the COB University team with her artistic eye for detail, organizational expertise, teamwork and excellent customer service skills.

Using this Catalog

This catalog gives descriptions and information about current Baltimore City training classes offered by COB University. The guidelines provided in the catalog are for all Baltimore City employees and supervisors so that they can make informed decisions in selecting the appropriate courses for their job function. This catalog also serves as a guide to educate employees about COB University and all of its course offerings and provides recommendations that will guide them in the learning process.

The COB University Training Catalog is available for all Baltimore City employees via the DHR Intranet (www.cobweb.baltimorecity.gov) and online at <https://baltimorecity.blackboard.com>.

We encourage all City agencies to provide notice to their employees of available course offerings and upcoming classes at staff and employee meetings.

For the most effective use of this catalog, please keep the following in mind:

- Agency Goals and Objectives
- Current job functions, performance indicators and career development goals
- Key areas for improvement
- Strategic training and development needs
- Potential for advancement and promotion
- Staffing needs of individual agencies and departments
- Previous developmental experience
- Desire for job enrichment and improvement

It is important for employees to develop and discuss a career development plan with their supervisor before registering for any courses. By having a targeted plan in place, both supervisors and employees can make effective training decisions for career development, enrichment and advancement.

What's New in FY 15?

New Registration Options

In this catalog you will appreciate two new technological features that will expand your options when registering for a course. When reviewing the catalog as a PDF, you will have the ability to complete your registration online by clicking the icon below. If you are reviewing the catalog as a hardcopy, you will be able to scan the QR code with a smartphone.

PDF: Click the icon to register.
No Username or Password required.



Hardcopy: Scan the QR Code to register.
No Username or Password required.



NOTE: If you have an Android smartphone search your Play store for a downloadable QR Code Scanner. If you have an iPhone search your iTunes store for a downloadable QR Code Scanner.

Course Delivery Methods

Providing quality training requires multiple delivery styles and methods. While we encourage employees to participate in online classes we realize that this method may not be the best option for every course or City employee. Therefore, we offer three methods of course delivery.

Instructor-led training is the practice of training and learning material between an instructor and learners, either as individuals or in groups. Instructors can also be referred to as a trainer or facilitator. Instructors may be knowledgeable and experienced in the material, but can also be used more for their facilitation skills and ability to deliver material to learners. Instructor-led training is an effective means of delivering information, as it allows for real-time feedback, questions and answer, manipulation and changeable delivery to suit the needs of learners in a real-time environment, and a learning environment can be created by the instructor's style.

Online/Distance learning is a method of delivering education and instruction, often on an individual basis, to students who are not physically present in a traditional classroom setting. Distance learning provides access to learning when the source of information and the learners are separated by time and distance, or both.

Hybrid/Blended training is a formal education program in which a student partially learns through online delivery of content and instruction with some element of student control over path or pace. It is a distance education course that requires a physical on-site presence for any reason (including taking examinations). While still attending a “brick-and-mortar” structure, face-to-face classroom methods are combined with computer-mediated activities.

We are very excited about the implementation of additional online courses. Look for the delivery method in the course description or as noted by this icon.



Catalog Format

Word 2010 – Level 1 ← Course Name

Word processing is the use of the computer to create, revise, and save documents for printing and future retrieval. Microsoft Word is a proven and powerful word processing application. This course will provide participants with the basic concepts required to produce common business documents as well as give you the opportunity to apply them. ← Description

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:
All users of previous Microsoft Office applications (Word, Excel, and PowerPoint) will find the transition to the 2010 version to be seamless and worry-free. The instructor will speak to the similarities and differences in the different versions (old and new). ← Additional Course Notes

Learning Objectives: Upon completion of this course, participants will: ← Learning Objectives

- Navigate through the software
- Format documents
- Edit documents
- Add/modify graphical objects
- Set headers and footers and margins

Target Audience: Any City Employee

Prerequisite: Introduction to Personal Computers using Windows 7 ← Length of Course

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201- A]
 201 East Baltimore Street
 Baltimore, MD 21202 ← Location of Course. Check the location Section

Cost: \$185 per person ← Cost

Instructor: COB University

Delivery Method: Online (dates to be determined)
 Hybrid (please call for dates and times) ← How the course information is delivered
 Instructor-led (see dates below)

Code: CPC0760 ← Course Code

Date: Tuesday, September 23, 2014 ← Date

 ← Scan the QR Code to Register
 ← Click icon to Register

Registration Policy

- Classes generally have a “Target Audience” for which the courses are specifically designed.
- Employees should confirm that they are part of the "Target Audience" by referencing the course description as well as their own specific job function, title and status (e.g., supervisor, manager).
- Registrations will be accepted provided the employee receives the required supervisory approval and that sufficient space is available.
- Employees are required to secure departmental approval from their supervisor. Management reserves the right to deny any requests and should base all scheduling decisions on departmental rules and procedures.
- All efforts will be made to include employees from all agencies and locations in all classes with the exception of specialized group training sessions.
- Class size is limited, therefore early registration is encouraged.
 - Employees, who have not formally registered for a class in advance, risk the possibility of not being admitted into certain training sessions.
 - Enrollment will be processed by the COB University on a first-come-first-served basis.

Registration Procedures

Use one of the following options to register for courses offered by COB University:

- Completing an online registration, provided you obtained your supervisors' approval, at <https://baltimorecity.blackboard.com> or by clicking on the icon.
- Completing a Registration Form (refer to the *Forms* section in this catalog)
 - Must be completed by the employee and submitted to the supervisor and/or the agency's department of human resources for approval.
- Contacting the COB University at (410) 396-1411/ TTY 711
- Email: training@baltimorecity.gov
 - Reference the Class Name and Code in your message.
 - Copy your Supervisor on the message.



*****Keep in mind*****

- Registrants will receive confirmation of their enrollment.
- Departmental staffing should also be considered by supervisors, especially if the employee's absence would adversely affect the operational stability of their department.
- Registrations may be denied if the proper approval has not been obtained, a class is full, canceled or if the employee is not part of the "Target Audience".

Cancellation Policy

Upon confirmation of enrollment, employees should note the date(s), time(s) and location of the training on their personal calendars and make every effort to attend as scheduled. Employees should be considerate and understand that by failing to attend a class as scheduled, they limit another employee who may have been able to attend. Any request to cancel a registration needs to be received at least three (3) working days prior to the scheduled class date. If notification is not received at least three (3) working days prior to the class start date, or the applicant does not show up for class, the applicant will be considered a "no show". The agency will be charged for the full amount and no credit or refund will be issued. COB University reserves the right to cancel a class if the number of registrations received is such that it would make it cost prohibitive to conduct the class.

Inclement Weather/Emergency Policy

If the City of Baltimore Government has enacted:

- Liberal Leave - Classes will be postponed and participants are expected to report to their work location. Notification of the new date for the class will be given when it has been rescheduled. You will NOT have to re-register.
- Closed – There will be NO classes. Notification of the new date for the class will be given when it has been rescheduled. You will NOT have to re-register.

Early Departure

Since trainers are not authorized to approve leave, employees may not leave prior to the end of the class. Doing so will result in notification to their supervisors for appropriate disciplinary actions.

In-Service/Mandatory Training Sessions

Certain training courses are designated as mandatory if the employee's attendance is required as part of the target group. COB University relies on mandatory training classes in order to present certain important information required by specific agencies and departments to their employee representatives. Examples of material covered in these classes include information related to official Baltimore City policies, workplace health and safety or supervisor liability.

Frequently Asked Questions

Who do I contact for approval to attend training?

- All employees are required to secure approval from their supervisor. Management has the authority to deny any training request, especially if the employee's absence would adversely affect the operational stability of their department.

How do I register for training?

- Employees may register for all training programs using one of the following methods:
 - Complete a Registration Form (included in this catalog in the *Forms* section)
 - Contact the COB University office directly at (410) 396-1411, TTY 711
 - Via email at training@baltimorecity.gov
 - Fax the completed Registration Form to (410) 545-3289
 - Via the Internet at <https://baltimorecity.blackboard.com>

Can I register online if I do not have a username or password?

- Yes. Online registration does not require a user name or password.

Note: If you are interested in any of the Safety, Finance, Purchasing, or Investments courses, you must follow their registration process. Information is listed under the course.

How do I get confirmation of my scheduled training date?

- COB University registered employees will receive an email confirmation and reminder email approximately one week prior to the training. COB University will contact you in the event that a class has been cancelled or rescheduled. In the event you do not receive a confirmation, please contact COB University at (410) 396-1411, TTY 711 or email training@baltimorecity.gov to confirm.

What do I do if I am sick on a day that I am scheduled for class?

- When you call in to notify your own department of your absence, please let them know the name of the class that you are enrolled in for the day and have them contact COB University at (410) 396- 1411, TTY 711 or email training@baltimorecity.gov to cancel your enrollment.

What if I am unable to attend training for a reason other than illness?

- See COB University cancellation policy.

If registered for a Finance course, please note their cancellation policy found within their course information.

How many employees are needed for a class to occur?

- Four employees must be registered to attend a class in order for the class to take place.

Training Locations

Department of Human Resources [201 - M] ← Location Code

201 East Baltimore Street
Baltimore, MD 21202

- Expansions have been made to the computer lab which houses state-of-the-art computers running the Microsoft Vista for Windows operating system. Additionally, class participants will enjoy a new, cutting-edge interactive presentation system in the form of a newly deployed "Smart Board" touch-screen display that the instructor will utilize to further enhance the students' learning experience.

Classrooms:

- Montebello Suite – 1st Floor next to Recruitment Office [201 – M]
- The Chesapeake Suite – 2nd Floor [201 – C]
- The Potomac Suite – 2nd Floor [201 – PO]
- The Allegheny Suite – 2nd Floor [201 – A]

Department of Finance [401] ← Location Code

Division of Occupational Safety
401 East Fayette Street, Room #700
Baltimore, MD 21202

War Memorial Building (Across from City Hall) – [WM - 1] ← Location Code

101 N. Gay Street, 1st Floor
Baltimore, MD 21202

Bureau of Purchases [231] ← Location Code

231 E. Baltimore Street
2nd Floor Conference Room
Baltimore, MD 21202

10 N. Calvert Street, Room 711 [10-711] ← Location Code

Baltimore, MD 21202

Directions

Department of Human Resources [201]

- Located on the Southeast corner of Baltimore and Calvert Streets. Please use the Calvert Street entrance and sign in at the security desk.
 - [201 – M] After signing in at the security desk, walk down the hallway, enter Suite 100, and proceed to the training room on your left.
 - [201 –C, PO, A] After signing in at the security desk, take the elevator to the second floor. Push the buzzer labeled "Training" and wait for a response. At any time during the workshop or at lunch, the elevator and the stairwell next to the elevator are the only access to and from the training rooms on the 2nd floor. Do not use the Baltimore Street Exit.
 - For security purposes, the Baltimore Street stair entrance is limited to COB University employees only. If you require additional information, please do not hesitate to contact the COB University by telephone at (410) 396-1411, TTY 711 prior to the actual training.

Department of Finance [401]

- From 201 E. Baltimore Street, head east on E. Baltimore St toward Guilford Ave. Turn left at the 2nd cross street onto N. Holliday St. Turn right onto E. Fayette St.

War Memorial Building [WM - 1]

- From 201 E. Baltimore Street, head east on E. Baltimore St toward Guilford Ave. Turn left onto N. Gay St. The War Memorial building will be on your right.

Bureau of Purchases [231]

- From 201 E. Baltimore Street, head east on E. Baltimore St toward Guilford Ave. Take the elevator to the 2nd floor.

10 N. Calvert Street, Room 711 [10-711]

- From 201 E. Baltimore Street, head east on E. Baltimore St. toward Guilford Ave. Take the 1st right onto South St. Take the 1st right onto E. Redwood St. Take the 1st right onto S. Calvert St. Building will be on your left. Go to Room 711.



Training Room Rentals



Not sure where to conduct your next meeting or training?

Multiple state-of-the-art training rooms are available

Montebello Suite

Seats: 35

Smartboard

WiFi Accessible

Half-Day \$75

Full-Day \$150

A/V Equipment (available upon request)



Alleghany Suite

Seats: 18

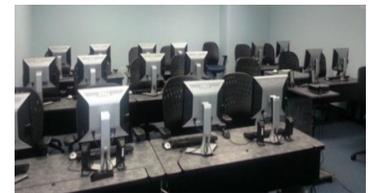
Smartboard

WiFi Accessible

Half-Day \$125

Full-Day \$250

A/V Equipment (available upon request)



Potomac Suite

Seats: 25

Smartboard

WiFi Accessible

Half-Day \$75

Full-Day \$150

A/V Equipment (available upon request)



Chesapeake Suite

Seats: 18

WiFi Accessible

Half-Day \$125

Full-Day \$250

A/V Equipment (available upon request)



Call 410-396-1411 or email us at training@baltimorecity.gov

to reserve your room TODAY!!!

All rooms are located at:

201 East Baltimore Street Baltimore, Maryland 21202



Retreats & Customized Training



COB University is Your Partner For Success

ADDRESSING THE NEEDS OF OUR EMPLOYEES AND
PLANTING THE SEEDS FOR A SECURE FUTURE.

The City of Baltimore (COB) University is a one stop shop destination for all of your training needs. In addition to our catalog courses, we have expanded our services to include consultation and facilitation services of targeted customized training to better serve the agencies, divisions and employees of the City of Baltimore. Whether it's professional development, computer and software skills, or anything in between, we are at your service and ready to provide that personal, detailed approach to help you reach your goals.

Services include but are
not limited to:

- ◆ Consultation and Facilitation of Targeted Customized Training
- ◆ Computer Skills
- ◆ Professional Development
- ◆ Project Management
- ◆ Retreats
- ◆ Strategic Planning
- ◆ COBU Leadership Academy

"Providing a foundation of excellence through people... transparency, accountability & integrity."



Please contact our office for a consultation ►►►



201 East Baltimore Street, Suite 200
Baltimore, MD 21202
410-396-1411 , TTY 711
410-545-3289 Fax
www.baltimorecity.gov
training@baltimorecity.gov

Retreats & Customized Training

COB University is always at your service to offer assistance in planning your Retreat, Conferences, Annual Meetings and Motivational Speeches. The fees for these services will be lower than what you will find advertised elsewhere and allow for greater flexibility.

City of Baltimore University offerings include: Leadership, Team Building, Stress Management, Customer Service, Family and Medical Leave Act, Workplace Violence, Conflict Resolution, Sensitivity, Diversity, Multi-Generational Workforce,, Change Management, Employee Performance Evaluation and Microsoft Office programs – Word, Excel, PowerPoint, Outlook, Access, and many others.

Retreats

Retreats are a valuable tool in the workplace to reenergize staff, improve employee engagement and morale, tackle challenges, and learn techniques that will enable teams to reach agency/division goals. A great environment is essential to the overall success of a retreat. A location that is far enough to be a real getaway, yet close enough to make travel time manageable. Let City of Baltimore University plan your next agency Retreat! Call (410) 396-1411, TTY 711 to begin planning.

Customized Training

If you do not see the desired course offering or the schedule does not coincide with your calendar allow our experienced and talented trainers to meet with you to design the training that is best suited for your team. We will provide you with evaluations and feedback at the conclusion of any training that we offer.

Benefits of Customized Training include:

- Convenient time and location according to staff availability and your business needs.
- Discussion and presentation geared specifically to your needs.
- Group rates can be cost effective as opposed to registering individually.
- Assists employees in meeting objectives such as the challenge of change, new tasks, and increased responsibilities.

Need assistance developing your Strategic Plan?



Developing and executing a 3 to 5 year strategic plan embedded in the mission, vision, core values, goals and objectives of your agency is critical to the sustainability and growth of your organization and the City. Strategic planning is a facilitated review and planning process that is undertaken so that leadership can make an informed decisions about the future of organization. We are here to assist you in both development and execution of your agency's strategic plan.



