



WORKFORCE DEVELOPMENT

Pre-Academy Orientation Workshop for the Police Department



Chief Fong speaking to participants.

City University, in partnership with City College of San Francisco and the Police Department, offered two workshops for potential police officer candidates in January and March, 2007. Over 160 individuals attended these orientation workshops at the SFPD Police Academy. The workshops provided candidates with information about the hiring and exam process, in addition to the various career paths of a police officer. The purpose of the workshops were to ensure that candidates understood the skills required to be a successful police officer – including reading and writing skills and

physical ability skills. As part of the workshops, City College administered an English placement test and Arthur Rose, an English professor at City College, reviewed a sample POST (police officer selection test) exam. Candidates learned techniques for the physical ability test, and had an opportunity to run through the test. Some candidates were encouraged to enroll in classes at City College to enhance their skills in order to pass the police exam and the report-writing component of the police academy. ▪

- Donna Kotake

Participants in the workshop gave an enthusiastic “thumbs-up” to this experience. 95% of the candidates felt that the Pre-Academy program was valuable for them and 93% expressed that they felt more prepared to begin the process of becoming a San Francisco Police officer.

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Quotes from Workshop Participants

“Now I am more proud than ever of our San Francisco Police Department. This workshop has increased my admiration. High regard and respect for our police officers and even if I am not lucky enough to make it all the way there, I will always have the impact of this Pre-Academy workshop in my mind.”

“This was a great wake up call for anybody who doesn’t understand the hiring process and daily routines of the SFPD. Also, even if people don’t follow through, just the introduction and classes can improve a person standing from discipline to health guidelines. Thank you.”

“This is an excellent course for those who want to be a police officer. Highly recommended.”



Participants listening to presentations.

Changes at the Department of Human Resources...

Our director, Phil Ginsburg, left DHR earlier this year for the Mayor's Office. While it was a loss for DHR, it was certainly a gain for the City overall. Phil provided leadership, inspiration, heart and many new ideas to DHR. We are committed to continue his legacy. We also wish our Managing Deputy Director, Ted Yamasaki, farewell and good luck on his new endeavors at San Francisco State University. DHR will certainly miss Ted. However, we are lucky to have Jim Horan join us as our Acting Human Resources Director and welcome him to DHR.

The publication dates for our Workforce Development Newsletter has changed. Beginning with this issue, we are now publishing our newsletter on a quarterly basis, instead of bi-monthly basis. We will continue to provide the breadth and depth of what's going on with workforce development issues Citywide.

In case you haven't checked out DHR's website lately, it's NEW and IMPROVED! You will find all of the training information in the Employee Services portion of the website - divided by Workshops for Supervisors and Managers, Citywide training, City University and Employee Assistance Program. Everything is there, including course descriptions, enrollment forms and information about tuition reimbursement. Check it out at http://www.sfgov.org/site/sfdhr_index.asp

Also, DHR opened a new Employment Center at 44 Gough Street. It has computer kiosks linked to job announcements and online applications. You can now apply for jobs online.

We are always looking to the future and planning new projects. Coming up – Preview to Supervision: Are You Ready? – PPA Difficult Conversations – Leadership – online Harassment Prevention Training for Supervisors and Managers. ▪

Workforce Development Newsletter

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Visiting Employee Groups

Staff from Workforce Development have been visiting employee groups to share information about City University. In December, I presented information to a group of 15 employees at a monthly Purchasers union meeting and answered questions on participation and class offerings.

Attendees of DPW Women's Enrichment Group.



In January, we presented information at the Department of Public Works' (DPW) Women's Enrichment Group. This monthly meeting is open to any DPW employee interested in

learning about benefits and opportunities available to her or him as a City employee, department employee, or under their labor contract. We provided information on citywide training available through City departments, including supervisor training, writing, and interpersonal skills. Information was given on City University classes available at low or no cost to employees. Among the 40 attendees, several people expressed their concern about being able to take training at convenient locations and times. As a result, attendees at the February meeting were encouraged to complete the City University survey on training needs. Results will help in planning the next round of classes.

