



WORKFORCE DEVELOPMENT

**HAPPY NEW YEAR
FROM THE WORKFORCE DEVELOPMENT UNIT**



**Thank you
for your support
throughout 2006.**

**We look forward to
seeing you this year!**

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You Can Be A Public Speaking Pro!

In survey after survey, public speaking is our number one fear (before death if you can believe that)! To make matters worse, the average attention span of an adult is under 10 seconds! Well now we are really sweating.

What you just read is a classic *hook*, an example, idea, or information that hooks the reader's (or listener's) attention. It is a great way to start a presentation for several reasons. It grabs the listener's attention, helps the listener focus on your subject, and creates a sense of interest in what's coming next.

When we think about developing a presentation, most of us spend the majority of our efforts on content, what we are going to talk about, and pay little attention to context, how we are going to talk about it and how we feel about it. In truth, it is the context that makes or breaks our success, not the content. Now I am not suggesting that the listener doesn't care about what you know, they do. They are just not as impressed with your knowledge as they are with whether and why you care about your subject. Here are some tips to creating and giving, great presentations.



Tip 1: Treat your listeners like customers. Be more concerned about meeting their needs and making them comfortable, than about yourself. This has two significant benefits. First it helps you to focus your presentation on what really interests your audience and second, when you worry less about yourself and more about helping others, you are less nervous.

Tip 2: Analyze your audience. How many participants, what do they know, what are their interests, what are their biases?

Tip 3: Develop and practice a strong introduction. Though it is tempting to build up to your big idea, in truth, unless you are an exceptional story teller, the best approach is straightforward and up-front. Try to include the following elements:

Hook: (we already talked about that one)

Main Idea: Tell them what you want to talk about and why. Be concise and direct.

Flag: Tell them the most important point (“*If there is one thing that I hope you will learn today it is...*”)

Be Persuasive: Figure out what are the concerns of participants. Do you need to establish your **credibility**? Then share relevant information about your background and experience. Do you need to overcome **objections**? Discuss these objections openly and ask for input from your audience. Is the audience not familiar with the **benefits** of your topic? Provide a list of all of the possible advantages.



Tip 4: Increase participation. When ever you can engage your audience in the discussion (remember the 10 second attention span) you also increase participant energy, focus, interest and commitment. Ice-breakers and participant exercises are great techniques for increasing participation. But be careful with open ended questions such as the classic “are there any questions?” These typically fall flat since the audience does not feel obligated to respond. A better question is to ask the audience to tell you one thing that they learned from the presentation or one thing that they really disagreed with. Don't be afraid of controversy. You don't need to be the expert and have all the answers. You need to be open to learning from your audience and your presentation will be a great success.

If you want to develop more skills, and practice them in a fun and relaxed environment, just sign up for DHR's next workshop on **Presentation Skills** and be ready to succeed!

By Teri Jourgensen

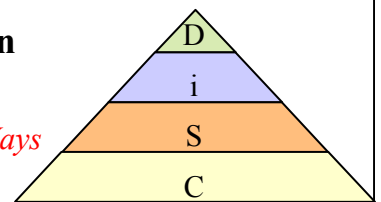
Put your knowledge of the DiSC to work : a book recommendation submitted by Camille Meade

The 4-Dimensional Manager: DiSC Strategies for Managing People in the Best Ways
ISBN 1-57675-135-X

Here are some pressing questions this book can help you answer:

- When I delegate, how much information should I give and when and how should I follow up?
- How can I increase this person's motivation?
- What kind of compliment or reward would this person most value?
- How can I give feedback so it will be understood, accepted and effective?

The 4 Dimensional Manager provides fascinating insights into individual work styles, practical suggestions, checklists and planners to get you started **using** the DiSC model of behavioral styles.