COB University will help you to:

- Conduct an agency needs analysis
- Identify critical issues facing the agency
- Develop a strategic framework consisting of the mission, vision, core values and goals
- Develop and execute a strategic plan
- Improve program and service delivery
- Foster an environment of team collaboration

COB University is your partner
for success!

Department of Human Resources
City of Baltimore University
201 East Baltimore Street, Suite 200
Baltimore, MD 21202
410-396-1411, TTY 711
410-545-3289 Fax
www.baltimorecity.gov

Let us help you become a more
strategically organized agency!





Online Courses

Access 2010 - Level 1



This class is for the new user of Access and assumes no experience with relational databases. The topics cover the critical skills you need to create databases in Access and manipulate data using tables, queries, forms and reports.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

Users of previous Microsoft Office applications (Word, Excel, PowerPoint) will find the transition to the 2010 version to be seamless and worry-free.

Learning Objectives: Upon completion of this course, participants will:

- Create and edit a database
- Create and use a query
- Create and edit a report
- Create and edit a form

Target Audience: Any City Employee

Prerequisite: Introduction to Personal Computers, Windows 7

Delivery Method: Online Only

Cost: \$185

Instructor: COB University

Code: ODA120
Date: Open Enrollment – Continuous



Access 2010 - Level 2



This course expands upon the basic features of Access and gives participants an opportunity to work with some of its more advanced features. Participants will examine templates, sorting and filtering, importing and exporting, advanced formulas, analysis tools and collaboration.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

Users of previous Microsoft Office applications (Word, Excel, PowerPoint) will find the transition to the 2010 version to be seamless and worry-free.

Learning Objectives: Upon completion of this course, participants will:

- Modify a database
- Create complex queries to extract and process specific information

Target Audience: Any City Employee

Prerequisite: Introduction to Personal Computers, Windows 7, Access 2010 – Level 1

Delivery Method: Online Only

Cost: \$185

Instructor: COB University

Code: ODA120
Date: Open Enrollment – Continuous



Access 2010 - Level 3



Participants explore a variety of complex query techniques, create more efficient forms and reports, and create and use macros to automate forms. In addition, participants gain experience working with various Access tools such as securing a database, using the Database Splitter, replicating a Database, and creating Microsoft Access MDE Database files.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

Users of previous Microsoft Office applications (Word, Excel, PowerPoint) will find the transition to the 2010 version to be seamless and worry-free.

Learning Objectives: Upon completion of this course, participants will:

- Create programmed elements to automate tasks and add functionality to database objects and controls
- Share and distribute database information

Target Audience: Any City Employee

Prerequisite: Introduction to Personal Computers, Windows 7, Access 2010 – Level 2

Delivery Method: Online Only

Cost: \$185

Instructor: COB University

Code:
ODA130

Date:
Open Enrollment – Continuous



Workplace Violence Policy for Supervisors



Workplace violence has become a national phenomenon. News stories about violent incidents appear daily in the media. It is important to be well informed in order to respond appropriately and safely in the event of a threat or incident of violence. Violence in the workplace may occur between anyone doing business with or for Baltimore City government (City employees, public officials, contractors, consultants, state and quasi-public employees). There is no way to prevent violence, however, in the workplace there may be signs of escalating stress and threats prior to a violent incident. Learn how to recognize stress in ourselves and others, to manage anger, and to de-escalate potentially violent interactions. The intent of this course is to openly address issues surrounding workplace violence in an effort to mitigate risks.

Learning Objectives: Upon completion of this course, participants will:

- Reduce the potential for violence in and around the workplace
- Encourage and foster a work environment that is characterized by respect and healthy conflict resolution
- Effectively handle the negative consequences associated with violence in the work place
- Educate employees on the consequences of workplace violence

Target Audience: Supervisors and Managers

Competencies: Customer Orientation, Interpersonal Skills, and External Awareness

Delivery Method: Online Only

Course ID: COBU.WPV.SUPV.LM

Cost: \$100 per person

Instructor: COB University

Code: BLM6502
Date: Open Enrollment – Continuous



Recognizing Substance Use & Abuse



This training workshop will discuss the five (5) most commonly used drugs and the behavioral and physical symptoms associated with individuals who are using commonly abused substances.

Learning Objectives: Upon completion of this course, participants will:

- Understand the physical signs and behavioral symptoms of frequently used and abused substances
- Obtain guidance on what to do if you suspect an employee is using/abusing substances

Target Audience: Supervisors and Managers

Competencies: Customer Orientation, Interpersonal Skills, and External Awareness

Delivery Method: Online Only

Website: <https://baltimorecity.blackboard.com/>

Course ID: EAP.SSSUA.SUPV.LM

Cost: \$100 per person

Instructor: COB University

Code:
BLM6503

Date:
Open Enrollment – Continuous



New Employee Orientation (NEO)

This seminar is a one-stop shop of information to help educate and inform new employees who recently started working for the City of Baltimore. If you are a new employee and are interested in attending the New Employee Orientation, please call 410-396-1411 to register. Topics presented by subject matter experts include the following:

- Employee Health Benefits
- Communication Device Policy
- Pre-Retirement Education
- Electronic Communication Policy
- Employee Assistance Program
- Seat Belt Policy
- Office of the Inspector General
- Equal Employment Opportunity
- Great West Deferred Compensation Plan
- Substance Abuse Policy
- Municipal Employees Credit Union (MECU)
- Workplace Violence Policy
- Occupational Safety
- Union Greetings
- Attendance Standards Policy
- Ethics

Learning Objectives: Upon completion of this course, participants will:

- Understand City culture and values
- Develop a positive working relationship by building a foundation of knowledge about City policies and procedures and organizational structure
- Enhance employee commitment, engagement, and ability to contribute to their new role

Dates:

Thursday, September 4, 2014	Thursday, May 14, 2015
Thursday, October 9, 2014	Thursday, June 11, 2015
Wednesday, November 5, 2014	Thursday, July 9, 2015
Thursday, December 11, 2014	Thursday, August 13, 2015
Thursday, January 8, 2015	Thursday, September 10, 2015
Thursday, February 12, 2015	Thursday, October 8, 2015
Thursday, March 12, 2015	Thursday, November 12, 2015
Thursday, April 9, 2015	Thursday, December 10, 2015

Target Audience: New Employees

Length: 8:30 AM – 12:00 PM (half day) 8:30 AM – 3:30 PM (full day)

Location: War Memorial Building (Across from City Hall) – [WM - 1]
101 N. Gay Street, 1st Floor
Baltimore, MD 21202

Cost: \$90 (half day); \$180 (full day) per person

Facilitated by: COB University

Delivery Method: Instructor-led



Computer Courses

eTime Fundamentals

This training workshop introduces the user to the hourly time entry methods and educates users in how to perform basic timecard edits and generate reports. The afternoon portion will include practical exercises that will reinforce the topics taught in the morning session. This workshop is designed for individuals responsible for monitoring, editing and approving employee timecards from submission to payroll.

****Requires the completion and the submission of the [ADP Training Registration Addendum Form](#) in addition to the standard training form. Please visit the forms section or register online.****

Learning Objectives: Upon completion of this course, participants will:

- Understand how to manage the payroll process via the timecard within the City's eTime system
- Understand key roles and responsibilities used within the eTime system

Target Audience: Timekeepers, Supervisors, Approvers, and/or Payroll Managers

Prerequisite: None

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$300 per person

Delivery Method: Instructor-led

Instructor: COB University



<u>Code:</u>	<u>Date:</u>
PPD6022	Wednesday, October 1, 2014
PPD6023	Wednesday, December 3, 2014
PPD6024	Wednesday, February 4, 2015
PPD6025	Wednesday, April 1, 2015
PPD6026	Wednesday, June 3, 2015

eTime Scheduling

This training workshop introduces the user to shifts, patterns, grouping, scheduling, and other tasks performed through the eTime Schedule Planner. The afternoon portion will include practical exercises that will reinforce the topics taught in the morning session. This workshop is designed for individuals who are ultimately responsible for the entire time entry process at the agency.

****Requires the completion and the submission of the [ADP Training Registration Addendum Form](#) in addition to the standard training form. Please visit the forms section or register online.****

Learning Objectives: Upon completion of this course, participants will:

- Understand how to manage the payroll process via the scheduler within the City's eTIME system

Target Audience: Timekeepers, Supervisors, Approvers, and/or Payroll Managers

Prerequisite: eTime Fundamentals

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$300 per person

Delivery Method: Instructor-led

Instructor: COB University

<u>Code:</u>	<u>Date:</u>
PPD6219	Wednesday, October 15, 2014
PPD6220	Wednesday, December 10, 2014
PPD6221	Wednesday, February 11, 2015
PPD6222	Wednesday, April 8, 2015
PPD6223	Wednesday, June 10, 2015



eTime Xtra

This training workshop introduces users to historical edits, hyperfind queries, closed Pay Periods, and how to reconcile timecards. Participants will also learn how to sign off on agency payroll and be a resource for timekeepers, approvers and other agency payroll managers. This workshop is designed for individuals who are ultimately responsible for the entire time entry process at the agency.

****Requires the completion and the submission of the [ADP Training Registration Addendum Form](#) in addition to the standard training form. Please visit the forms section or register online.****

Learning Objectives: Upon completion of this course, participants will:

- Learn how to post more complex edits to the City's eTime payroll system that reflect employee time and attendance
- Learn how to approve and sign off employee payroll

Target Audience: Approvers and/or Payroll Managers

Prerequisite: eTime Fundamentals

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Delivery Method: Instructor-led

Instructor: COB University

<u>Code:</u>	<u>Date:</u>
PPD6119	Wednesday, October 22, 2014
PPD6120	Wednesday, December 17, 2014
PPD6121	Wednesday, February 18, 2015
PPD6122	Wednesday, April 15, 2015
PPD6123	Wednesday, June 17, 2015



Human Resources Information Systems (HRIS): Edit User

HRIS Training is a training that will provide hands-on instruction on how to perform the following:

- Employee Record Updates
- Job Requisitions
- Position Action Requests (PAR's)
- Hiring Processes
- Terminations
- Promotions
- Demotions
- Other Human Resources Related Tasks

****Requires the completion and the submission of the [ADP Training Registration Addendum Form](#) in addition to the standard training form. Please visit the forms section or register online.****

Learning Objectives: Upon completion of this course, participants will:

- Understand the Personnel Life Cycle and how to submit and manage personnel actions using the City's HRIS
- Understand key roles and responsibilities used within HRIS

Target Audience: All City Employees responsible for entering information into the HRIS.

Prerequisite: None

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$300 per person

Delivery Method: Instructor-led

Instructor: COB University

<u>Code:</u>	<u>Date:</u>
HRI6009	Wednesday, September 17, 2014
HRI6010	Wednesday, November 5, 2015
HRI6011	Wednesday, January 7, 2015
HRI6012	Wednesday, March 4, 2015
HRI6013	Wednesday, May 6, 2015
HRI6014	Wednesday, July 1, 2015



Human Resources Information Systems (HRIS): View-Only

The Human Resources Information Systems (HRIS) View-Only training course is a half day course that will provide a general overview of the various HRIS actions including:

- Employee Record Updates
- Job Requisitions
- Position Action Requests (PAR's)
- Hiring Processes
- Terminations
- Promotions
- Demotions
- Other Human Resources Related Tasks

****Requires the completion and the submission of the [ADP Training Registration Addendum Form](#) in addition to the standard training form. Please visit the forms section or register online.****

Learning Objectives: Upon completion of this course, participants will:

- Understand the Personnel Life Cycle and how to view personnel actions processed using the City's HRIS
- Understand key roles and responsibilities used within HRIS

Target Audience: All City Employees responsible for oversight of employees who will be entering information into the HRIS.

Prerequisite: None

Time: 10:00 AM – 12:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$75 per person

Delivery Method: Instructor-led

Instructor: COB University

<u>Code:</u>	<u>Date:</u>
HRI6027	Wednesday, October 29, 2014
HRI6028	Wednesday, January 14, 2015
HRI6029	Wednesday, March 11, 2015
HRI6030	Wednesday, May 13, 2015
HRI6031	Wednesday, July 8, 2015



ReportSmith: Accessing Reports

ReportSmith is a powerful visual database reporting and query tool used to provide a streamlined approach to creating reports using the files and tables within HRIS. ReportSmith allows users to:

- Access reports from HRIS without knowing complex database commands
- Edit and format reports, that include data, text, charts and pictures
- Use "live data" to view changes immediately
- Request additional reports

****Requires the completion and the submission of the [ADP Training Registration Addendum Form](#) in addition to the standard training form. Please visit the forms section or register online.****

Learning Objectives: Upon completion of this course, participants will:

- Understand the capabilities of the City's ReportSmith system
- Know how to request and access reports created using ReportSmith by the Department of Human Resources Systems Support

Target Audience: All City Employees who manage employee records in HRIS: Edit User/View-Only.

Prerequisite: HRIS View-Only

Time: 10:00 AM – 12:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Delivery Method: Instructor-led

Instructor: COB University

Code:	Date:
RPT 2006	Tuesday, September 9, 2014
RPT2007	Wednesday, November 19, 2014
RPT2008	Wednesday, January 21, 2015
RPT2009	Wednesday March 18, 2015
RPT2010	Wednesday, May 20, 2015



NEOGOV eRecruit Training

NEOGOV eRecruit training will focus on managing the civil service recruitment process via the online City's eRecruit system. This session will define and demonstrate human resources user roles and civil service recruitment processes via the Online Hiring Center (OHC) including:

- Civil Service Recruitment Life Cycle
- Creating requisitions
- Approving requisitions and hires
- Evaluating qualifications as a Subject Matter Expert (SME)
- Viewing requisitions and recruiting information throughout the recruitment process
- Viewing and taking action on referred candidates lists

****Requires the completion and the submission of the [ADP Training Registration Addendum Form](#) in addition to the standard training form. Please visit the forms section or register online.****

Learning Objectives: Upon completion of this course, participants will:

- Understand the Recruitment Life Cycle and how to manage the recruitment process via the City's eRecruit Online Hiring Center (OHC).
- Understand key roles and responsibilities used within the eRecruit system
- Understand how to manage the recruitment process via the eRecruit system

Target Audience: Human resources professionals with Liaison responsibilities including:

- **Human Resources Liaison** - Creates recruitment requisitions (Exam/Certification Request); views all requisitions for assigned department/division(s) and takes action on referred lists for assigned department/division(s).
- **Human Resources Liaison & Final Approver** - Final agency HR approver for recruitment assigned requisitions (Exam/Certification Request) and hires prior to release to DHR. Creates recruitment requisitions; views all requisitions for assigned department/division(s) and takes action on referred lists for assigned department/division(s).
- **Human Resources Liaison/Evaluator** - Has received DHR application evaluation training and evaluates applications for agency specific classifications. Creates recruitment requisitions (Exam/Certification Request); views all requisitions for assigned department/division(s) and takes action on referred lists for assigned department/division(s).
- **Human Resources Liaison/Evaluator & Final Approver** - Final agency HR approver for recruitment requisitions (Exam/Certification Request) and hires prior to release to DHR. Has received DHR application evaluation training and evaluates applications for agency specific classifications. Creates recruitment requisitions; views all requisitions for assigned department/division(s) and takes action on referred lists for assigned department/division(s).

Prerequisite: None

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$300 per person

Delivery Method: Instructor-led

Instructor: COB University

<u>Code:</u>	<u>Date:</u>
NEO6012	Thursday, October 9, 2014
NEO6013	Friday, December 5, 2014
NEO6014	Monday, February 2, 2015
NEO6015	Friday, April 10, 2015
NEO6016	Monday, June 22, 2015



Keyboarding – Typing

Does it take you three hours to type a one page letter? Does the thought of sitting in front of a keyboard scare you? Are you constantly trying to increase your typing speed? If you answered "yes" to any or all of the above questions, then this course could benefit you. This course is designed for the keyboarding/typing beginner as well as for those seeking to sharpen their keyboarding/typing skills for both speed and accuracy.