Due to logistical limitations (time of class and location) voiced by DPW employees at the meeting and from other City employees in focus groups, we are to expanding City University classes to include on-line classes.

(See page 8). The course content will vary from computer applications, writing, interpersonal skills, GED preparation to supervisory skills. Classes last for a period of six weeks and the full cost of the class fee will be paid by City University.

Donna Kotake (right) listens to presentation at Women's Enrichment Group.

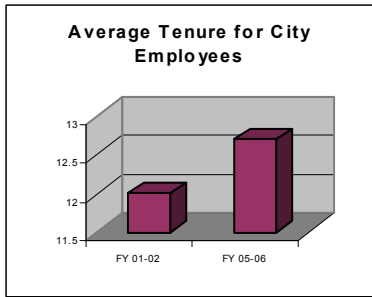


For details on the on-line classes or to request a presentation about City University to a group of City employees, contact Maria Ryan at 551-8948 or Donna Kotake at 557-4912. ▪

- Maria Ryan

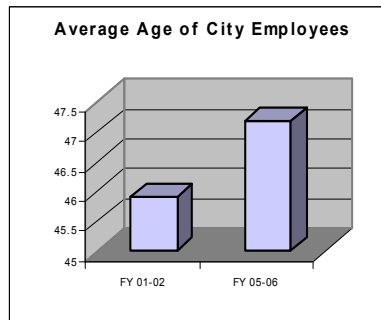
Preview to Supervision: Are You Ready?

Why introduce employees not yet in supervisory positions to the skills and responsibilities needed as a supervisor?



According to PeopleSoft data, a City employee works for the City an average of 12.7 years. During that time period, an employee may promote to become a supervisor or be placed in a role to supervise a group of employees for a specific project. Or, as more senior managers in the City's workforce retire (approximately 21% of the workforce is eligible for service retirement), and as middle managers and supervisors move into more senior positions,

the next group of front-line supervisors will need to be selected. A department can invest in its workforce by having employees gain new skills, such as basic supervisory skills. These steps help to retain employees that have knowledge of the department, as well as technical expertise in their positions. This could be a motivating factor in retaining the workforce and also invests in the City's future leaders.



DHR has developed a new workshop entitled, Preview to Supervision: Are You Ready? In this workshop, a brief "Supervisory Skills Questionnaire" that will help participants gain insight about how he/she might deal with the **5 basic areas of supervision:**

1. guiding the work
2. organizing the work
3. developing your staff
4. managing performance
5. managing relations

If you are an employee considering a job with supervisory duties, we encourage you to sign up. If you are a manager looking to prepare subordinates for future roles, we encourage you to recommend that employees take this training—**May 3 at DHR, 8:15AM-4:30PM.** ■

- María Ryan

EAP Supervisory Referrals

By all accounts, the new supervisory skills training, 24 Plus, has been a huge success. Workforce Development is fulfilling its mandate to provide a comprehensive, skills based training to supervisors new to the CCSF system.

As a part of Workforce Development, the Employee Assistance Program (EAP) has identified supervisors and managers as a valued client base. **The EAP knows that well trained supervisors are attentive to their employees' performance, and significant changes in performance can be symptomatic of personal/interpersonal problems.** The business of the supervisor is the employee's performance, but not the employee's personal life.

And we all know there are many things in life that can get in the way of optimal performance. The well-trained supervisor might reasonably ask the employee what is causing their change in performance. But what is the supervisor to do if the problem has nothing to do with the CCSF system? Refer the employee to the EAP, that's what.

When a supervisor believes the EAP may help an employee address either personal or work-related concerns, we generally suggest the supervisor give us a call for a pre-case consultation. If appropriate, we will coach the

supervisor on how to refer their employee to the EAP. We will inform the supervisor that all contact with the EAP, outside issues of safety, is confidential. Therefore, if the supervisor wants to know whether the employee has followed up on their suggestion to utilize the EAP, the supervisor should ask the employee to sign a time-sensitive Release of Information at the employee's initial EAP appointment. The EAP counselor will also offer the same suggestion to the employee.