Put it in writing

"Say all you have to say in the fewest possible words or your reader will be sure to skip them; and in the plainest possible words or he will certainly misunderstand them" - John Ruskin

Good writing is clear writing and the key to good writing is good planning. No matter how pressed for time you might be, it's important to think about why you're writing, who you're writing to, what you want to say and what results you expect before you start. Consider allocating time percentages to the writing process:

| % OF TIME | ACTIVITY |
|-----------|-------------------------------|
| 5% | Think about reader(s) |
| 5% | Think about purpose |
| 5% | Identify main point(s) |
| 20% | Select Information to include |
| 20% | Organize information |
| 20% | Write first draft |
| 20% | Revise and edit |
| 20% | Proof and correct |



Always consider what you're writing from the reader's point of view. Decide what your primary purpose is. Are you writing to inform or influence the reader(s)? Are you writing to multiple readers? Composing key sentences that express your most important message is a good way to start. Listing facts and ideas will help you accomplish this.

Grouping points into categories and writing summary sentences will help Organize your thoughts. When all else fails, remember two words: brevity and clarity!

A great resource to use for polishing up those skills is: www.writeitwell.com

By Bernita Burge



Calling all humans...

"At this place, at this moment of time,
all mankind is us, whether we like it or not."

—Samuel Beckett

I don't know about you, but for me, the magnitude of the world is often overwhelming. Statistical analysis and international reports issued by world organizations are hard to understand, or care about, even though my intellect knows the implications of that kind of information on the lives of people are tremendous.

How massive is the number of impoverished people? What percentage of the overall population lives in urban areas? How vast is the threat of AIDS? Just how integrated is the internet in modern living? It's hard to put things in perspective when the numbers are so large.

It seems to me that we humans urgently need a way to breathe life into spread sheets and statistics so that our hearts can connect to the people they count and sort.

For me, *The Miniature Earth* has found a way "inside" the numbers to make such a connection. It cleverly reduces the global population to only 100, while keeping statistics the same. The effect enables us to see the differences on our planet more clearly, and (perhaps) consider how our actions have an impact on humanity.

Check it out: **The Miniature Earth** website (www.minature-earth.com) was first published in 2001, since then it has been seen by more than 2 million people around the globe and linked by more than 20,000 websites.

In the project's final words: "Appreciate what you have. And do your best for a better world."

By Camille Meade

Workforce Development Newsletter

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Please send comments to:
wd_dhr@sfgov.org

Graduates of 24-PLUS for Supervisors & Managers

October 24-26, 2006



In alphabetical order: Sheila Arcelona, Therese Cason, Rauderick De Silva, Miranda Doyle, Sherri Eng, Joanna Fraguli, John Grey, Natalie Henry-Berry, Louise Brooks-Houston, Patience Hutchinson, Noel Laffey, Diana Lim, Melissa Stephenson, Sang Kim Tran, John Updike, Anna Clara Wong.

November 14-16, 2006



In alphabetical order: Grace Chau, Saru Cownan, Fawn Downs, Antonio Espinoza, Emilie Green, Rebecca "Sue" Grecni, Guy Keenan, Elaine Lee, Grace Lin, Jeannette Ortiz, Julie Rosenburg, Shaista Shaikh, James Taylor, Jane Yuan.

Graduates

24-PLUS for Experienced Supervisors & Managers

November 28-30, 2006



In alphabetical order: Zenaida Alejandrino, Kelley Amdur, Ben Carlick, Thomas DiSanto, Shirley Giang, Susan Goldstein, Robert Flynn Johnson, Louise Kimbell, Wing Leung, Mark Lozovoy, Taras Madison, Jean Miranda, Alex Tharayil, Lupita Yee Li.

24-PLUS -**Experienced** Supervisors & Managers
3 or more years of experience as a City & County
Supervisor or Manager in San Francisco

- ◆ February 6-8, 2007
- ◆ April 24-26, 2007
- ◆ June 19-21, 2007

24-PLUS ALUMNI WORKSHOPS

The following workshops are being offered exclusively to 24-PLUS alumni. There is no charge. These will be half-day workshops (8:15-12:30) at 44 Gough St. Space is limited to 20 people per workshop so registrations are on a first-come/first-served basis. Send a DHR Workshop Enrollment Request Form for each workshop to DHR-Workforce Development, 44 Gough St. or fax it to 551-8907.