Learning Objectives: Upon completion of this course, participants will:

- Use the correct keyboarding technique
- Key data quickly and accurately
- Demonstrate operational skills in using the computer

Target Audience: Any City Employee

Prerequisite: None

Time: 9:00 AM – 12:00 PM; 2-days

Location: Department of Human Resources [201 - C]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$250 per person

Delivery Method: Instructor-led

Instructor: COB University

Code: CPC6027
CPC6028

Date: Thursday, September 4 and Friday, September 5, 2014
Monday, March 9 and Tuesday, March 10, 2015



Introduction to Personal Computers using Windows 7

By using a personal computer, you can accomplish many tasks that might be more difficult and time-consuming to accomplish on your own. Include writing a letter, analyzing numeric information, or maintaining an updated list of client information. Before you use a personal computer, you need to understand what it is and how it works. Once you are comfortable, you will begin using your personal computer. This introductory course will provide participants with an opportunity to gain knowledge on the hardware components of the personal computer, in addition to learning some Windows operating system techniques and becoming acquainted with applications. Participants will also learn how to browse and find information on the Internet and receive a thorough introduction to the domain environment and learn Windows 7 techniques. This course provides a broad information base for students so that they have a greater awareness and confidence when using computers.

Learning Objectives: Upon completion of this course, participants will:

- Navigate through the computer's operating system
- Manage folders and files
- Work with basic software
- Customize a Windows 7 desktop
- Browse the internet

Target Audience: Any City Employee

Prerequisite: None (Keyboarding – Typewriting is suggested)

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$185 per person

Delivery Method: Instructor-led

Instructor: COB University

Code: CPC6019
CPC6020

Date: Monday, November 3, 2014
Thursday, May 28, 2015



Outlook 2010

Participants will use Outlook 2010 to send and receive email messages, schedule appointments and meetings, maintain a list of contacts, keep track of tasks, and create reminder notes.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

All users of previous Microsoft Office applications (Word, Excel, and PowerPoint) will find the transition to the 2010 version to be seamless and worry-free. The instructor will speak to the similarities and differences in the different versions (old and new).

Learning Objectives: Upon completion of this course, participants will:

- Create email messages (beginner)
- Respond to messages received (beginner)
- Create appointments, meeting requests, and tasks to organize your work schedule (beginner)
- Add pictures, tables, and WordArt to messages (intermediate)
- Remove unwanted messages (intermediate)
- Create contact groups (intermediate)
- Send meeting requests after checking the attendees' availability (intermediate)
- Add multiple email accounts to their Outlook 2010 profile

Target Audience: Any City Employee

Prerequisite: Introduction to Personal Computers

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$185 per person

Delivery Method: Instructor-led

Instructor: COB University

Code: CPC6490
Date: Tuesday, February 17, 2015



Writing Effective Emails

This workshop focuses on the e-mail process used by professionals and managers to communicate. Participants will learn to create clear, concise and courteous emails.

Learning Objectives: Upon completion of this course, participants will:

- Review various emails for conciseness, simplicity, and clarity
- Identify common email errors
- Create a clear and concise email response

Target Audience: Any City Employee

Prerequisite: Introduction to Personal Computers using Windows 7, Outlook 2007/2010

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$125 per person

Delivery Method: Instructor-led

Instructor: COB University

Code: CPC7015
CPC7016

Date: Friday, December 19, 2014
Monday, June 15, 2015



Word 2010 – Level 1



Word processing is the use of the computer to create, revise, and save documents for printing and future retrieval. Microsoft Word is a proven and powerful word processing application. This course will provide participants with the basic concepts required to produce common business documents as well as provide the opportunity to apply them.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

All users of previous Microsoft Office applications (Word, Excel, and PowerPoint) will find the transition to the 2010 version to be seamless and worry-free. The instructor will speak to the similarities and differences in the different versions (old and new).

Learning Objectives: Upon completion of this course, participants will:

- Learn how to create a Word 2010 document
- Format and add themes to the document
- Learn how to review, print, and share documents

Target Audience: Any City Employee

Prerequisite: Introduction to Personal Computers using Windows 7

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$185 per person

Instructor: COB University

Delivery Method: Online (available for two weeks after enrollment)
Hybrid
Instructor-led

<u>Code:</u>	<u>Date:</u>
CPC0761	Monday, September 9, 2014
CPC0762	Wednesday, October 15, 2014
CPC0763	Monday, December 9, 2014
CPC0764	Tuesday, February 3, 2015
CPC0765	Wednesday, March 11, 2015
CPC0766	Thursday, April 30, 2015
CPC0767	Wednesday, June 3, 2015



Word 2010 - Level 2



Participants will expand upon the basic concepts that were learned in Word 2010 Level 1 as well as be introduced to new intermediate concepts with an opportunity to apply them. Participants will use the intermediate features for creating custom templates and styles, managing tables and table data, inserting graphics, creating a newsletter, sending form letters, creating a Web page, and managing document changes.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

All users of previous Microsoft Office applications (Word, Excel, and PowerPoint) will find the transition to the 2010 version to be seamless and worry-free. The instructor will speak to the similarities and differences in the different versions (old and new).

Learning Objectives: Upon completion of this course, participants will:

- Customize general and proofing options, the Quick Access Toolbar, and file-saving options
- Learn to share and review documents
- Become introduced to collaborative editing and the creation of complex documents by using features like Mail Merge

Target Audience: Any City Employee

Prerequisite: Word 2010 – Level 1

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$185 per person

Instructor: COB University

Delivery Method: Online (available for two weeks after enrollment)
Hybrid
Instructor-led

<u>Code:</u>	<u>Date:</u>
CPC0770	Tuesday, September 23, 2014
CPC0771	Wednesday, October 29, 2014
CPC0772	Thursday, December 18, 2014
CPC0773	Tuesday, February 24, 2015
CPC0774	Wednesday March 25, 2015
CPC0775	Tuesday May 26, 2015
CPC0776	Wednesday June 17, 2015



Word 2010 - Level 3



This course will teach participants how to use Word to create and display forms and long documents and use macros and collaboration tools.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

All users of previous Microsoft Office applications (Word, Excel, and PowerPoint) will find the transition to the 2010 version to be seamless and worry-free. The instructor will speak to the similarities and differences in the different versions (old and new).

Learning Objectives: Upon completion of this course, participants will:

- Create interactive documents and review them
- Customize features of Word and check documents for any accessibility, compatibility, and confidentiality issues
- Learn how documents can be shared and edited on the Web and on mobile devices

Target Audience: Any City Employee

Prerequisite: Word 2010 – Level 1 and Level 2

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$185 per person

Instructor: COB University

Delivery Method: Online (available for two weeks after enrollment)
Hybrid
Instructor-led

Code:	Date:
CPC0777	Thursday, November 6, 2014
CPC0778	Tuesday, January 6, 2015
CPC0779	Monday, April 4, 2015
CPC0780	Tuesday, July 7, 2015



Excel 2010 – Level 1



This course will provide participants with the skills needed to create, edit, format and print basic spreadsheets and charts in Excel.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

All users of previous Microsoft Office applications (Word, Excel, and PowerPoint) will find the transition to the 2010 version to be seamless and worry-free. The instructor will speak to the similarities and differences in the different versions (old and new).

Learning Objectives: Upon completion of this course, participants will:

- Learn how to create an Excel 2010 workbook
- Learn how to add, modify, and format data in the workbook
- Learn how to perform calculations by using the functions provided by Excel 2010 or by creating your own formulas
- Learn how to change the look of the workbook by adding graphics, clip art, and charts

Target Audience: Any City Employee

Prerequisite: Introduction to Personal Computers using Windows 7

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202



Cost: \$185 per person

Instructor: COB University

Delivery Method: Online (available for two weeks after enrollment)
Hybrid
Instructor-led

Code:	Date:
CPC1721	Thursday, September 11, 2014
CPC1722	Friday, October 17, 2014
CPC1723	Thursday, December 11, 2014
CPC1724	Thursday, February 5, 2015
CPC1725	Friday, March 13, 2015
CPC1726	Thursday, May 7, 2015
CPC1727	Friday, June 5, 2015

Excel 2010 – Level 2



This course gives you an opportunity to work with some more advanced features of Excel, including templates, sorting and filtering, importing and exporting, advanced formulas, analysis tools and collaboration.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

All users of previous Microsoft Office applications (Word, Excel, and PowerPoint) will find the transition to the 2010 version to be seamless and worry-free. The instructor will speak to the similarities and differences in the different versions (old and new).

Learning Objectives: Upon completion of this course, participants will:

- Learn how to customize the quick access toolbar with specific commands
- Learn to link and embed objects in a worksheet and share the workbooks by publishing them to the Web or sending them via email

Target Audience: Any City Employee

Prerequisite: Excel 2010 – Level 1

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - C]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$185 per person

Instructor: COB University

Delivery Method: Online (available for two weeks after enrollment)
Hybrid
Instructor-led

Code:

CPC1728
CPC1729
CPC1730
CPC1731
CPC1732
CPC1733

Date:

Friday, September 26, 2014
Friday, October 31, 2014
Thursday, February 26, 2015
Friday, March 27, 2015
Friday, May 29, 2015
Friday, June 19, 2015



Excel 2010 – Level 3



Participants will customize a workbook, work with multiple data sources, and collaborate with others using shared workbooks. Participants will also enhance spreadsheets using charts and graphic objects.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

All users of previous Microsoft Office applications (Word, Excel, and PowerPoint) will find the transition to the 2010 version to be seamless and worry-free. The instructor will speak to the similarities and differences in the different versions (old and new).

Learning Objectives: Upon completion of this course, participants will:

- Learn how to connect to external data sources and import data
- Learn to work with tables and charts and present business data for making decisions and predicting trends
- Use the macros feature

Target Audience: Any City Employee

Prerequisite: Excel 2010 – Level 1 and Level 2

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$185 per person

Instructor: COB University

Delivery Method: Online (available for two weeks after enrollment)
Hybrid
Instructor-led

<u>Code:</u>	<u>Date:</u>
CPC1735	Thursday, November 13, 2014
CPC1736	Thursday, January 8, 2015
CPC1737	Tuesday, April 14, 2015



PowerPoint 2010 – Level 1

Participants learn how to create presentation slides that combine text, clip art, drawings, tables, charts and graphs. Participants also learn how to create, modify, and run a basic PowerPoint presentation.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

All users of previous Microsoft Office applications (Word, Excel, and PowerPoint) will find the transition to the 2010 version to be seamless and worry-free. The instructor will speak to the similarities and differences in the different versions (old and new).

Learning Objectives: Upon completion of this course, participants will:

- Identify the different ways to create a basic PowerPoint 2010 presentation
- Learn how to add text, images, illustrations, and videos to a slide

Target Audience: Any City Employee

Prerequisite: Introduction to Personal Computers using Windows 7

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$185 per person

Instructor: COB University

Delivery Method: Online (available for two weeks after enrollment)
Hybrid
Instructor-led

Code:
CPC6518

Date:
Tuesday, April 28, 2015



PowerPoint 2010 – Level 2

Participants further extend their knowledge of basic PowerPoint presentations working with design templates, custom animations, and other techniques for delivering presentations, web presentations, and presentation broadcasting. Participants will expand on the basic concepts introduced in PowerPoint 2010 Level 1.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

All users of previous Microsoft Office applications (Word, Excel, and PowerPoint) will find the transition to the 2010 version to be seamless and worry-free. The instructor will speak to the similarities and differences in the different versions (old and new).

Learning Objectives: Upon completion of this course, participants will:

- Learn the various ways to present text boxes, tables, charts, and media elements
- Understand how to finalize and present a slide show

Target Audience: Any City Employee

Prerequisite: PowerPoint 2010 – Level 1

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - A]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$185 per person

Instructor: COB University

Delivery Method: Online (available for two weeks after enrollment)
Hybrid
Instructor-led

Code:
CPC6528

Date:
Friday, May 21, 2015



PowerPoint 2010 – Level 3

Participants further extend their knowledge of basic PowerPoint presentations by working with design templates, custom animations, and other techniques to deliver presentations, web presentations, and presentation broadcasting. Participants will expand on the basic concepts introduced in PowerPoint 2010 Level 2.

NOTE FOR FIRST-TIME MICROSOFT OFFICE 2010 USERS:

All users of previous Microsoft Office applications (Word, Excel, and PowerPoint) will find the transition to the 2010 version to be seamless and worry-free. The instructor will speak to the similarities and differences in the different versions (old and new).

Learning Objectives: Upon completion of this course, participants will:

- Learn the different ways in which to customize a PowerPoint 2010 user interface
- Observe features that help you add multimedia enhancements and finalize slides

Target Audience: Any City Employee

Prerequisite: PowerPoint 2010 – Level 1 and Level 2

Cost: \$185 per person

Instructor: COB University

Delivery Method: Online Only

Code: CPC6529
Date: Available 2 weeks after enrollment





Professional Development



CITY OF
BALTIMORE
UNIVERSITY

CITY OF BALTIMORE
DEPARTMENT OF
HUMAN
RESOURCES

COBU

COB Leadership Academy



Providing a foundation of excellence through people... transparency, accountability & integrity

The City of Baltimore (COB) Leadership Academy Program provides City Leaders with a unique opportunity to sharpen their skills and increase their contribution to organizational excellence and growth. Leaders will be empowered to take charge of their professional development by pursuing a clear path to leadership training that's right for their agencies and their careers. COB University understands that our managers and supervisors are among our most valuable assets.

The COB Leadership Academy Program is based on a two tier, three model setup that capitalizes on employees' different bodies of knowledge. The models vary in curriculum and price schedule. At each tier and within each model, the participants' leadership effectiveness, core knowledge, and critical skills are assessed for leadership success. The multi-faceted, comprehensive curriculum offered is created to build skills capacity throughout the enterprise at a faster pace. Through this program, participants will be able to tap into the knowledge and expertise of subject matter experts, while developing strategies for driving individual, team, and organizational results. Through our time-efficient, highly practical curriculum, leaders will gain the tools and lessons needed to delegate effectively and communicate in a productive manner. In addition, they gain experience in employee development, using authority appropriately, and managing time and priorities.

Strong leaders make strong organizations. Leadership is a continual process of developing skills and expertise to meet evolving challenges and demands. Each session is tailored to meet the needs of the participants and provide an immediate return on investment.

Learning Outcomes

Upon completion of this course, participants will:

- ◆ Create high-performing teams to improve individual and team problem solving strategies
- ◆ Develop strategies for successfully managing complex relationships and solving intricate, multidimensional problems
- ◆ Sharpen your coaching and performance management skills to determine the appropriate leadership style to motivate employees and teams and promote employee engagement and retention
- ◆ Enhance core business function skills that are critical to the success of the enterprise, including: strategy, marketing, finance, sustainability, operations, supply chain
- ◆ Enrich mid-level management skills, including: leadership, decision making, innovation, negotiation, and change management
- ◆ Understand interpersonal styles to understand how interactions can influence others in the work setting. Identify skills related to oral communication, customer service, and stress management in order to cultivate and maintain productive interpersonal relationships
- ◆ Gain essential knowledge and practical applications of city-wide policies and procedures
- ◆ Build peer networks across agencies while working with other new managers and supervisors

Register **NOW** at <http://cobu-leadership-academy-fy15.eventbrite.com>

201 East Baltimore Street, Suite 200 ♦ Baltimore, MD 21202
410-396-1411 , TTY 711 ♦ 410-545-3289 Fax
www.baltimorecity.gov ♦ training@baltimorecity.gov

Program Benefits

How you benefit?