Both the **employee and the supervisor are made aware that the Release will generally only state the dates of service and if further services are recommended.** The content of any EAP appointment will not be discussed. And finally, the EAP may contact the supervisor stating EAP services have been completed.

The supervisor keeps to the job of managing employee performance, and the employee retains their privacy.

The EAP welcomes the chance to do our part to increase the competency and effectiveness of CCSF supervisors and employees. Feel free to call the EAP with any questions at 554-9580. ■

- Jeff Lintner, MFT CEAP

Graduates of 24-PLUS for Supervisors & Managers

January 9-11, 2007



In alphabetical order: Val Bacharach, Miriam Damon, Nicholas Elsishans, Nancy Hom, Carla Johnson, Allan Lacayo, Anita Lee, David LeNoue, Mirna Palma, Lisa Yee Wan Yu Pan, Gwendolyn Proctor, Dorothy Quan, Carol Sacco, Tuti Suardana, Joseph Turner, Marko Villares, Melvin White Bull, Larry White

January 23-25, 2007



In alphabetical order: Kara Ka Wah Chien, Roma Cusi, Timothy Denton, Joe Duffy, Neil Friedman, Hugo Gray, Matthew Green, Bill Johnson, Sue Leong, Susan Leong, Wilson Lo, Richard Pohl, Fred Ryan, Garland Simpson, Alan Whiteside, Lucia Wong, Lauren Yim

February 20-22, 2007



In alphabetical order: Debbie Albuquerque, Katharine Arrow, Rodney Blalock, William Blum, Deborah Borne, Eric Carter, Remy Chapman, Cora Dino, Hazelle Fernandez, Regan Gong, Lia Hillman, Andy Karcs, Patricia Lacson, Freda Randolph, Sarah Taft

March 6-8, 2007



In alphabetical order: Neda Asgharzadeh, Irin Blanco, Amy Brown, Susan Bufka, Sheryl Davis, Catherine Delneo, Arnold Dignadice, Shelley Facente, Dana Hemenway, James Hsiong, Catherine James, Maurilio Leon, Evelyn Onderdonk, Jamie Padover, Felicia Phillips, Alan Pringle, Scott Riley, Yvette Mari Robles, Susannah Stringam

Experienced Supervisors & Managers

February 6-8, 2007



In alphabetical order: Catherine Bremer, Nilda Casipit, Shirley McLaughlin, Gregory Norman, Susan Reynolds, Elliott Riley, Michael Stover, Michael Wiles, Barbara Wismer, Andre Wood
Not Pictured: Carmen Chu

Treasurer/Tax Collector Supervisors & Managers

March 9, 16, 23, 2007



In alphabetical order: Yvonne Cheung, Gaylord Daijo, Marissa Dela Cruz, Roland Ditan, Adrian Giannini, Mabel Hom, Wilson Hsu, Artie Kelly, Monica Lau, Sharon Lee, Lydia Lozada, Moses Mendoza, Carlos Moya, Roseline Nnachetam, Michelle Peters, Leigh Phillips, Patrick Quinn, Lenida Reyes, Richard Simon, Jeffrey Smejkal, Barbara Wilson, Janet Winder
Not Pictured: Jane Chan-Chua, Marilyn Fong, Deborah Honig, Elizabeth Salazar

Quotes from Participants of **24-PLUS for New Supervisors and Managers**

“This is a great training for new supervisors/managers and I’ve learned a lot from it. The trainers are wonderful and facilitated and encouraged lively discussions. The handouts are very informative as well. It will be great if you can publish in the website templates like the six-step prep for Painless Performance Improvement and the like, that serves as guide before we act on it. Videos showing different situations are effective and role playing helps a lot too.”

-Anonymous, 2/22

“I have found that this workshop has completely changed my views and base concept of what “supervisory” is. Any first-time supervisor doing their job without this core information would be at a devastating disadvantage. We supervisors work for our employees and by bettering ourselves better our employees and thus return a better product.”

-Garland J. Simpson, DBI, 1/25

“It’s an excellent program for new managers. Many techniques and tools are taught in class and they are helpful for the “new kids on the block” to employ to supervise our direct report employees. The instructors are great. The presentation is clear and direct.”