- ◆ **CONFLICT RESOLUTION** – January 18
- ◆ **PROGRESSIVE DISCIPLINE** – March 15
- ◆ **TEAM BUILDING** – May 17

DHR'S 2007 TRAINING FEES

As you know, the Workforce Development training team relies heavily on work-order money to fund its trainers' positions and resources. Workshop costs include video purchases, training certification fees, day-to-day materials and supplies, copier costs, handouts, training for the trainers, and refreshments.

Being very sensitive to our public sector environment we have always placed our fees well below the cost of external workshops. At the same time we add value through our understanding of the public sector workplace. Finally, the quality of the training is very high (see the previous newsletter for evaluation statistics). We truly believe that DHR offers *the best training value anywhere*.

Beginning with January 2007, we are offering discounts for 2 of our most popular programs. In addition to this, there will be no increase to the training fees for fiscal year 2007-08.

• 7 HABITS OF HIGHLY EFFECTIVE PEOPLE --

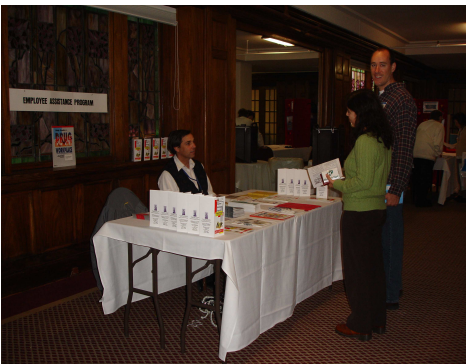
Effective January 1, 2007 the fee for the 3-day *7 Habits of Highly Effective People* program will be lowered to \$500 so that people whose annual tuition reimbursement is limited to \$500 may elect to use that money for this program. Please contact your department's Human Resources staff to ensure that the specific requirements for utilizing tuition reimbursement are followed.

• 24-PLUS FOR SUPERVISORS AND MANAGERS --

Effective January 1, 2007, a discount is offered to departments that want to have up to 20 supervisors and managers attend this program over the remainder of the fiscal year. To receive this discount, departments must pay in advance for 16 people (\$600 each) and 4 additional people may attend at no charge. The total fee is \$9,600. The savings is \$2,400. All people must attend during the current fiscal year. For the agreement to be effective the money must be work-ordered to DHR in advance of the first person's attendance.

By Paul Van Houten

Citywide Health Benefits Fair 2006



The Employee Assistance Program (EAP) participated in the Citywide Health Benefits Fair for CCSF employees, presented by the Health Services System on Nov. 14th and 15th.

The event was a rousing success; Bart Duncan, HSS Director, estimated that more than 800 employees attended each day. People stopped at their health plan's table to find out what's

new, and the EAP's information table was also a popular one – visitors picked up pamphlets on a wide variety of personal and worksite health and wellness topics, and chatted about the EAP and the services we provide.



Jean Miranda and Jeff Lintner handed out more EAP brochures than a card dealer in Vegas! We noticed that most

of the participants were interested in information on health and nutrition. This was the first year of the Health Fair, but it won't be the last; the event was so well attended, the organizers have promised to put it on annually.

Good work, Jean and Jeff! And great work to the Health Service System for putting on this valued event.



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
(between 9th & 10th Streets)
San Francisco, CA 94103
Phone: (415) 554-9580

Quotes from Employees Participating in City University



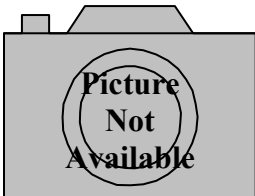
"I find myself using the material from BSEN 76 everyday. Every time I sit down to write a memo, or update my weekly reports I find myself using material from this business writing class. I also want to say that Arthur Rose the instructor is enthusiastic, energetic, and makes the classes a pleasure to attend."