- ◆ Professional development directly relevant to your current position and future goals
- ◆ Curriculum aligned with the Mayor's Ten Year Plan
- ◆ Flexibility to develop valuable new skills at a faster pace
- ◆ Documented evidence of your leadership development
- ◆ Progressive skill development for each stage of your career
- ◆ Group discussions and idea exchanges
- ◆ Techniques and methods to increase your impact

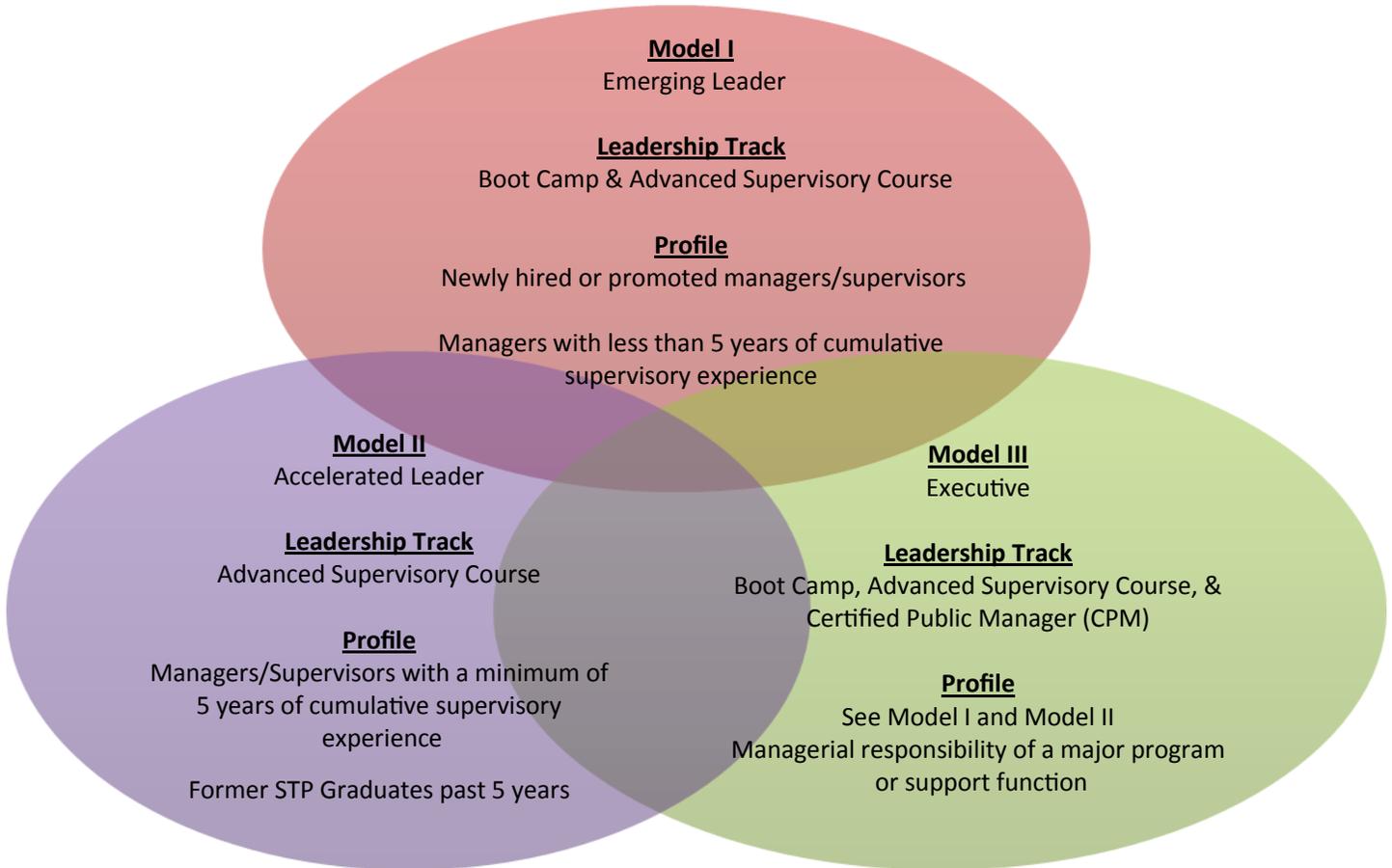
How your Agency benefits?

- ◆ Retention of key employees
- ◆ Improved quality and productivity
- ◆ Creation of high-functioning teams
- ◆ Ability to take advantage of emerging opportunities
- ◆ Clear progression to support succession management
- ◆ Networking and sharing of best-practices among agencies
- ◆ Compressed schedules—Fewer days
- ◆ More equipped supervisors
- ◆ Improved efficiency and effectiveness



COB Leadership Academy

Unlock The Key to your Future



Boot Camp

Core Competencies

- ◆ City Government Overview
- ◆ Supervisory/Employee Relations
- ◆ ADA
- ◆ FMLA
- ◆ Attendance Standards
- ◆ HIPAA
- ◆ Understanding the City Procurement Process
- ◆ Supervising for Safety
- ◆ Performance Management
- ◆ EAP—Substance Abuse policy
- ◆ EEO
- ◆ Computer Lab for HR Policies
- ◆ Discipline Policy—Coaching/Counseling
- ◆ Workplace Violence Policy

Advanced

Core Competencies

- ◆ Situational Leadership
- ◆ Building Relationships & Programs that drive results
- ◆ Multi-Generational Workforce
- ◆ Strategic Planning—SWOT Analysis
- ◆ Project Management
- ◆ Prioritization & Delegation
- ◆ CitiStat Process
- ◆ Outcome Budgeting
- ◆ Understanding Labor Contracts

Certified Public Manager (CPM)

Core Competencies

- ◆ Personal and Organizational Integrity
- ◆ Systemic Integration
- ◆ Public Service Focus
- ◆ Leading People
- ◆ Strategic Management & Evaluation
- ◆ Communication & Promotion
- ◆ Change Leadership
- ◆ Work Process Redesign
- ◆ Financial Management
- ◆ National Certification

Register NOW at <http://cobu-leadership-academy-fy15.eventbrite.com>

201 East Baltimore Street, Suite 200 ♦ Baltimore, MD 21202
 410-396-1411 , TTY 711 ♦ 410-545-3289 Fax
www.baltimorecity.gov ♦ training@baltimorecity.gov



HOW DOES THE PROGRAM WORK?

Program Eligibility and Requirements

MODEL I: Emerging Leader

Format:

Leadership Tracks—

- ◆ *Supervisory Boot Camp* — 5 days
- ◆ *Advanced Supervisory Course* — 6 days

Participant Profile:

- ◆ All City of Baltimore Managers and/or Supervisors are eligible to participate.
- ◆ Newly hired or promoted managers and/or supervisors who have no prior supervisory experience are required to participate in Model I.
- ◆ Managers and/or supervisors who have less than (5) years of cumulative supervisory experience in their current and/or prior roles either within the organization or outside the organization.

Note: Exceptions to this requirement require advance approval from The Director of Human Resources.

Cost: \$1080 (Boot Camp); \$1296 (Advanced)

Instructors: COB University and various subject matter experts

Certificate Requirements: Completion of a post-assessment test*

Registration: <http://cobu-leadership-academy-fy15.eventbrite.com>

MODEL II: Accelerated

Format:

Leadership Tracks—

- ◆ *Advanced Supervisory Course* — 6 days

Participant Profile:

- ◆ Managers and/or Supervisors who have a minimum of five (5) years of cumulative supervisory experience in their current and/or prior roles either within the organization or outside the organization.
- ◆ Successful completion of Supervisory Boot Camp and/or former graduate of COB University's Supervisor Training Program in past five years.

Note: Exceptions to this requirement require advance approval from The Director of Human Resources.

Cost: \$1296

Instructors: COB University and various subject matter experts

Certificate Requirements: Completion of a post-assessment test*

Registration: <http://cobu-leadership-academy-fy15.eventbrite.com>

Supervisory Boot Camp Sessions

- September 29—October 3, 2014
- October 20—October 22, 2014
- December 8—December 12, 2014
- February 3—February 7, 2015
- February 23—February 27, 2015
- April 27—May 1, 2015
- June 1—June 5, 2015

Advanced Leadership Sessions

- September 8—September 15, 2014
- November 12—November 19, 2014
- January 12—20, 2015
- March 16—March 23, 2015
- April 13—April 20, 2015
- June 15—June 22, 2015

MODEL III: Executive

Format:

Leadership Tracks—

- ◆ *Supervisory Boot Camp* — 5 days
- ◆ *Advanced Supervisory Course* — 6 days
- ◆ *Certified Public Manager (CPM) Program* — 16-18 Months, 300 Hours

Participant Profile:

- ◆ See Model I and II
- ◆ Managerial responsibility of a major program or support function.
- ◆ Managers and/or Supervisors who have completed COB University's Supervisory Training Program within the past five year period are not required to complete Supervisory Boot Camp and will be placed in the Advanced Supervisory Course.

CPM Program Date January 15, 2015

Cost: \$1080 (Boot Camp); \$1296 (Advanced); \$6,500 (CPM Program)

Instructors: COB University and University of Baltimore

Certificate Requirements: Completion of a post-assessment test*

Participants must pass the post-assessment to designate the participant as a Certified Supervisor in The City of Baltimore. If not passed, the participant must retake the post-assessment exam within 30 days of the 1st date the exam is offered in order to avoid additional cost. If the participant declines to retake the post-assessment exam within 30 days of the 1st date the exam is offered, his/her agency will be assessed an additional cost, equivalent to one-half (1/2) the cost of Leadership Academy Boot Camp/Advanced training. If participant successfully passes a post assessment exam, he/she is eligible to progress to the next Tier.*

CERTIFIED PUBLIC MANAGER® (CPM) PROGRAM



Schaefer Center for Public Policy
University of Baltimore, College of Public Affairs
Maryland Certified Public Manager® Program
Only the Best Shall Serve the Public

The vision is to provide world class leaders and managers for the public service.

There are almost 18,000 graduates of the Certified Public Manager® programs across the United States.

WHY? The Maryland CPM Program

Maryland public sector organizations are facing workforce challenge. Experienced mid- and upper-level managers are leaving the workforce. Public and nonprofit organizations will need to fill those positions with qualified managers prepared to meet 21st century public sector management challenges. Government and nonprofit organizations operate in a complex environment that requires managers trained in a broad array of public management skills. Until now, short of a college degree in public administration, there were few options available in Maryland for providing public managers with a comprehensive, academically grounded program that was readily applicable to the job they hold today and the job they seek tomorrow.

WHAT? Is the Maryland CPM Program

The Maryland Certified Public Manager® Program offered by the Schaefer Center for Public Policy at the University of Baltimore's College of Public Affairs is designed to meet this need. The CPM Program is a nationally accredited leadership development program for public managers and supervisors. The Program offers participants the opportunity to learn and practice the critical leadership skills and competencies necessary to effectively meet the complex demands and challenges in the 21st century public management environment. The vision of the CPM Program is to develop, "world class leaders and managers for public service."

WHO? Can attend the Maryland CPM Program

The Program is:

- open to state, local and nonprofit employees who supervise or manage employees or large projects
- open to a wide range of employees including those who do not have a college degree
- offers a great way to upgrade the management skills of employees with strong technical skills who have moved into management positions

WHERE?

The Program combines in-person and online learning experiences and will be offered primarily at the University of Baltimore. Arrangements can be made to deliver the program on-site at your agency.

HOW? Is the curriculum structured

The Certified Public Manager® Program is a comprehensive program offered in a cohort format to groups of 25 participants. While the standard Program is non residential, and 14 months in length, options for customization are available for agencies. The instructors include University of Baltimore faculty and local experts and practitioners. The Program culminates with a capstone project in which the participants apply what they have learned in the Program to address a challenge faced by their organization. The 300 hours of coursework are concentrated in seven areas and include:

- Personal and Organizational Integrity
- Systemic Integration
- Managing Work
- Public Service Focus
- Leading People
- Change Leadership
- Developing Self

WILL? My organization and I benefit from the program

The CPM Program is accredited by the National Consortium of Certified Public Managers. The certification is portable and distinguishes graduates as professionally trained public managers. The CPM credential is nationally recognized and offered in 40 states. CPM graduates are immediately linked into a national professional network through the American Academy of Certified Public Managers and to a local network of CPM graduates. CPM participants will be awarded student memberships in the American Society for Public Administration (ASPA) as well as ASPA's Maryland chapter.

About the Schaefer Center for Public Policy

The Schaefer Center for Public Policy was established in 1985 with a mission to bring the University of Baltimore's academic expertise to bear in addressing challenges faced by government and nonprofit organizations. The Center offers strategic planning, performance measurement, program evaluation and analysis, opinion research, management consulting and management training services.

The Center's staff promotes excellence in public service through its professional development offerings. As a key player in the implementation of Maryland's Managing for Results program, the Center trained 4,600 Maryland public servants in the program's tools and techniques. As the official provider of election judge training in Baltimore City and Baltimore County, the Center is enhancing the quality of election administration.

About the College of Public Affairs

The University of Baltimore's College of Public Affairs faculty members are renowned experts in their fields and include a group of National Academy of Public Administration fellows. Its academic programs capitalize on the University's distinction in the fields of public administration, criminal justice and health and human services. The College is ranked 73rd nationally in U.S. News & World Report's 2013 edition of "Best Grad Schools," a significant honor and testament to the quality of its programs, students and faculty.

Contact

Dr. Ann Cotten

Director, Schaefer Center for Public Policy

Maryland Certified Public Manager® Program

College of Public Affairs, University of Baltimore

acotten@ubalt.edu

410.837.6188

Learn more: marylandcpm.ubalt.edu

Critical Thinking

Critical thinking is the intellectual process of actively conceptualizing, applying, analyzing, synthesizing and evaluating information gathered or generated from observation, experience, reflection, reasoning or communication as a guide to an action. It relates to how we make decisions and use our judgment in the workplace.

Learning Objectives: Upon completion of this course, participants will:

- Provide examples of different types of reasoning skills
- Learn how to apply active listening skills
- Understand problem-solving in critical thinking by identifying inconsistencies, asking questions, trusting instincts, and taking the time to evaluate all possible solutions

Target Audience: Managers, Supervisors, and Lead Workers

Competencies: Interpersonal Skills, Performance Management, Leadership and Problem Solving

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

Code: CT011501
CT011502

Date: Monday, January 12, 2015
Tuesday, June 9, 2015



Creative Problem Solving

Creative Problem Solving will provide learners with techniques and skills to improve their ability to utilize available resources. We will discuss how to first define the problem and then discuss methods to discover a solution. This course will provide a platform for “outside of the box” thinking approach to creative problem solving.

Learning Objectives: Upon completion of this course, participants will:

- Identify how to properly diagnose problems
- Have techniques to identifying creative solutions
- Understand the importance of changing perspectives when problem solving

Target Audience: Any City Employee

Competencies: Problem Solving and Performance Goals

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

Code: PS021501
PS021502

Date: Friday, February 13, 2015
Monday, July 6, 2015



Employee Motivation

We cannot control what happens to us, but we can control how we respond to what happens. This employee motivation class will provide learners with methods to enable them to stay focused in their respective roles. Attendees will understand the internal and external factors that motivate them.

Learning Objectives: Upon completion of this course, participants will:

- Understand how having a positive state of mind increases motivation
- Realize what factors motivate them
- Learn how to maintain focus
- Learn coping mechanisms for managing stress and other demotivating factors

Target Audience: Any City Employee

Competencies: Problem Solving and Performance Goals

Time: 1:00 PM – 4:00 PM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

Code: PS031001
PS062402

Date: Tuesday, March 10, 2015
Wednesday, June 24, 2015



Coaching for High Performance

Coach, role model, counselor, supporter, guide... do these words ring a bell? Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves lending support, while providing challenging opportunities. Knowing how and when to coach is an essential skill that can benefit both the participant and the organization.