-Anonymous, 2/22

“I didn’t feel I had 3-days to spare from my job (since I’m so indispensable-haha), but I’m glad to have finally taken the 3-day class after deferring it three times. Wasn’t as bad as I thought it would be. It was eye opening and fun. Wish there was more time to process it all before going back to being a “working supervisor” where the demands of the work is “more important” and there’s never time to get better at management.”

-Susan Leong, DBI, 1/25

“A great class-very informative, a lot of self-awareness such as People Reading (DiSC) and management skill enhancement. I will need a refresher.”

24-PLUS
1-YEAR
Anniversary
Celebration
Party
See Page 7



“One of the most practical & comprehensive training I have attended. I thoroughly appreciate all of the effort and excellent facilitation that your staff performed during the 3 days of training. Initially, blocking out 3 days from my calendar caused much consternation and frustration due to the internal (and legal) timelines that we maintain here in the Clerk of the Board’s office but in the end, the overall benefits of the training was well worth the time commitment. Twenty-four near consecutive hours of training normally is

extremely boring and mundane and could be rather painful, but I found that the facilitation lead by your staff and content was exceptional in keeping our (at least mine) interest from the beginning to the end. I have been through numerous training opportunities at the local, state and national levels, so coming into this “mandatory” training seemed a bit redundant for me. Alas, the practical uses of what I learned from your trainers were invaluable. Their individual personalities and approach to the materials made for interesting sessions that kept my attention. In all I came out with a greater sense of the strengths and weaknesses of my management style(s) and possible

causes and explanations to situations that I may have been ambivalent to before. Again, committing 3 consecutive days from my calendar was a daunting task but in the large picture it was well worth it. Kudos to you and your staff.”

-Michael Stover, BOS, 2/8

“It is so great to meet and discuss problems with other supervisors from all kinds of departments. The trainers were all enthusiastic and energetic. This should be a 4-day class. We still have a lot to learn.”

-Catherine Bremer, LIB, 2/6

“The best part of the program was hearing perspectives and opinions from other supervisors from other departments and divisions. It really opened my eyes and helped me increase my own confidence as a manager.”

-Anonymous, 1/25



“I thought the process was a valuable experience. I learned new things about myself. The instructors and videos were very good. A lot of different topics in 3-days; could be spread over a longer time period...I got the feeling of being crammed.”

-Anonymous, 1/25

“Brilliant idea. No other organization that I have worked for in the public or private sector had this level of training.”

-Anonymous, 2/22

Tips from "Crucial Conversations: Tools for Talking When Stakes Are High"

- Camille Anne Meade

Once upon a time, in the land of the City and County of SF a question was posed...



Q: I work with fairly new team member who cannot have a conversation or talk to a group without using multiple curse words. He is a nice guy and seemingly oblivious to his speech patterns. His cursing is offensive to me and embarrassing to some others who hear him. I want the best for this guy and feel that people may get the wrong impression about him.

How can I let him know how I feel and at the same time preserve a good working relationship with him?



A: This is a very common workplace problem that often goes unattended. Here's why: Even though most people aren't exactly wild about others' language, they figure that it's better to put up with the words than it is to confront and possibly offend the other person. And, if you're the only one who addresses the problem, you may come off as "holier-than-thou." Worse still, you might feel guilty because you believe that you have no right to dictate how others speak in the first place.

Actually, you do have every right to express your view on the matter and speak out against any behavior that could create a hostile and/or unproductive working environment.

Here's how you could have this conversation:

1. Ask if it would be okay to discuss an issue that is bothering you.
2. Start with a statement of mutual purpose. You'd like to maintain a working relationship that works for both of you.
3. Follow this by explaining that the issue that has you concerned isn't a big deal YET, but you'd like to deal with it so it doesn't continue and become one.
4. Then simply explain that you find *some* of the words he uses offensive and you'd rather he stop using them in your presence. You don't have to define or state the words—he's very likely to know what words you're talking about and that will be that. If he asks for clarity, then say that you find it almost impossible to concentrate on your work when exposed to "traditional" obscenities and profanities.