Peter Gabancho
Mechanical Engineer, MTA
[Student in BSEN 76, Technical & Report Writing class]



"My experience with City University has been a memorable one. My instructor Arthur Rose and fellow scholars have been an inspiration. Mr. Rose is an excellent instructor and his methods of teaching make it easy and fun to learn. What a wonderful idea Mayor Gavin Newsom had for the employees of City and County of San Francisco. See you in the spring."

Brenda Jones
Executive Secretary, PUC
[Student in BSEN 76, Technical & Report Writing class]



"I am very happy that I elected to take this computer class. I always believed that the Word and Excel skills/knowledge I have was sufficient but when I took this class, I was amazed at what I was able to learn. This class covers an overview of Word, Excel, and even Access. There is a lot of shortcuts that I will be using that will expedite my work. The instructor, Jennifer Biehn was wonderful. She was very approachable and helpful. The knowledge she shared with the class was valuable."

Lisa Chan
Senior Clerk, PUC
[Student in MABS 60, Microcomputer Applications for Business]

2006 SFSU-CEL Certificate Program Completion

Catherine Abela
Department of Human Resources
Project Management Certificate



Roma Cusi
Department of Human Resources
Human Resource Management
Mini-Certificate



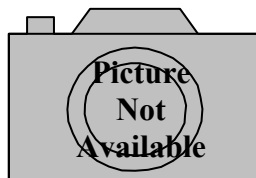
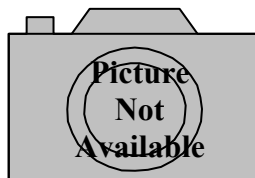
Joshua Jennings
Department of Human Resources
Project Management Certificate



Rosario Olamit
Public Utilities Commission
Human Resource Management
Mini-Certificate



Emily Morison
Department of Human Resources
Human Resource Management
Mini-Certificate



Annie Costa
SF Public Library
Human Resource Management
Mini-Certificate

LEARNING OPPORTUNITIES

Workshop description maybe found on the Human Resource department website, www.sfgov.org/dhr

Supervisors and Managers Workshop

24-PLUS for Experienced Supervisor & Manager-\$600

3 or more years experience as a Supervisor or Manager
 Dates: February 6-8, 2007, April 24-26, June 19-21
 Time: 8:15 AM—4:30 PM

24-PLUS for New Supervisor & Manager-\$600

Dates: January 9-11, 2007 (Closed), January 23-25 (Closed), February 20-22, March 6-8, April 10-12, May 8-10, June 5-7
 Time: 8:15 AM—4:30 PM

24-PLUS Alumni Workshops-Free

Time: 8:15 AM—12:30 PM

Conflict Resolution-January 18

Progressive Discipline-March 15

Team Building-May 17

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

Dates: January 4, 2007, June 27
 Time: 8:15 AM—5:00 PM

Managing Performance Strategically—\$200

Dates: April 18, 2007
 Time: 8:15 AM—5:00 PM

Managing Your Probationary Employee—\$125

Dates: March 28, 2007, May 15
 Time: 8:15 AM—12:00 PM

Performance Planning & Appraisal—\$200

Dates: January 17, 2007, February 13, March 14, April 17, May 15, June 12
 Time: 8:15 AM—4:30 PM

Using Progressive Discipline Successfully-\$200

Dates: March 1, 2007, May 2
 Time: 8:15 AM—5:00 PM

Professional Development

Becoming a Public Speaking Pro—\$200

Dates: March 21, 2007
 Time: 8:15 AM—5:00 PM

Business Writing—\$200

Dates: January 31, 2007, March 22, May 1
 Time: 8:15 AM—4:30 PM

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

Date: February 15, 2007
 Time: 8:15 AM—5:00 PM

Conflict Resolution—\$200

Dates: January 24, 2007, March 20, May 22
 Time: 8:15 AM—4:30 PM

Difficult Conversations—\$200

Dates: February 14, 2007, March 21, May 16
 Time: 8:30 AM—4:00 PM

Effective Use of Email—\$125

Dates and Time: March 27, 2007 (1:00 PM — 4:30 PM), May 31 (8:15 AM—12:00 PM)