Learning Objectives: Upon completion of this course, participants will:

- Understand how coaching can be used to develop their team
- Develop coaching skills that help improve individual performance
- Demonstrate the behaviors and practices of an effective coach
- Recognize employees' strengths and give them the feedback they need to succeed
- Identify employee problems and solutions they can use to correct them

Target Audience: Any City Employee

Competencies: Problem Solving and Performance Goals

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

<u>Code:</u>	<u>Date:</u>
PS111001	Monday, November 10, 2014
PS111002	Thursday, February 12, 2015
PS111003	Wednesday, May 6, 2015



Situational Leadership

This workshop assists managers in developing their leadership styles in conjunction with their managerial responsibilities. It will focus on ways to use leadership skills as strategic tools to realize the agency's goals, by building a culture that promotes trust and high performance.

Learning Objectives: Upon completion of this course, participants will:

- Compose a mission and value statement for their department or division
- Compare and contrast whether leaders are born or made
- Define leadership problem solving skills
- Compare and contrast different cultures and their leaders
- Summarize how leadership can increase an organization's production

Target Audience: Managers, Supervisors, and Lead Workers

Competencies: Strategic Management, Continuous Improvement, Critical Thinking, and Coaching

Prerequisite: Currently hold the position of Manager/Supervisor

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$180 per person

Instructor: COB University

Delivery Method: Instructor-led



<u>Code:</u>	<u>Date:</u>
LD14095	Tuesday, October 21, 2014
LD14096	Wednesday, January 7, 2015
LD14097	Thursday, April 2, 2015
LD14098	Monday, July 13, 2015

Building Effective Teams

Teams have become the principle building block of successful organizations. This session includes hands-on activities that encourage participants to examine their ability and willingness to work with teams. Exercises are designed to train participants in building and strengthening teams. Practical ideas are provided to ensure the continued development of the team beyond the actual training.

Learning Objectives: Upon completion of this course, participants will:

- Understand the stages of team development
- Establish clear team outcomes and criteria
- Assess team member roles and work expectations
- Recognize harmful behaviors that hinder team cohesiveness
- Develop effective team strategies

Target Audience: Managers, Supervisors, and Lead Workers

Competencies: Interpersonal Relations and Organizational Astuteness

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$180 per person

Instructor: COB University

Delivery Method: Instructor-led

<u>Code:</u>	<u>Date:</u>
TB3235	Friday, September 19, 2014
TB3236	Wednesday, December 3, 2014
TB3237	Thursday, March 12, 2015
TB3238	Wednesday, June 10, 2015



Team Engagement

Employees who feel they are valued and recognized for their work are more motivated, responsible and productive. This workshop is designed to help supervisors and managers create a more dynamic, loyal and energized workplace.

Learning Objectives: Upon completion of this course, participants will:

- Define motivation
- Examine personal motivators and what motivates others
- Understand common motivational theories and how to apply them
- Understand how fear and desire affect employee motivation
- Explore ways to create a motivational climate in the workplace

Target Audience: Any City Employee

Competencies: Interpersonal Skills, Team Leadership, and Coaching

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

<u>Code:</u>	<u>Date:</u>
TB5214	Tuesday, October 14, 2014
TB5215	Thursday, December 18, 2014
TB5216	Tuesday, March 10, 2015
TB5217	Wednesday June 24, 2015



Project Management Fundamentals

Project management requires you to think and act both strategically and tactically. Projects involve people working together toward a desired goal. This workshop assists project managers in guiding an initiative from inception to successful completion. The Focus will be on identifying and defining project objectives, efficiently and effectively coordinating project tasks, and applying the right processes and tools for managing a project team.

Learning Objectives: Upon completion of this course, participants will:

- Determine the project scope and feasibility
- Properly sequence the project and establish realistic timeframes
- Build a project plan with contingencies
- Utilize tools that facilitate workflow and accountability
- Effectively communicate project related information
- Develop skills to lead and motivate a project team

Target Audience: Managers and Supervisors

Competencies: Team Leadership, Performance Evaluation, Planning, Integrity, and Critical Thinking

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$300 per person

Instructor: COB University

Delivery Method: Instructor-led

<u>Code:</u>	<u>Date:</u>
OD15004	Wednesday, October 29, 2014
OD15005	Friday, January 9, 2015
OD15006	Friday, May 15, 2015



Workplace Etiquette

Workplace etiquette is an important part of creating a comfortable and professional environment. It is not only showing respect and courtesy to your co-workers, managers and customers; it is learning how to work efficiently as part of a team. While not everyone adheres to etiquette guidelines in the same manner, it is still prudent to communicate them to employees so that everyone is aware of agency expectations regarding conduct. Etiquette for the workplace includes professional presentation and proper communication, both of which enhance your business image. This course will cover workplace expectations and acceptable behaviors including appropriate business dress and grooming, verbal communication, telephone skills, email etiquette, time management, and general professional standards.

Learning Objectives: Upon completion of this course, participants will:

- Define appropriate and inappropriate office behavior
- Demonstrate professional use of both telephone and email etiquette in a business environment
- Identify and rephrase blunt wording for more professional communication
- Explain methods on how to appropriately handle typical office interruptions by visitors, phone calls, requests from the supervisors or subordinates

Target Audience: Any City Employee

Competencies: Interpersonal Skills, Continuous Improvement, and Self-Management

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202



Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

<u>Code:</u>	<u>Date:</u>
PPD0814	Thursday, November 6, 2014
PPD0815	Monday, February 9, 2015
PPD0816	Tuesday May 19, 2015

Time Management

Participants in this workshop learn to identify their top time wasters and replace personal disorganization with self-discipline. They learn how to prioritize, avoid procrastination, control interruptions, and manage paperwork at home and at work.

Learning Objectives: Upon completion of this course, participants will:

- Identify their own time wasters
- Learn to set priorities
- Identify tasks that can be delegated
- Develop a delegation plan
- Organize their paper and e-clutter using the "traffic" method
- Learn how to control interruptions

Target Audience: Any City Employee

Competencies: Continuous Improvement, Critical Thinking, and Individual Learning Skills

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

<u>Code:</u>	<u>Date:</u>
PPD0604	Tuesday, September 30, 2014
PPD0605	Monday, December 8, 2014
PPD0605	Thursday, May 14, 2015



Red Carpet Customer Service

Participants will learn winning approaches to achieve and maintain optimum customer service. Today's competitive environment requires that each business provides service beyond their customer's expectations.

Learning Objectives: Upon completion of this course, participants will:

- Explore components and challenges of delivering high-quality service at every customer interaction
- Understand communication techniques to obtain information to better understand customer needs
- Practice effective responses to difficult customer service situations
- Discover how communication skills can greatly benefit customer relations

Target Audience: Any City Employee

Competencies: Customer Orientation and Interpersonal Skills

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

Code:

CSC1028

CSC1029

CSC1030

CSC1031

Date:

Thursday, September 18, 2014

Wednesday, December 17, 2014

Tuesday, March 31, 2015

Thursday, June 11, 2015



Expert Telephone Skills

Participants learn how to treat each phone interaction with courtesy and respect. Setting the tone with incoming phone calls, correctly placing customers on hold and transferring calls without any mishaps are important skills that will be covered.

Learning Objectives: Upon completion of this course, participants will:

- Recognize and cultivate an effective telephone service attitude
- Discover how to listen accurately to gain understanding of caller needs
- Handle callers with composure and confidence
- Practice techniques for positive communications

Target Audience: Any City Employee

Competencies: Customer Orientation and Interpersonal Skills

Prerequisite: None

Time: 1:00 PM – 4:00 PM

Location: Department of Human Resources [201 – PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

<u>Code:</u>	<u>Date:</u>
CSC1055	Monday, September 22, 2014
CSC1056	Wednesday, December 3, 2014
CSC1057	Friday, March 6, 2015
CSC1058	Tuesday, June 2, 2015



The Royal Treatment for Challenging Customers

Participants learn how to help solve customer problems effectively. Difficult customers come in a variety of shapes and sizes. The one thing they have in common, however, is that they have a need and they want YOU to fulfill it. This session will give you tips on how to help keep customers from becoming difficult or tainted.

Learning Objectives: Upon completion of this course, participants will:

- Explore different coping skills when confronted with a difficult customer or situation
- Manage your own behavior through effective communication skills
- Practice strategies for gaining control of volatile situations
- Understand methods to keep pressure from affecting job performance

Target Audience: Any City Employee

Competencies: Customer Orientation, Interpersonal Skills, Problem Solving, and Self-Management

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

<u>Code:</u>	<u>Date:</u>
CSC6018	Wednesday October 15, 2014
CSC6019	Monday, January 5, 2015
CSC6020	Wednesday, April 9, 2015
CSC6021	Thursday, July 16, 2015



Communications Strategies: Your Secret Weapon

Participants will learn skills to enhance basic forms of communication. They will also learn to overcome difficult communication issues that we face when we transmit information from one individual to another.

Learning Objectives: Upon completion of this course, participants will:

- Assess communication styles and their impact on others
- Develop techniques to improve personal communication effectiveness
- Interpret verbal and non-verbal communication cues
- Diffuse and resolve conflict situations

Target Audience: Any City Employee

Competencies: Customer Orientation and Interpersonal Skills

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

<u>Code:</u>	<u>Date:</u>
CSC1117	Friday, October 10, 2014
CSC1118	Wednesday, January 14, 2015
CSC1119	Monday, April 6, 2015



Conflict Resolution Strategies: Getting Along in the Workplace

All of us experience conflict. At times, we lose sight of the fact that conflict is normal and there will be the potential for conflict. Since you can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways. What is critical for resolving conflict is developing an understanding and trust in shared goals. It requires openness, discipline, and creativity. Showing respect for other people and not blaming them, enables people to work for mutual benefit.

Learning Objectives: Upon completion of this course, participants will:

- Understand what conflict is and how it can escalate
- Recognize the five most common conflict resolution styles and when to use them
- Increase positive information flow through non-verbal and verbal communications skills
- Develop effective techniques for intervention strategies
- Strengthen staff trust and morale
- Build confidence of their ability to manage conflicts, enhance productivity and performance

Target Audience: Any City Employee

Competencies: Interpersonal Skills, Communications, and Team Cohesion

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$250 per person

Instructor: COB University

Delivery Method: Instructor-led

Code:	Date:
CRS1046	Wednesday, October 16, 2014
CRS1047	Thursday, January 15, 2015
CRS1048	Wednesday, April 13, 2015



Dealing with Difficult People

This workshop provides participants with techniques to enhance their skills for dealing with difficult people in the workplace. Participants will learn how to manage their own behavior, explore different coping mechanisms and develop more effective communication skills when confronted with a difficult person or situation.

Learning Objectives: Upon completion of this course, participants will:

- Identify emotionally charged situations at work and minimize their impact
- Practice strategies for gaining control of volatile situations
- Use techniques for taking charge of work-place conversations
- Understand methods to keep pressure from affecting job performance

Target Audience: Any City Employee

Competencies: Interpersonal Skills, Customer Orientation, Problem Solving, Analysis, and Self-Management

Prerequisite: None

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

<u>Code:</u>	<u>Date:</u>
PPD1094	Wednesday, October 8, 2014
PPD1095	Tuesday, January 13, 2015
PPD1096	Thursday, April 16, 2015
PPD1097	Tuesday, July 14, 2015



Managing Stress and Preventing Burnout

The trick to managing stress is finding the optimum levels where there is just enough stress to avoid complacency, but not so much that it causes burnout. Since stress is your reaction to events around you, this class will focus on how you judge these events. In addition, you will learn how to choose appropriate responses/ tools in dealing with them.

Learning Objectives: Upon completion of this course, participants will:

- Assess their personal stress level
- Recognize and defuse signs of stress
- Address the causes of job stress
- Apply proven stress reduction techniques
- Achieve an understanding of work/personal life balance

Target Audience: Any City Employee

Competencies: Continuous Improvement and Self-Management

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

Code:	Date:
PPD5074	Tuesday, October 7, 2014
PPD5075	Wednesday, January 28, 2015
PPD5076	Wednesday, April 1, 2015
PPD5077	Tuesday, July 7, 2015



Diversity in the Workplace

The essence of synergy is valuing differences. This means that people respect differences and view them as opportunities for learning. Differences enable people to discover and produce things together that they are much less likely to discover and produce individually.

Learning Objectives: Upon completion of this course, participants will:

- Examine how valuing workforce diversity improves workplace cohesiveness
- Discuss where false assumptions stem from biases and how prejudices can be eliminated
- Enhance communication skills

Target Audience: Any City Employee

Competencies: External Awareness, Interpersonal Skills, Diversity, and Communications

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

<u>Code:</u>	<u>Date:</u>
PPD1047	Friday, November 7, 21014
PPD1048	Thursday, January 29, 2015
PPD1049	Friday, March 13, 2015
PPD1050	Thursday, May 28, 2015
PPD1051	Friday, July 10, 2015



Health Insurance Portability & Accountability Act (HIPAA) of 1996

The Health Insurance Portability & Accountability Act of 1996 (HIPAA) was passed by Congress to protect the privacy of individually identifiable health information. The HIPAA Security Rule sets national standards for the security of electronic protected health information and the confidentiality provisions of the Patient Safety Rule, which protect identifiable information being used to analyze patient safety events and improve patient safety.

Learning Objectives: Upon completion of this course, participants will:

- Understand covered entities and how HIPAA should be implemented within an organization
- Use scenarios to distinguish the difference between a HIPAA violation and a Maryland Confidentiality of Medical Records Act violation
- Take and pass a HIPAA violation assessment

Target Audience: Any City Employee

Competencies: Customer Orientation and Communication

Prerequisite: None

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

Code: HIPA20
Date: Thursday, March 19, 2014



Workplace Violence Policy



The City of Baltimore is committed to promoting and ensuring the health and safety of its employees. The purpose of this policy is to heighten employee awareness of workplace violence and to provide guidance for employees and management to address the occurrence of workplace violence and its consequences in the workplace.

Learning Objectives: Upon completion of this course, participants will:

- Reduce the potential for violence in and around the workplace
- Encourage and foster a work environment that is characterized by respect and healthy conflict resolution
- Mitigate the negative consequences for employees who experience or encounter violence in their work lives
- Educate employees on the consequences of workplace violence

Target Audience: *Any City Employee*

Competencies: External Awareness, Customer Orientation, and Interpersonal Skills

Time: 9:00 AM – 11:00 AM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Delivery Method: Online

Cost: \$100 per person

Instructor: COB University

Code: WPV2012
Date: Thursday, July 23, 2015



Target Audience: *Supervisors and Managers*

Competencies: Personal Accountability, Customer Orientation, and Communication

Time: 2:00 PM – 4:00 PM

Location: Online

Cost: \$150 per person

Instructor: COB University

Code: WPV2013
Date: Thursday, July 23, 2015

FMLA Training

The Federal Family and Medical Leave Act (FMLA) requires covered employers to provide eligible employees with up to 12 weeks of job-protected leave for serious health conditions. This workshop has been designed primarily for supervisors and/or managers. However, the content may prove useful to all city employees. Workshop participants will learn their role and responsibilities in either administering or following the Family and Medical Leave Act policy.

Learning Objectives: Upon completion of this course, participants will:

- Describe the FMLA's basic requirements.
- Familiarize you with common FMLA terms and concepts.
- Explore the role of supervisors in FMLA leave administration.
- Discuss common FMLA challenges.

Target Audience: Any City Employee

Competencies: Individual Learning Skills and Personal Accountability

Time: 10:00 AM – 12:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: DHR Policy Department

Delivery Method: Instructor-led

Code:
FML2018

Date:
Friday, April 10, 2015



SACO Training

Substance Abuse Control Officers (SACO) are an on-site resource who must be familiar with all aspects of the policy.