AND/OR

5. Send an *I-message*: something like this:
"When I hear some of the words you use, I feel very uncomfortable. In fact sometimes I feel so uncomfortable I can't concentrate on my work."



By focusing on your mutual purpose, the specific difficult behavior and on your feelings and concerns rather than the other person's foibles or character, you facilitate an environment in which the other is more open to your message. If you want to know more...

Keep an eye on our catalog, DHR will be offering the complete workshop soon! •

CONTACT US

WORKFORCE DEVELOPMENT UNIT

44 Gough Street
San Francisco, CA 94103
Phone: (415) 557-4840
Fax: (415) 551-8907
wd.dhr@sfgov.org

EMPLOYEE ASSISTANCE PROGRAM

1360 Mission Street, Suite 400
San Francisco, CA 94103
Phone: (415) 554-9580
Fax: (415) 554-9590

Well Worth the Investment of Time and Money

How easy a topic could I get to write about when asked to answer the question of whether it was worth the investment of time and money in sending the entire staff of the **Workers' Compensation Division** to training on the **The 7 Habits**?

Examine Your



Paradigms

The answer is yes, yes and yes! The amazing part of it is that all who attended the training have the same response. No one feels that it was a waste of time and every individual came away with different lessons learned. It has been a very positive experience in many ways. The quality of life has improved not only at work but while on their "own" time. People's attitudes have improved as well as how they interact with each other..

Overall, the program provides an excellent foundation for living and dealing with life, improving the quality of a person's life and also improving skills in dealing with difficulties.

Morale is better, whining no longer exists except every once in a while when someone backslides. Others are quick to remind that person of lessons learned in 7 Habits.

Also, much credit goes out to Camille and her skills in conducting the class. Thank you Training Unit for the great work you do. ▪

Keep the Goose



Healthy

- Priscilla Morse
Workers' Compensation Director

Workers' Compensation Division Quotes

"Provided us with skills in dealing with the amount of information we have."

-Josh Jennings

"People's attitudes are more positive."

-Linda Bernstein

"It helps me deal with the pressures both at work and away."

-Frances Thompson-Andreas

24 -PLUS will be ONE YEAR old in May!



GRADUATES :

Come **celebrate** with us on
Friday, May 4 from 12-1 at 44 Gough St.

FUN-----**PRIZES**-----**LUNCH**

Only one way to reserve your place: RSVP by email to Camille.Meade@sfgov.org

Short-Term Online Classes Now Available Through City University



As City University (CU) works to fulfill its mission of providing learning opportunities for City employees that produce high quality City services, improved performance, and satisfied employees, we are constantly looking for ways to expand offerings and increase accessibility to courses. Findings from the training survey sent out last September, focus groups, and meetings with employee groups show that some employees, who are interested in taking advantage of the classes being offered, are unable to participate due to logistical limitations. We realize that many employees commute

into the City, work on varying schedules, and have family commitments, all of which limit the time available to attend classroom training over an extended period of time. CU is now offering online classes six weeks in length administered through City College of San Francisco's Online Instruction Center. There are 25 classes to choose from covering topics such as analytical and writing skills, computer skills, English for non-native speakers, GED preparation, and interpersonal Skills. Courses are at no cost to eligible City employees. ▪

- María Ryan

For further details about these online classes and enrollment, contact María Ryan at: maria.ryan@sfgov.org or 415-551-8948.

Enroll by:
May 11th
June 15th
July 13th

Start Date:
May 16, 2007
June 20, 2007
July 18, 2007



City College of San Francisco Partnership with the City



Did you know that the nine-campus City College system offers low-cost education to 110,000 full- and part-time students? In other words, City College is providing job training to as much as 35 percent of San Francisco's overall workforce.