Focus: Achieving Your Highest Priorities-\$200

Date: March 29, 2007, June 14
 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: February 9, 2007 (Closed), April 27, June 22
 Time: 9:00 AM—11:30 AM

Non-Violent Crisis Intervention

Dates: January 12, 2007
 Time: 8:30 AM—4:00 PM

Organizing Your Work and Managing Your Time—\$200

Dates: January 16, 2007, April 4, June 13
 Time: 8:15 AM—5:00 PM

Personality and Personal Success-MBTI—\$200

Dates: February 28, 2007, May 30
 Time: 8:15 AM—5:00 PM

Servicing the Difficult Customer-\$125

Dates and Time: February 27, 2007 (8:15 AM—12:00 PM), June 28, 2007 (1:00 PM — 4:30 PM),

The 7 Habits of Highly Effective People—\$500

Dates: March 13-15, 2007, 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



JANUARY THROUGH MARCH 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

ANGER AND STRESS MANAGEMENT WORKSHOP

Facilitator: Jeff Lintner, MFT, CEAP, SAP
TIME: 12:00 to 1:00PM
Dates: Tuesdays, 1/16/07 to 2/13/07

Given the fast pace of our lives today, it is easy for us to experience stress and frustration. This workshop will combine the principles of Stress and Anger Management to help you feel better and get along better with others. You will develop a stress reduction plan and learn practical anger management techniques that you can apply immediately.

ACTIVE PARENTING OF TEENS

Facilitator: Jean Crossman-Miranda, MFT, CEAP, SAP
Time: 12:00 to 1:00 PM
Dates: Wednesdays, 1/17/07 to 2/7/07

Parenting teens takes a special sensitivity, lots of energy, and effective strategies. This skills-building and discussion group will address issues such as communication, the goals of teen behavior, respectful discipline, responsibility, building courage and self-esteem, and problem solving, to help you have a more rewarding and successful parenting experience.

TIME MANAGEMENT WORKSHOP

Facilitator: Jeff Lintner, MFT, CEAP, SAP
TIME: 12:00 to 1:00PM
Dates: Thursdays, 2/20/07 to 3/8/07

It seems like there is never enough time to get everything done. But the time crunch has nothing to do with time: it has to do with our ineffective time strategies. Are you having difficulties in prioritizing your daily tasks? Do constant interruptions take you away from completing your goals? If so, this workshop will help you to develop strategies to be more productive, less prone to stress and more in control of your life.

EXERCISES AT YOUR WORKSTATION

Facilitator: Jean Crossman-Miranda, MFT, CEAP, SAP
TIME: 12:00 to 1:00PM
Dates: Wednesdays, 2/21/07 to 3/14/07

Tired eyes? Stiff neck? Tight shoulders? Aching back? The right moves can help prevent these kinds of problems. Take just a minute during your day to do a few simple exercises – sitting right in your workspace. They'll loosen up your muscles, reduce tension and stress, keep you more alert, and make a big difference in how you work and feel.

Whether you work at a desk, computer or counter, working shouldn't be uncomfortable. In this class you will learn simple exercises that can help keep you from getting stiff, sore and tired.



**Department of Human Resources
WORKFORCE DEVELOPMENT
JULY 2006 – JUNE 2007**

DHR USE ONLY
 Confirmed
 Registered (OnTrack)

WORKSHOP ENROLLMENT REQUEST FORM 06-07

1. WORKSHOP (One form for each workshop)

| | |
|-----------------------|----------------------|
| Workshop Title | Workshop Date |
|-----------------------|----------------------|

2. PARTICIPANT INFORMATION

| | |
|--|--|
| Participant's Name | Job Code (Class) Number & Title |
| City Department Number & Title (Ex. #33, DHR) | 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.

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 |
|--|--|

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.