Learning Objectives: Upon completion of this course, participants will:

- Independently review the evidence to verify that reasonable suspicion exists for each employee identified by a supervisor for mandatory drug or alcohol testing, including post-accident tests
- Prepare and sign a written confidential report detailing the basis for reasonable suspicion based on specific observations
- Respond to questions from supervisors and employees regarding this policy

Target Audience: Agency Substance Abuse Control Officers

Competencies: Communication and Customer Orientation

Time: 9:00 AM – 4:00 PM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$125 per person

Instructor: Employee Assistance Program (EAP)

Delivery Method: Instructor-led

Code:	Date:
SACO5225	Friday, November 14, 2014
SACO5226	Wednesday, February 11, 2015
SACO5227	Friday, May 22, 2015



Performance Management

Giving fair and meaningful performance evaluations is one of the most important supervisory tools for developing and motivating employees. This course will boost the confidence and skills of participants in conducting periodic performance reviews with their staff. It will focus on the core purpose of the evaluation and the metrics and communications skills needed for successful application.

Learning Objectives: Upon completion of this course, participants will:

- Develop work plans that contain measurable expectations
- Understand what type of data to use to support the evaluation process
- Recognize and avoid common rating errors
- Comprehend how to give constructive feedback
- Form development plans as part of the evaluation process
- Know how and when to use a Performance Improvement Plan

Target Audience: Managers and Supervisors

Request: Bring a job description for at least one staff member to be used to develop the work plan for the performance evaluation.

Prerequisite: None

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - M]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

Code: EPE3296
EPE3297

Date: Tuesday, February 17, 2015
Tuesday, May 12, 2015



Interviewing and Selection

This workshop is designed to teach participants concepts, knowledge and skills necessary to conduct a structured interview using behavior based interviewing techniques. Participants are taught how to comply with laws regarding employee interviewing and selection. Participants are provided with step-by-step guidance for interviewing candidates, choosing among them objectively, and appropriately following up with both the chosen candidate as well as those not offered the position.

Learning Objectives: Upon completion of this course, participants will:

- Create appropriate and legal questions based on the specific job requirements
- Conduct a consistent, structured interview that effectively probes the skills, knowledge, and abilities of a candidate
- Understand the need to provide candidates with an accurate picture of the job and organizational culture
- Evaluate candidates fairly and objectively

Target Audience: Managers and Supervisors

Competencies: Communication and Interpersonal Skills

Time: 9:00 AM – 3:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$150 per person

Instructor: COB University

Delivery Method: Instructor-led

Code: IAS6006
IAS6007

Date: Thursday, November 20, 2014
Friday, May 29, 2015





Human Resources Management

Conducting an Effective Internal Investigation

This course is designed to provide authorized investigating representatives with the basic skills for conducting a thorough internal workplace investigation. Participants should also be able to identify common triggers for complaints, be able to determine when an investigation is required or necessary and conduct the investigation in a manner that limits the employer's exposure to litigation, adverse governmental actions. The course will provide basic overview of labor and employment law hot topics, and review the consequences of retaliation and other actions that can aggravate an issue or create new liabilities for the employer.

Learning Objectives: Upon completion of this course, participants will:

- Recognize work place issues that can trigger a complaint
- Process a complaint from intake to the issuing of a memorandum of findings
- Develop an investigation plan and strategies
- Debrief the complainant and interview witnesses and the accused
- Properly collect, manage, and store evidence during and after an investigation
- Differentiate between reliable and unreliable sources of information
- Analyze evidence and reach sound conclusions
- Hold pre and post investigation meetings
- Prepare and present memorandum of findings
- Issue a recommendation and follow up with the appropriate parties to ensure implementation of the recommendations

Target Audience: ADA Specialists, EEO Officers, SACO Officers, Human Resources Business Partners and other Human Resources Representatives, Managers/Supervisors, and Agency Heads

Competencies: Complaint Processing, Knowledge of Labor and Employment Laws, Interviewing Skills, and Evidence Analysis and Interpretation

Time: 9:30 AM – 12:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$200 per person

Instructor: DHR Policy Division

Delivery Method: Instructor-led

Code: CII603
Date: Friday, January 9, 2015



Introduction to Fair Labor Standards Act (FLSA)

This introductory course is designed to assist managers with understanding the City's responsibilities under the Fair Labor Standard Act. The course will explain the criteria for establishing exempt positions, minimum wage requirements, overtime pay, record keeping, and deductions from wages. The course will also address possible consequences of violating state and federal laws, the City's available defenses, and agencies role in preventing violations.

Learning Objectives: Upon completion of this course, participants will understand:

- What is FLSA
- What agency governs FLSA issues
- Who is an exempt employee under the FLSA
- When is overtime pay mandatory
- What types of wage deductions are allowed
- What are the penalties of violating the FLSA
- What is the City's FLSA policy

Target Audience: Human Resources and Managerial Personnel

Competencies: Knowledge of FLSA laws, Policy Application

Time: 9:30 AM – 12:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$200 per person

Instructor: DHR Policy Division

Delivery Method: Instructor-led

Code: FLSA603
Date: Thursday, February 5, 2015



Writing an Effective Position Description

Whether it is for a newly created position, an existing or future vacancy, or restructured responsibilities, an effective position description is the primary tool to establish, define and convey required and specific responsibilities, accountabilities, and competencies for successful work accomplishment. A well-crafted position description is an essential tool for recruitment and performance management best practices, and to assist in ensuring performance delivery that aligns with organization strategy and mission.

This course is designed to assist agencies with preparing, communicating and using position descriptions as a recruitment and performance planning tool.

Learning Objectives: Upon completion of this course, participants will:

- Identify the nine essential elements of an effective position description
- Craft an effective position description
- Understand the challenges and disadvantages of using an ineffective position description
- Comprehend the implications (including legal) of using an ineffective position description

Target Audience: Human Resources Practitioners, Managers, Supervisors, and Agency Heads

Competencies: Performance Management, Understanding the Agency's Strategy, Mission, Goals and Objectives

Time: 10:00 AM – 12:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202



Cost: \$200 per person

Instructor: DHR

Delivery Method: Instructor-led

Code: PD6605
Date: Thursday, April 17, 2015



Leadership Roundtable

Leadership Roundtable

Designed to give attendees an opportunity to participate in discussions and share ideas with colleagues from around the city about specific topics relating to management and technology. These facilitated discussions provide attendees a place to further develop their understandings of a topic.

Learning Objectives: Upon completion of this course, participants will:

- Share knowledge, gain ideas, and learn the best practices
- Talk about what works for you and your journey through leadership
- Learn to be a better communicator and leader
- Network with a community of learners
- Build skills to express yourself in a variety of situations
- Learn how to positively impact the people within your sphere of influence

Target Audience: Agency Heads, Managers/Supervisors, STP Graduates and Leadership Academy Participants

Competencies: Interpersonal Skills, Performance Management, Leadership, Strategic Management, Continuous Improvement, Critical Thinking Coaching and Problem Solving

Time: 9:00 AM – 12:00 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: \$60 per person

Facilitated: COB University

Code: LRS0013
Date: TBD





Baltimore City Joint Apprenticeship Program

Baltimore City Joint Apprenticeship Program

What is Apprenticeship Training?

The apprenticeship training program allows participants to earn while they learn. It trains individuals to become skilled in one of many positions through a combination of on-the-job training and technical classroom instruction, as provided by industry professionals. Our expertise in the policies and procedures of Baltimore City Government enables us to serve your training needs better than an outside vendor.

Eligibility Requirements:

- High school diploma or GED certificate
- 18 years of age or older
- Pass the Department of Human Resources examination for apprenticeship classification
- Pass a medical examination

How Can You Participate?

Contact Michael Alexander at:
201 E. Baltimore Street, 2nd Floor
Baltimore, Maryland 21202
(410) 545-3260, TTY 711

Interested parties may also apply in person or visit www.baltimorecity.gov as positions become available. Apprenticeship positions **must** be posted by DHR's Recruitment office before applications can be submitted.



The Baltimore City Joint Apprenticeship Program is the collaborative effort between the Mayor's Office, Baltimore City's Department of Human Resources, Office of the Labor Commissioner, Maryland Public Employees AFSCME Council 67/Local 44, the City Union of Baltimore and city agencies. The purpose of the program is to ensure that the City of Baltimore has a qualified pool of journey persons who have been trained in the traditions of the craftsman. In an effort to realize the Mayor's commitment to education and quality of life, the apprenticeship program continues to grow, offering an array of options for qualified applicants.

Types of Apprenticeships

Automotive Mechanic - a 4-year program where instruction is given in a wide range of diagnostic, installation, maintenance and repair on a variety of automotive, heavy truck, heavy equipment and other mechanical equipment.

Electrical Mechanic - a 2-year program where instruction and on-the-job training are given in the installation, maintenance, and repair of interior/exterior electrical and power distribution systems.

Housing Inspector - a 1-year program where classroom instruction and on-the-job training are given in the inspection of the exteriors, interiors and adjacent grounds of vacant and occupied single family dwellings and exteriors and adjacent inspections of commercial properties in order to enforce the codes and ordinances of Baltimore City, including but not limited to health, housing, zoning, sanitation, building, Are and related codes.

Instrumentation Technician - a 4-year program where classroom instruction and on-the-job training are given in the maintenance, calibration and repair of hydraulic, pneumatic and mechanical equipment.

Maintenance Technician - a 3-year program where classroom and on-the-job instruction are given in maintenance and repair of electrical or mechanical equipment in a water or waste-water treatment and/or pumping facility.

Operations Technician - a 3-year program where instruction is given in the operation, maintenance and minor repair of mechanical and electrical equipment in a water and wastewater treatment plant. Apprentices will learn how to record meter and gauge readings, will learn and participate in the operation of chemical feed equipment, and will learn how to filter and regulate controls, valves and pumps.

Tree Trimmer - a 2-year training program where instruction is given in pruning, climbing, felling and treating trees.

Utilities Installer and Repairer - a 2-year program where classroom and on-the-job training are given in the installation, maintenance and repair of water mains, service pipes, water meters, fire hydrants and related appurtenances, sanitary house connections, manholes, wastewater collection pipes, mains and storm drains.

* All apprenticeship programs are approved by the Maryland Apprenticeship Training Council.



Participation in the Baltimore City Joint Apprenticeship Program

To become eligible for the program, positions must be posted on the City website. Applicants must have obtained a high school diploma or GED and must:

- pass DHR's examination for apprenticeship classification
- pass a medical examination

Applicants selected for participation in one of the apprenticeship programs will earn wages and receive benefits as they learn the skill set necessary for the position. With a combination of classroom instruction and on-the-job training, the apprenticeship program provides the perfect training environment. Upon completion of the program, the apprentice is promoted to the status of journey person.

Administered by:

The Baltimore City Joint Apprenticeship Program

201 East Baltimore Street, 2nd Floor

Baltimore, MD 21202

410-545-3260

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Baltimore City Joint Apprenticeship Program





University of Baltimore City Fellows Program (UBCFP)



The University of Baltimore in collaboration with the City of Baltimore is pleased to announce the availability of the University of Baltimore City Fellows Program (UBCFP) for undergraduate and graduate study. All active regular full-time employees in good standing who meet the requirements set forth in this document are eligible to apply for this scholarship. The Scholarship Award Committee (SAC) will review all applications submitted within the stated guidelines and make candidate admission recommendations to the University of Baltimore. Applicants should be advised that the selection process is a highly competitive one and applicants must demonstrate in their application packet their accomplishments and aptitude for success in this type of program.

I. Available Fields of Study

Undergraduate study areas are Applied Information Technology, Business Administration, Community Studies and Civic Engagement, Criminal Justice, Forensic Studies, Government and Public Policy, Human Services Administration, Information Systems and Technology Management, Real Estate and Economic Development.

Graduate study areas are Business Administration (UB/Towson M.B.A.), Business Finance (M.S.), Accounting and Business Advisory Services (M.S.), Criminal Justice (M.S.), Forensic Science – High Technology Crime (M.S.), Global Affairs and Human Security (M.A.), and Public Administration (M.P.A.). However, to be eligible, the selected field of study must be related to the applicant's current job function and in line with the Department's stated goals.

If there is a major not listed, that you are interested in pursuing as an undergraduate or graduate student, please list it on your application and we will look into offering it to our students.

II. Number of Scholarships, Qualifications and Conditions

A. Six (6) scholarships are awarded.

B. Employment:

Applicants must be employed on a regular full-time basis by Baltimore City for a period of not less than two years. In addition, recipients of this scholarship will commit to maintain full-time employment in the Baltimore City Government while participating in this program and for at least a period of two years after program completion. Failure to remain employed with the city as described will result in charges for tuition.

C. Academic Requirements:

Undergraduate applicants must provide evidence of a minimum of 60 transferable credits from a regionally accredited college or university. Graduate applicants must have a Baccalaureate Degree from an accredited college or university; and for those seeking a business graduate degree, an appropriate Graduate Management Admissions Test (GMAT) is required. Lastly, the employee must submit the application packet on or before Tuesday, July 14, 2015 for Fall 2015 participation. Scholarship awards are dependent upon the applicant meeting all admission requirements of the University of Baltimore.

D. Academic Standing:

Scholarship recipients must maintain the University's Satisfactory Academic Progress standards to continue in this program.

E. Scope of Award:

The scholarship award is granted for 3 years or 6 semesters to complete a graduate program and for 4 years or 8 semesters to complete an undergraduate program in one of the subject areas described above. The scholarship award, valued at in-state tuition, is granted for up to 6 semesters for graduate students and up to 8 semesters for undergraduate students. Scholarship recipients are responsible for the costs of all books and related university fees. For further information and applications, call (410) 396-1411, TTY 711.

III. Availability

Scholarships are available to recipients based on funding availability from the University. A total of six scholarships will be available. Preference will be given to new applicants to the University.

IV. Application Process

For the Fall 2015 semester, qualified Baltimore City employees may submit a completed application packet (Statement of Purpose, Application, Writing Sample, Employment Verification, Supervisor's Letter of Recommendation and Support, College Transcript and Resume) no later than July 14, 2015 in order to be considered for the Fall 2015 Semester. Fellowships will be awarded by August 7, 2015. In order to receive the award, individuals must apply to and be admitted to the University of Baltimore.

V. Requests

Interested employees may request an application packet from the City's Department of Human Resources COB University at 410-396-1411, TTY 711. You can also e-mail Pamela Beckham at Pamela.beckham@baltimorecity.gov.

VI. Application Components

A. Statement of Purpose:

Applicants are required to submit a three-page essay describing their long-term and short-term career goals in their selected field. This statement might include references to a specific position that the applicant seeks to attain, or to a general area of Baltimore City government where the applicant hopes to make a significant contribution. The essay must be:

- On 8 ½" x 11" paper with one inch borders,
- Typed double spaced with a font size of 12 points,
- Accompanied by a cover page that includes:
 - The applicant's name, home address and home telephone number, and
 - Agency Name, work location (address), work telephone and fax number.

B. Writing Sample:

Please make sure you submit a recent writing sample that clearly demonstrates your writing ability. The required essay does not count toward this requirement.

C. Employment Verification:

The applicant is responsible for submitting verification of current employment status with the Baltimore City Government. Acceptable verification includes:

- a) Letter from current supervisor
- b) Copy of last pay stub prior to submission of application, or
- c) Copy of current City Employee ID

D. Supervisor's Letter of Recommendation and Support:

It is important that the fellowship result in an employee's real contribution to the City of Baltimore. Most courses will be available to recipients during nights and weekend; however the supervisor's full support of the candidate's participation is a vital element to a successful program.

E. College Transcript(s):

In addition to employment verification, applicants applying for Graduate study must submit a copy of applicants' official college transcripts showing all post-secondary education credits with final grades. Transcripts must indicate accumulated Grade Point Average and the date the degree was conferred. Undergraduate applicants must provide official college transcripts from all institutions previously attended, with a minimum of 60 transferable credits earned and a cumulative grade point average of 2.5 or higher.