City College is a valuable resource for the City & County of San Francisco. Many City employees received their Associate Degree from City College, while others continue to attend classes there. Currently, their faculty and administrators are working with us to develop the skills of City employees through our City University partnership. But did you know that for many years, City College has been working with City departments to provide customized learning and training opportunities for City employees? Below are some of the programs that City College has developed for departments:

- The San Francisco Transit Career Ladder Partnership for Muni employees
- Administrative Justice 101 for the San Francisco Police Department Academy
- Pre-Academy Workshop for Police Officer recruitment for the Police Department

- The Human Services Certificate Program for employees of the Human Services Agency
- Safety & Health training for SFO employees
- On-site English as a second language (ESL) classes for SFO employees
- Presentation and report writing training for Department of Public Works employees
- Vocational English as a second Language (VESL) training for medical staff at Laguna Honda
- Non-credit construction courses to train residents of San Francisco enrolled in the CityBuild Academy for entry-level apprenticeship opportunities in the local construction industry, a Mayor's Office of Economic Development initiative ▪

For department-related customized training, contact:
Phyllis McGuire, Associate Vice Chancellor
Workforce & Economic Development
City College of San Francisco
(415) 550-4449

LEARNING OPPORTUNITIES

Supervisors and Managers Workshop

24-PLUS for Experienced Supervisors & Managers-\$600

3 or more years experience as a Supervisor or Manager
 Dates: April 24-26, June 19-21, August 7-9
 Time: 8:15 AM—4:30 PM

24-PLUS for New Supervisors & Managers-\$600

Dates: April 10-12, May 8-10, July 10-12, September 11-13
 Time: 8:15 AM—4:30 PM

24-PLUS Alumni Workshops-Free

Team Building-May 17
 Time: 8:15 AM—12:30 PM

Managing Authority and Accountability in the Public Sector—\$200

Dates: June 27
 Time: 8:15 AM—5:00 PM

Managing Your Probationary Employee—\$125

Dates: May 15
 Time: 8:15 AM—12:00 PM

Performance Planning & Appraisal—\$200

Dates: April 17, May 15, June 12, July 18, August 15, September 20
 Time: 8:15 AM—4:30 PM

Using Progressive Discipline Successfully-\$200

Dates: May 2
 Time: 8:15 AM—5:00 PM

Professional Development

Business Writing—\$200

Dates: May 1
 Time: 8:15 AM—4:30 PM

Civil Service Oral Examinations: Performing at Your Best—\$200

Date: May 17 (Closed), July 13
 Time: 8:15 AM—4:30 PM

Conflict Resolution—\$200

Dates: May 22
 Time: 8:15 AM—4:30 PM

Difficult Conversations—\$200

Dates: May 16
 Time: 8:30 AM—4:00 PM

Effective Use of Email—\$125

Date: May 31
 Time: 8:15 AM—12:00 PM

Focus: Achieving Your Highest Priorities-\$200

Date: June 29
 Time: 8:15 AM—4:30 PM

Great Telephone Customer Service-\$125

Dates and Time: April 19, 2007 (8:15 AM—12:00 PM),
 May 31, 2007 (1:00 PM — 4:30 PM),
 June 28 (8:15 AM—12:00 PM)

How to Identify & Prevent Workplace

Harassment AB1825—\$50

Dates: April 27 (Closed), June 22 (Closed), July 27
 Time: 9:00 AM—11:30 AM

Organizing Your Work and Managing Your Time—\$200

Dates: April 4, June 13
 Time: 8:15 AM—4:30 PM

Personality and Personal Success-MBTI—\$200

Dates: May 30
 Time: 8:15 AM—4:30 PM

Presentation Skills to Boards & Commissions-\$200

Dates: May 29
 Time: 8:15 AM—4:30 PM

Preview to Supervision—\$200

Dates: May 3
 Time: 8:15 AM—4:30 PM

Servicing the Difficult Customer—\$125

Date: June 28
 Time: 1:00 PM — 4:30 PM

The 7 Habits of Highly Effective People—\$500

Dates: May 22-24, July 17-19
 Time: 8:30 AM—4:00 PM



Employee Assistance Program Department of Human Resources

1360 Mission Street, Suite 400
San Francisco, CA 94103
(415) 554-9580 Fax: (415) 554-9590



APRIL THROUGH JUNE 2007

Reserve Space in All Groups By Calling 554-9580

No Sessions On City Holidays

All Classes will be held at 1360 Mission Street, between 9th and 10th Streets, unless specified below

READINGS FOR SELF-IMPROVEMENT

Facilitator: Jeff Lintner, MFT, CEAP, SAP
TIME: 12:00 to 1:00PM
Dates: Mondays, 4/30, 5/7, 5/14 and 5/21/07

This class will draw on material from *101 Great Ways to Improve Your Life, Vol. 3*. Author David Riklan has taken articles from many leaders in the self improvement field. Come to the EAP where we will use selected readings for contemplation and discussion. Topics may include: romance, stress, healing, commitment, decision making... there isn't one way to get what you want out of life, but at least 101 great ways to help you improve it.

STRESS MANAGEMENT through GUIDED IMAGERY

Facilitator: Jeff Lintner, MFT, CEAP, SAP
Time: 12:00 to 1:00 PM
Dates: Tuesdays, 5/1, 5/8, 5/15 and 5/22/07

You can significantly reduce stress with something enormously powerful: your imagination. Everyone visualizes. Daydreams, memories and inner talk are all types of visualization. Come to the EAP to harness your visualizations and consciously use them for bettering yourself and your life!!

MAKING ORAL PRESENTATIONS...for the FEARFUL

Facilitator: Jean Crossman-Miranda, MFT, CEAP, SAP
TIME: 12:00 to 1:00PM
Dates: Wednesdays, 4/25, 5/2, 5/9, 5/16

Surveys always show that fear of making presentations is second only to fear of snakes and spiders for many people. But it doesn't have to be anxiety provoking – it can actually be a painless and enjoyable learning experience for personal and professional development. This class will take you through the process of creating and delivering a presentation on any topic. Do you ever need to do a presentation for your job? Check out this class!

DOWNTIME: CLINICAL DEPRESSION in the WORKPLACE

Facilitator: Jean Crossman-Miranda, MFT, CEAP, SAP
TIME: 12:00 to 1:00PM
Dates: Thursdays, 6/7, 6/14, 6/21, 6/28

Clinical Depression is the biggest issue showing up at EAPs nationwide. This illness affects a person's body, mood and thoughts; it also impacts the quality of one's work and working relationships. This is not the "blues" or the "blahs;" Clinical Depression is serious business. Through sensitive and appropriate interaction, supervisors and co-workers can play an important role in helping a clinically depressed employee to handle their illness. Learn about Clinical Depression and how to deal with it in your workplace.



WORKSHOP ENROLLMENT REQUEST FORM 06-07

1. WORKSHOP (One form for each workshop)

Workshop Title	Workshop Date
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2. PARTICIPANT INFORMATION

Participant's Name	Job Code (Class) Number & Title
City Department Number & Title	Interoffice Mail Address
Work Phone	E-Mail
FAX (Optional)	I have previously attended DHR workshops. Yes <input type="checkbox"/> No <input type="checkbox"/>

3. SUPERVISOR'S APPROVAL

Supervisor's Name (Print)	Supervisor's Signature
Phone	E-Mail

4. PAYMENT INFORMATION

<input type="checkbox"/> Existing DHR Work Order: <input type="checkbox"/> Other:	<input type="checkbox"/> If payment is not being made by the department, please include a check made out to <i>CCSF-DHR</i> .
Person Authorizing Payment	Job Title
Phone	Date

5. ADDITIONAL WORKSHOP INFORMATION

Enrollments are on a first-come/first-served basis. You will receive an e-mail confirmation if you are enrolled in the workshop. Do not attend the workshop if you do not receive an e-mail confirmation. All confirmations are sent to the participant and the supervisor. If you want to modify this procedure, please note it here.
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6. E-MAIL OR FAX COMPLETED FORMS

E-mail forms to WD.DHR@sfgov.org FAX forms to DHR Workforce Development Workshops 415-551-8907	Interoffice: #33 DHR Workforce Development 44 Gough St. San Francisco CA 94103
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7. INFORMATION

Please call Workforce Development (415-557-4840) if you have any questions regarding DHR's Workforce Development Workshops. DHR Workforce Development Workshops Schedules and Enrollment Forms are available at www.sfgov.org/dhr .
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