F. Résumé

The applicant must submit a résumé.

G. Application

The applicant must complete and submit the attached application.

VII. Scholarship Committee Structure

The Scholarship Committee will be comprised of 4 members, including the City's Director of Human Resources, a member from the University of Baltimore and a designee appointed by the Mayor.

VIII. Inquiries

Written inquiries regarding this program should be addressed to the University of Baltimore City Fellows Administrator by mail at 201 East Baltimore Street, 2nd Floor, Baltimore, MD 21202. You can also call 410-396-1411.



Richard A. Lidinsky Sr. Award

Richard A. Lidinsky Sr. Award: Excellence in Public Service

Who established this award?

- Mayor Martin O'Malley and the Baltimore Community Foundation established the program with funding provided by the Baltimore business community and private benefactors.

When was the award established?

- The Lidinsky Award was established in 2004.

Who is eligible?

- Nominees must be employed on a full-time basis by Baltimore City for ten years.

What is the process for presenting the award?

- Mayor Stephanie Rawlings-Blake will announce the winner at a ceremony at City Hall. While there, the awardee will receive a permanent token of appreciation, along with \$2,500. Their name will also be unveiled on a commemorative plaque, which is permanently on display in the Rotunda of City Hall. Two runners-up will receive \$1,000 each.

How are winners determined?

- Winners are selected based on an application describing the employee's commitment to public service, two recommendation letters that must be submitted by non-related individuals who can point to the nominee's multiple meritorious public service-related actions, and a statement from the individual's supervisor highlighting the nominee's good standing and public service achievements.
- The Lidinsky Award Committee is comprised of 4 members, including the City's Director of Human Resources, two (2) members of the Lidinsky Foundation and a designee from the Mayor's Office.

How many awards are given out?

- One Lidinsky Award is awarded and two runner-up awards are awarded per year.

Previous Award Winners

- **2013** Mr. Henry J. Raymond, Deputy Director of Finance, Department of Finance
- **2012** Ms. Beth A. Strommen, Division Chief II, Department of Planning
- **2011** Mr. Donald W. Heinbuch, Assistant Chief Operations, Baltimore City Fire Department
- **2010** Ms. Deborah Owings, Deputy Police Commissioner, Baltimore City Police Department
- **2009** Mr. Clement Ruley, Deputy Chief Bureau of Accounting & Payroll Services, Department of Finance
- **2008** Ms. Patricia M. Williams, Office Supervisor, Enoch Pratt Free Library
- **2007** Mr. George Winfield, Director of the Department of Public Works
- **2006** Mr. Richard Kagan, Esq., Chief, Corporate/Real Estate Division, The Law Department
- **2005** Mr. Michael Alexander, Administrator, Baltimore City Joint-Apprenticeship Program, Department of Human Resources
- **2004** Ms. Peggy Watson, Director, Department of Finance

Training Registration Forms

Department of Human Resources Training Form
NEOGOV Online Hiring Center (OHC) Access Request
City Dynamics – User Add/Modify
ADP Training Registration Addendum
University of Baltimore City Fellows Application



AUTHORIZATION: SECTION C

By my signature, I certify that this employee is authorized by me to attend the training course(s) identified on page 1 and confirm that this employee has taken the prerequisite courses and/or has demonstrated the level of skill necessary in order to participate successfully in advanced coursework. Additionally, I understand that this employee is excused from normal work assignments during the hours of the training course(s), as scheduled, once the employee receives an attendance confirmation from the DHR Training Division.

Supervisor's Name (Print): _____ Date: / /

Supervisor's Signature: _____ Work Phone: _____

Work E-mail: _____ Work Fax: _____

PAYMENT INFORMATION: SECTION D

Budget Code Number:																			

REGISTRATION PROCEDURES

1. Review the schedule of course offerings.
2. Check for schedule conflicts.
3. Applicant completes **SECTION A & SECTION B**. Section B is completed by selecting courses from the current COB University Course Catalog contact the DHR Training Division for additional course information.
4. Applicant must forward registration form to immediate Supervisor for completion of **SECTION C & SECTION D**, the signature and authorization requirements.
5. Completed registration form is then forwarded to:

COB University
City of Baltimore Department of Human Resources
201 East Baltimore Street - 2nd Floor Baltimore, MD 21202
Fax to (410) 545-3289 / training@baltimorecity.gov



*****New online registration is available. After receiving supervisor's authorization; you may complete the online registration at <https://baltimorecity.blackboard.com> or by clicking on the icon above.**

TRAINING CANCELLATION POLICY

If notice of cancellation is received at least three working days prior to the scheduled class date, the agency will not be charged for the registered training. However, if notification is not received at least three working days prior to the class start date, or the applicant does not show up for training course (**No Show**), the agency will be charged for the full amount and no credit or refund will be issued.

ARRIVING LATE/LEAVING EARLY

You are encouraged to arrive on time as well as remain for the duration of all training courses. It is disruptive to the learning environment when participants arrive late and/or leave early. Please review your schedule before registering for a class to ensure that you can participate in the entire training course.

“Providing a foundation of excellence through people... transparency, accountability & integrity”

For all of your training needs, contact the COB University at (410) 396-1411.
 Customized Training and Retreat Facilitation are also available.



NEOGOV ONLINE HIRING CENTER (OHC) ACCESS REQUEST

TYPE OF REQUEST

- New User/Reactivate Account
 Inactivate Account
 Change User Level (*See levels below*)
 User Name Change

USER'S INFORMATION

Last Name:	First Name:	Middle Initial:
Employee ID Number (HRIS ID#):	Phone Number:	
Job Title:		
Agency Name:		
Email Address:		

LEVELS OF USER ACCESS (Select One)

Indicate the requested "User Level" based on the recruitment function(s) that the above individual will perform

AGENCY HUMAN RESOURCES EMPLOYEES ONLY	<input type="checkbox"/>	Human Resources Originator - Creates recruitment requisitions (Exam/Certification Request) only. Cannot view other user's requisitions or applicant information.
	<input type="checkbox"/>	Human Resources Liaison - Creates recruitment requisitions (Exam/Certification Request); views all requisitions for assigned department/division(s) and views & takes action on referred lists for assigned department/division(s).
	<input type="checkbox"/>	Human Resources Liaison & Final Approver - Final agency HR approver for recruitment assigned requisitions (Exam/Certification Request) and hires prior to release to DHR. Creates recruitment requisitions; views all requisitions for assigned department/division(s) and views & takes action on referred lists for assigned department/division(s).
	<input type="checkbox"/>	Human Resources Liaison/Evaluator - Has received DHR application evaluation training and evaluates applications for agency specific classifications. Creates recruitment requisitions (Exam/Certification Request); views all requisitions for assigned department/division(s) and views & takes action on referred lists for assigned department/division(s).
	<input type="checkbox"/>	Human Resources Liaison/Evaluator & Final Approver - Final agency HR approver for recruitment requisitions (Exam/Certification Request) and hires prior to release to DHR. Has received DHR application evaluation training and evaluates applications for agency specific classifications. Creates recruitment requisitions; views all requisitions for assigned department/division(s) and views & takes action on referred lists for assigned department/division(s).
	<input type="checkbox"/>	Approver - Reviews and approves recruitment requisitions (Exam/Certification Request) and/or hires before Agency HR final approval.
	<input type="checkbox"/>	Hiring Manager - Reviews electronic referred lists and takes actions on referred lists for assigned department(s).
	<input type="checkbox"/>	Subject Matter Expert (SME) - Has specialized knowledge that enables them to evaluate training and experience in a particular field of expertise. Will not have access to applicant personal information.

AGENCY/DEPARTMENT/BUREAU ACCESS

Indicate the requested Agency/Department/Division(s) which the above individual will need access to

Department # (i.e. A83)	Department Name (i.e. Department of Human Resources)

REQUESTING OFFICIAL'S CERTIFICATION (Agency HR Professional)

By electronically submitting this 'Access Request Form', I certify that the above name individual requires a user account and system access as indicated above in order to perform assigned recruitment related functions.

Requesting Official's Name:

Requesting Official's Title:

Telephone Number:

EMPLOYEE MUST SUCCESSFULLY COMPLETE REQUIRED TRAINING TO RECEIVE ACCESS TO THE NEOGOV SYSTEM.

CityDynamics – User Add / Modify

INSTRUCTIONS. Use this form to ADD users to or MODIFY existing users of CityDynamics.

CLICK THE CHECKBOXES to select the type of request and access needed.

PRESS THE TAB KEY to move to **TEXT** boxes.

FOLLOW INSTRUCTIONS, i.e. {Press TAB to type here}.

Is this a new user request: <input type="checkbox"/> Yes <input type="checkbox"/> No	Application Access Needed: <input type="checkbox"/> Microsoft Dynamics GP <input type="checkbox"/> AP Workflow <input type="checkbox"/> SRS Reports
User Name <i>Include First, Middle and Last Name Please do not use nicknames</i>	<i>{Press TAB to type user name here}</i>
User Email Address	<i>{Press TAB to type e-mail address}</i>
User Agency	<i>{Press TAB to type Agency here}</i>
User Division	<i>{Press TAB to type Division here}</i>

Microsoft Dynamics GP Application Access

Please check the applicable user roles/ security access:

<input type="checkbox"/> Journal Entry Creation {GL Clerk} <input type="checkbox"/> Other: <i>{Press TAB to type Description}</i> <i>When selecting other, PLEASE be sure to write exact GP Role Description</i>	<input type="checkbox"/> Inquiry: General Ledger, Purchasing, Budgets, SmartList, Accounts Receivable {COB Inquiry} <input type="checkbox"/> Employee Expenses {PA Expense Clerk} <input type="checkbox"/> Employee Timesheets {PA Timesheet Clerk}
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AP Workflow Access

User Application Access Method <i>Select all applicable roles</i> <input type="checkbox"/> Web User <input type="checkbox"/> Citrix User	User Role <i>Select all applicable roles</i>	
	<input type="checkbox"/> EA Requestor <input type="checkbox"/> EA Request Approver	<input type="checkbox"/> EA Invoice Matcher <input type="checkbox"/> EA Invoice Approver <input type="checkbox"/> CitiBuy Contact
Additional Information <i>{Press TAB to type Description}</i>	<i>If the user is an approver, where do they belong in the workflow?</i> <i>{Press TAB to type Description}</i>	

******Please note that AP Workflow modifications will be made on a monthly basis. ******

Requested by: <i>{Press TAB to type Name}</i>	
Requestor Phone Number:	<i>{Press TAB to type Number}</i>
Approved by: <i>{Press TAB to type Name}</i>	<i>{Press TAB to type Name}</i>
<i>Printed Name</i>	<i>Signature & Date</i>

Budget Account Number:	<i>{Press TAB to type Account #}</i>
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ADP Training Registration Addendum

In addition to the regular Training Division registration form, please complete this addendum for ADP specific training.

Please review all instructions before completing the form.

APPLICANT INFORMATION – SECTION A			
First Name	MI	Last Name	
Job Title		Agency/Bureau/Division	
Have you attended other ADP training sessions?		If yes, which session(s)?	
Work Address (Street, Room, Floor)			Zip Code
Work Phone	Work Fax	Work Email Address	

eTIME INFORMATION – SECTION B			
Which eTIME session are you registering for?	Fundamentals	Scheduling	Xtra
What is the training date?			
What is primary role in eTIME?			
		Timekeeper	Approver
		Agency Payroll Manager	View Only
Indicate the agency/location number you need to access. (ex. A83-001)		Last four digits of SSN#	
		<small>FOR eTIME TRAINING ONLY</small>	

HRIS INFORMATION – SECTION C			
Which HRIS session are you registering for?	Edit User	View Only	
What is the training date?			
What is your primary role in Human Resources?			
Indicate the agency/location number you need to access. (ex. A83-001)			

REPORTSMITH INFORMATION – SECTION D			
Which ReportSmith session are you registering for?	Accessing Reports		
What is the training date?			
Why do you need to access ReportSmith?			
Indicate the agency/location number you need to access. (ex. A83-001)			

AUTHORIZATION – SECTION E			
By my signature, I certify that this employee is authorized by me for ADP training in the course and confirm that this employee has taken the prerequisite courses and/or has demonstrated the level of skill necessary in order to participate successfully in advanced coursework.			
Agency Payroll Manager (Name)		Agency Payroll Manager (Signature)	
<small>FOR eTIME TRAINING ONLY</small>		<small>FOR eTIME TRAINING ONLY</small>	
Work Phone	Work Fax	Work Email Address	
Human Resources Officer (Name)		Human Resources Officer (Signature)	Job Title
<small>FOR HRIS and REPORTSMITH</small>		<small>FOR HRIS and REPORTSMITH</small>	
Work Phone	Work Fax	Work Email Address	

For more information contact:
Department of Human Resources Training Division
201 E. Baltimore Street, Suite 250
Baltimore, Maryland 21202
(office) 410-396-1411 or (fax) 410-545-3289



**University of Baltimore City Fellows
Graduate/Undergraduate Study
Scholarship Program
Application**

OFFICIAL USE ONLY	
Date Received:	_____
Complete:	Yes <input type="checkbox"/> No <input type="checkbox"/>
Missing:	_____
Action:	<input type="checkbox"/> Returned <input type="checkbox"/> Accepted
Received By:	_____

SECTION I: PERSONAL INFORMATION

Name (Last, First): _____ SSN: _____ - _____ - _____

Home Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: (_____) _____ - _____

If accepted, proposed Major: _____

SECTION II: EMPLOYMENT INFORMATION

Agency/Bureau/Division: _____ / _____ / _____

Work Address: _____ Location Address (if applicable): _____

Entry On-Duty Date: Month _____ Day: _____ Year: _____ (Minimum of 2 years of service required)

Job Title: _____ Supervisor's Name: _____

Work Phone Number: (_____) _____ - _____ Ext. _____ Fax Number: (_____) _____ - _____

SECTION III: ACADEMIC INFORMATION

Do you have a high school diploma or GED? : Yes No If not, state the highest grade completed? _____

School: _____ City: _____ State _____

Dates Attended: _____ - _____ Major Course of Study: _____

COLLEGE AND GRADUATE SCHOOL EDUCATION				
<i>Please attach each transcript (minimum 60 college credits)</i>				
NAME	LOCATION (CITY/STATE)	MAJOR	CREDITS	DEGREE EARNED
				Yes <input type="checkbox"/> No <input type="checkbox"/>
				Yes <input type="checkbox"/> No <input type="checkbox"/>
				Yes <input type="checkbox"/> No <input type="checkbox"/>
SPECIALIZED TRAINING OR CLASSES RELEVANT TO THE JOB				
TYPE	COMPANY/SCHOOL	DATE ATTENDED	CREDIT/HOURS EARNED	DIPLOMA/CERTIFICATE RECEIVED?
				Yes <input type="checkbox"/> No <input type="checkbox"/>
				Yes <input type="checkbox"/> No <input type="checkbox"/>
				Yes <input type="checkbox"/> No <input type="checkbox"/>



Department of Finance Division of Occupational Safety Risk Management Safety Workshops

Basic Defensive Driver Course

This two-day course provides instruction in basic driving and safety techniques for operators of City-owned vehicles. This course is administered by the Division of Occupational Safety and is a mandatory prerequisite to obtaining a City Driver Permit (valid for three (3) years), as outlined in AM- 501. All participants must bring their Maryland State driver's license, and they must pass an eye test.

Learning Objectives: Upon completion of this course, participants will:

- Complete all appropriate coursework to obtain a City Driver Permit

Target Audience: Any City Employee

Time: 8:30 AM - 4:30 PM: Two (2) Days

Location: Department of Finance - Room #700
Division of Occupational Safety
401 East Fayette Street
Baltimore, MD 21202

Cost: \$15 per person

Instructor: Department of Finance – Division of Occupational Safety – Risk Management

<u>Code:</u>	<u>Date:</u>
SFD1023	Monday & Tuesday, September 22-23, 2014
SFD1024	Monday & Tuesday, October 27-28, 2014
SFD1025	Monday & Tuesday, November 17-18, 2014
SFD1026	Monday & Tuesday, December 15-16, 2014
SFD1027	Monday & Tuesday, January 26-27, 2015
SFD1028	Monday & Tuesday, February 23-24, 2015
SFD1029	Monday & Tuesday, March 23-24, 2015
SFD1030	Monday & Tuesday, April 27-24, 2015
SFD1031	Monday & Tuesday, May 25-26, 2015
SFD1032	Monday & Tuesday, June 22-23, 2015
SFD1033	Monday & Tuesday, July 27-28, 2015
SFD1034	Monday & Tuesday, August 24-25, 2015
SFD1035	Monday & Tuesday, September 28-29, 2015
SFD1036	Monday & Tuesday, October 26-27, 2015
SFD1037	Monday & Tuesday, November 23-24, 2015
SFD1038	Monday & Tuesday, December 28-29, 2015

For Safety courses, please register directly with the Department of Finance, Division of Occupational Safety at (Telephone): 410-396-4311, TTY 711 or (Fax): 410-396-7278. The employees of the Department of Public Works and the Department of Transportation should **not** register through this office. Instead, DPW and DOT employees should contact: DPW's Safety Training Division at 410-396-0108; TTY 711.

Defensive Driver Recertification

This four (4) hour course is required every three (3) years to maintain driver status. It is mandatory that City employees who operate City vehicles complete this course to renew their City Driver Permit. Please bring your old City Permit.

Learning Objectives: Upon completion of this course, participants will:

- Complete all appropriate coursework to renew their City Driver Permit

Target Audience: Any City Employee

Time: 8:30 AM - 12:30 PM

Location: Department of Finance - Room #700
Division of Occupational Safety
401 East Fayette Street
Baltimore, MD 21202

Cost: \$10 per person

Instructor: Department of Finance – Division of Occupational Safety – Risk Management

<u>Code:</u>	<u>Date:</u>
SFD2023	Tuesday, September 9, 2014
SFD2024	Tuesday, October 14, 2014
SFD2025	Tuesday, November 10, 2014
SFD2026	Tuesday, December 9, 2014
SFD2027	Tuesday, January 13, 2015
SFD2028	Tuesday, February 10, 2015
SFD2029	Tuesday, March 10, 2015
SFD2030	Tuesday, April 14, 2015
SFD2031	Tuesday, May 12, 2015
SFD2032	Tuesday, June 9, 2015
SFD2033	Tuesday, July 14, 2015
SFD2034	Tuesday, August 11, 2015
SFD2035	Tuesday, September 8, 2015
SFD2036	Tuesday, October 13, 2014
SFD2037	Tuesday, November 10, 2015
SFD2038	Tuesday, December 8, 2015

For Safety courses, please register directly with the Department of Finance, Division of Occupational Safety at (Telephone): 410-396-4311, TTY 711 or (Fax): 410-396-7278. The employees of the Department of Public Works and the Department of Transportation should **not** register through this office. Instead, DPW and DOT employees should contact: DPW's Safety Training Division at 410-396—0108; TTY 711.

Defensive Driving for Sheriff/School Police

This two-hour course is required every three years to maintain driver's status.

Learning Objectives: Upon completion of this course, participants will:

- Complete all coursework to maintain driver status

Target Audience: Sheriff/School Police

Time: 8:30 AM - 10:30 AM

Location: Department of Finance - Room #700
Division of Occupational Safety
401 East Fayette Street
Baltimore, MD 21202

Cost: None

Instructor: Department of Finance – Division of Occupational Safety – Risk Management

Code:	Date:
SFD3023	Thursday, September 18, 2014
SFD3024	Thursday, October 16, 2014
SFD3025	Thursday, November 20, 2014
SFD3026	Thursday, December 18, 2014
SFD3027	Thursday, January 15, 2015
SFD3028	Thursday, February 19, 2015
SFD3029	Thursday, March 19, 2015
SFD3030	Thursday, April 16, 2015
SFD3031	Thursday, May 21, 2015
SFD3032	Thursday, June 18, 2015
SFD3033	Thursday, July 16, 2015
SFD3034	Thursday, August 20, 2015
SFD3035	Thursday, September 17, 2015
SFD3036	Thursday, October 15, 2015
SFD3037	Thursday, November 19, 2015
SFD3038	Thursday, December 17, 2015

For Safety courses, please register directly with the Department of Finance, Division of Occupational Safety at (Telephone): 410-396-4311, TTY 711 or (Fax): 410-396-7278. The employees of the Department of Public Works and the Department of Transportation should **not** register through this office. Instead, DPW and DOT employees should contact: DPW's Safety Training Division at 410-396—0108; TTY 711.



Department of Finance Bureau of Accounting CITY Dynamics Workshops

CITY Dynamics Expenditure Authorization (EA) New User & Approvers & Invoice Procedures ***** (Combined Class) *****

This course is designed for the new user as an introduction to the Expenditure Authorization (EA) and workflow process, as well as to provide instruction on how to create an EA. Additional focus areas include searching for request status information, viewing scanned documents, and locating assistance online. This is the first of three required trainings for any user placed in a workflow.

Invoice Procedures section of the training covers a basic overview of the City's Policies for Procurement, from a need to order through the vendor cashing the check. More specifically there is an overview of the EA process (creation and payment), the CitiBuy process (creation and payment), defining proper authorized PO numbers, defining an invoice, and procedures for processing. This is required training for all City Dynamics Users placed in a workflow.

Learning Objectives: Upon completion of this course, participants will:

- Create, review, and search expenditure authorization (EA's) in the CITY Dynamics system

Target Audience:	City Fiscal Personnel
Time:	9 AM – 12 PM
Location:	TBD
Cost:	None*
Instructor:	Department of Finance – CITY Dynamics
Code:	Date:
FIN1009	Wednesday, September 10, 2014
FIN1010	Wednesday, November 5, 2014
FIN1011	Wednesday, January 7, 2015
FIN1012	Wednesday, March 4, 2015
FIN1013	Wednesday, April 29, 2015
FIN1014	Wednesday, June 10, 2015

Registration:

- Complete the form “City Dynamics New User Form” in the *Forms* section.
- Email CityDynamics@baltimorecity.gov or Allison.phillips@baltimorecity.gov.

***NOTE:** *Cancellations/Reschedules/No Shows will be charged \$200.00 per class. Rescheduling must be approved by the employee's supervisor.*

CITY Dynamics General Ledger & Reports

The general ledger class was developed for agency users who need to create journal entries. Instructional material includes an overview of the chart of accounts format, journal entry process, hands-on journal entry creation training, and journal entry related reports. Attendees should possess basic accounting knowledge.

The reporting class offered provides a basic overview to reporting functions within the CITY Dynamics system. Hands-on instruction includes locating data within CITY Dynamics using SmartList, “drill- down” techniques, and SRS reporting functionality. This class will cover Level 1, Level 2 and Level 3 reports , as well as other financial reports.

Learning Objectives: Upon completion of this course, participants will:

- Learn how to create journal entries in the CITY Dynamics general ledger

Target Audience: City Fiscal Personnel
Time: 9 AM – 12 PM
Location: TBD
Cost: None*
Instructor: Department of Finance – CITY Dynamics

<u>Code:</u>	<u>Date:</u>
FIN4009	Wednesday, October 13, 2014
FIN4010	Wednesday, December 3, 2014
FIN4011	Wednesday, February 4, 2015
FIN4012	Wednesday, April 1, 2015
FIN4013	Wednesday, Mary 27, 2015
FIN4014	Wednesday, June 24, 2015

Registration:

- Complete the form “City Dynamics New User Form” in the *Forms* section.
- Email CityDynamics@baltimorecity.gov or Allison.phillips@baltimorecity.gov.

***NOTE:** *Cancellations/Reschedules/No Shows will be charged \$200.00 per class. Rescheduling must be approved by the employee's supervisor.*



Department of Finance

Bureau of Purchases

Workshops

Purchasing 101

Purchasing 101, offered by the Bureau of Purchases, provides attendees with guidance on how to write specifications, the various types, and the most commonly used specifications and sources for finding sample specifications. Attendees will also gain insight into the various procurement methods available and why one is chosen over another. A short presentation will be provided on the policies and procedures that govern the City of Baltimore's procurement activities as well as other subject matter that will enhance the attendee's knowledge of the Bureau of Purchases. This unique training opportunity provides a forum to ask questions and interact with the purchasing professionals. The course will equip attendees with the necessary skills and knowledge to more effectively procure goods and services.

Learning Objectives: Upon completion of this course, participants will:

- Obtain a better understanding of the Purchases Bureau
- Know whom to call for assistance
- Establish rapport with key members of the Purchasing team
- Obtain answers to lingering questions
- Receive the "Purchasing 101" course book that can be used as a reference guide

Target Audience: Officers, Personnel, Purchasing Card Holders

Time: 9:00 AM - 11:30 AM

Location: Bureau of Purchases [231]
231 E. Baltimore Street
2nd Floor Conference Room
Baltimore, MD 21202

Cost: None

Instructor: Department of Finance - CityBuy

<u>Code:</u>	<u>Date:</u>
PURI006	Thursday, March 20, 2014
PURI007	Thursday, April 17, 2014
PURI008	Thursday, May 15, 2014

Registration: Email: citibuy@baltimorecity.gov

CitiBuy Department Access User

This training workshop introduces the user, who is preparing purchase requisitions, to the city's purchasing system. The user is taught how to navigate the system, perform all basic requisition functions and prepare fill-in-the-blanks queries to retrieve information. Specific topics will include: types of requisitions and the process for creating each, using the National Institute for Government Purchasing (NIGP) code, searching the system for requested items, selecting items, releasing items from contracts, and managing daily work in the system. Users will prepare different types of requisitions in class and complete a self-study quiz at the end of the day.

Learning Objectives: Upon completion of this course, participants will:

- Learn to navigate the CityBuy system
- Create various types of requisitions in the CityBuy system
- Manage daily work in the system
- Complete a self-study assessment

Target Audience: City employees who prepare purchase requisitions. Supervisors/Managers who need a detailed understanding of the requisition process.

Prerequisite: Purchasing 101 (not required, but recommended)

Time: 9:15 AM - 4:15 PM

Location: TBD

Cost: None

Instructor: Department of Finance - CityBuy

Code: CTB1230
Date: Scheduled on an as needed basis.

Registration: Email: citibuy@baltimorecity.gov

CitiBuy Approver

This training introduces the user, who is preparing purchase requisitions, to the city's purchasing system. The user is taught how to navigate the system, perform all basic requisition functions and prepare fill-in-the-blank queries to retrieve information. Specific topics will include: types of requisitions, an overview of the requisition process, carrying out the approval process and managing daily work in the system. Users will also learn to make allowable changes to requisitions and return requisitions that require additional corrections. Users will execute approvals in class and complete a self-study quiz at the end of class. Please note that there is some overlap with Department Access User training. If you are an approver or manager, it is recommended that you take this training first before making the decision to register for the more detailed, full-day Department Access User training.

Learning Objectives: Upon completion of this course, participants will:

- Understand the role of the approver
- Understand what can and cannot be changed by an approver
- Learn to navigate and perform basic requisition functions
- Complete a self-study assessment

Target Audience: City employees who prepare purchase requisitions.
Supervisors/Managers who need a detailed understanding of the requisition process.

Prerequisite: Purchasing 101 and Department Access User (not required, but recommended)

Time: 9:15 AM - 12:15 PM

Location: TBD

Cost: None

Instructor: Department of Finance - CityBuy

Code: CTB1231
Date: Scheduled on an as needed basis.

Registration: Email: citibuy@baltimorecity.gov

CitiBuy Receiving

This training introduces the user, who is receiving purchased goods or services, to the city's purchasing system's receiving functions. The user is taught how to navigate through these tasks, perform all basic receiving functions and prepare fill-in-the-blank queries to retrieve information. Specific topics will include: creation of receipts, submitting receipts and invoices for approval, understanding permit to pay, and performing the three-way-match among purchase orders. Users will create receipts in class and complete a self-study quiz at the end of class.

Learning Objectives: Upon completion of this course, participants will:

- Explain the 3-way match between purchase orders, receipts and invoices
- Use search features within CitiBuy to find purchase orders, receipts and invoices
- Correctly receive items individually (partial receipt)
- Use the appropriate function (return, adjustment, cancel) as needed
- Successfully complete and submit the receipt for approval
- Give an explanation of the basic receipt statuses
- Identify what is needed by the Bureau of Accounting and Payroll Services (BAPS) to create CitiBuy invoices

Target Audience: City employees who prepare purchase requisitions. Supervisors/Managers who need a detailed understanding of the requisition process.

Prerequisite: Purchasing 101 (not required, but recommended)

Time: 9:15 AM - 1:00 PM

Location: TBD

Cost: None

Instructor: Department of Finance – CityBuy

Code: CTB1232
Date: Scheduled on an as needed basis.

Registration: Email: citibuy@baltimorecity.gov



Department of Finance Great West Investment Workshops

Building an Investment Strategy

When it comes to investing, learning the basics is the first step in creating a successful long-term financial strategy. This workshop provides participants with the basic understanding of investment types, styles, and strategies to help them make informed decisions regarding their financial future. This workshop is an overview of the different types of mutual funds and selection of funds for your needs.

Learning Objectives: Upon completion of this course, participants will:

- Identify the appropriate investment strategy to meet their retirement needs

Target Audience: Any City Employee

Time: 11:30 AM – 12:30 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: None

<u>Code:</u>	<u>Date:</u>
INV7012	Monday, September 8, 2014
INV7013	Monday, October 6, 2014
INV7014	Monday, November 3, 2014
INV7015	Monday, December 1, 2014
INV7016	Monday, January 5, 2015
INV7017	Monday, February 2, 2015
INV7018	Monday, March 2, 2015
INV7019	Monday, April 6, 2015
INV7020	Monday, May 4, 2015
INV7021	Monday, June 1, 2015
INV7022	Monday, July 6, 2015
INV7023	Monday, August 3, 2015
INV7024	Monday, September 7, 2015
INV7025	Monday, October 5, 2015
INV7026	Monday, November 2, 2015
INV7027	Monday, December 7, 2015

Instructor: Department of Finance - Great West

Registration: Call 410-332-0809

Protecting Your Retirement

A retirement plan is an important employee benefit. However, if it is not understood, employees may decide not to participate in the program. This workshop discusses the importance of saving for retirement.

Learning Objectives: Upon completion of this course, participants will:

- Learn how participation in a tax-deferred savings plan is the key element of a successful savings strategy

Target Audience: Any City Employee

Time: 11:30 AM – 12:30 PM

Location: Department of Human Resources [201 - PO]
201 East Baltimore Street
Baltimore, MD 21202

Cost: None

<u>Code:</u>	<u>Date:</u>
INV7127	Tuesday, September 9, 2014
INV7128	Tuesday, October 7, 2014
INV7129	Tuesday, November 4, 2014
INV7130	Tuesday, December 2, 2014
INV7131	Tuesday, January 6, 2015
INV7132	Tuesday, February 3, 2015
INV7133	Tuesday, March 3, 2015
INV7134	Tuesday, April 7, 2015
INV7135	Tuesday, May 5, 2015
INV7136	Tuesday, June 2, 2015
INV7137	Tuesday, July 7, 2015
INV7138	Tuesday, August 4, 2015
INV7139	Tuesday, September 8, 2015
INV7140	Tuesday, October 6, 2015
INV7141	Tuesday, November 3, 2015
INV7142	Tuesday, December 8, 2015

Instructor: Department of Finance - Great West

Registration: Call 410-332-0809



"Providing a foundation of excellence through people...
transparency, accountability & integrity"