



Online Training
CATALOG

2018



**PARTNERING WITH LOCAL GOVERNMENTS TO
RECRUIT, ASSESS, AND DEVELOP INNOVATIVE, COLLABORATIVE, AUTHENTIC LEADERS**



A Simple Way to Decrease Healthcare Costs

The City of Mesquite, Texas is raising the bar on employee healthcare and winning praise from its employees.

Human Resource Director Brian Dickerson and Dr. Eric Bricker, Chief Medical Officer with Compass Professional Health Services, introduce a new concept for employee healthcare benefits that is truly a game-changer.

Rising healthcare costs create challenges for cities and organizations across the nation. From providing quality insurance benefit packages to making sure employees have access to exceptional health services, more and more cities are looking for ways to leverage their healthcare dollars.

Learn how one Texas city has saved over \$800K in less than two years with an innovative approach to employee healthcare benefits.

Some advantages of this unique concept include:

- Saves the city and employees money
- Makes employees informed consumers when it comes to healthcare
- Provides employees with choices for healthcare services
- Transparency of pricing - helps employees estimate and compare total cost for services depending on location
- Offers referrals to the best doctors in the network
- Employees say, "Best benefit the City has."

Key Themes: Process Improvement

Target Audience: Managerial & Executive Levels

Related Training:

Author: SGR
Duration: 00:25
SKU: TR0089



An Introduction to Lean Management in Local Government

Doing more with less has become a way of life for many local governments. However, using traditional techniques of simply working harder offers limited opportunity for substantial improvements. Traditional approaches often result in a decline in service levels and employee morale. Introduction to Lean Management in Government introduces principles that help organizations increase productivity by working smarter, not harder. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Process Improvement, Technical Development, Professional Development

Target Audience: Managerial, Executive Levels

Related Training: Contact SGR for information on Six Sigma training.

Author: SGR
Duration: 00:45
SKU: TR0054



Anger and Stress Management

According to the National Institute for Occupational Safety and Health, "Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Job stress can lead to poor health and even injury." SGR developed Anger and Stress Management to help employees effectively deal with anger and stress issues related to the work environment. Course Objectives: Describe anger and our response to it; Recognize effective ways to deal with anger; Process the dangers of anger; Recognize various anger myths; Understand three ways to plan ahead for anger; Identify personal stress factors and formulate a personal Stress Management Plan. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Communication, Personal Development



Target Audience: All Levels

Related Training: Pruning Negativity, Honing Your Emotional Intelligence 1. Self-Awareness, Honing Your Emotional Intelligence 2. Introduction to Self-Management, Honing Your Emotional Intelligence 3. Introduction to Social Awareness, Honing Your Emotional Intelligence 4. Introduction to Relationship Management.

Author: SGR
Duration: 00:30
SKU: TR0005



Human Relations

Building a Respectful Workplace: 1. Defining Respect

This module leads participants to define respect in realistic terms and acknowledge the influence of respect. It is appropriate for frontline workers, supervisors, and managers.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: All Levels

Related Training: Building a Respectful Workplace: 2. Benefits of Respect, Building a Respectful Workplace: 3. Addressing Disrespect, Building a Respectful Workplace: 4. Common Threats to Respect, Creating a Culture of Trust, Harassment Prevention: Cultivating Respect with Title VII

Author: SGR
Duration: 00:15
SKU: TR0012



Human Relations

Building a Respectful Workplace: 2. Benefits of Respect

This module leads participants to recognize the benefits of a respectful workplace that can be experienced by employees, supervisors, and the organization.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: All Levels

Related Training: Building a Respectful Workplace: 1. Defining Respect, Building a Respectful Workplace: 3. Addressing Disrespect, Building a Respectful Workplace: 4. Common Threats to Respect, Creating a Culture of Trust, Harassment Prevention: Cultivating Respect with Title VII

Author: SGR
Duration: 00:10
SKU: TR0013



Human Relations

Building a Respectful Workplace: 3. Addressing Disrespect

This module leads participants to list and apply the elements of a healthy approach to addressing disrespect.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: All Levels

Related Training: Building a Respectful Workplace: 1. Defining Respect, Building a Respectful Workplace: 2.

Benefits of Respect, Building a Respectful Workplace:
4. Common Threats to Respect, Creating a Culture of
Trust, Harassment Prevention: Cultivating Respect with
Title VII

Author: SGR
Duration: 00:15
SKU: TR0014



Building a Respectful Workplace: 4. Common Threats to Respect

This module leads participants to identify and address common threats to respect. It is appropriate for front-line workers, supervisors, and managers.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: All Levels

Related Training: Building a Respectful Workplace: 1. Defining Respect, Building a Respectful Workplace: 2. Benefits of Respect, Building a Respectful Workplace: 3. Addressing Disrespect, Creating a Culture of Trust, Harassment Prevention: Cultivating Respect with Title VII

Author: SGR
Duration: 00:20
SKU: TR0015



Change Management: Secrets to Creating Real Change

Change is hard, and big change is overwhelming. Whether it's an unplanned change that's forced upon your organization (such as an economic crisis) or a planned change you are implementing (such as a culture change), you may face resistance and lack of motivation.

Not only is this frustrating for everyone involved, but the changes that happen likely won't stick. But real, lasting change is possible and not so painful if you are able to align people's rational and emotional systems.

Find out how in SGR's executive-level webinar, "Secrets to Creating Real Change in Local Government Organizations." Join session leader Randy Mayeaux and two local government leaders in an insightful discussion of the book *Switch: How to Change Things When Change is Hard*, which has been lauded by critics as one of the best books on change management. In this webinar, you'll hear how the principles in *Switch* apply to unplanned change in the cities of Las Vegas and Midland, and planned change in the city of Dublin, Ohio.

Key Themes: Change Management, Professional Development

Target Audience: Managerial & Executive Levels

Related Training: Managing Change, Managing in the New Normal: Future-Proof Your Organization

Author: SGR
Duration: 01:26
SKU: TR0079



Citizen Engagement: Getting the Most from Citizen Engagement

Local governments are in a unique position to take advantage of the "wisdom of crowds," by engaging citizens in public discussions that can bring enormous benefits to the community as a whole. It may come as a surprise to many of us that large groups of people are actually better at solving problems, fostering innovation, and coming to wise decisions.

New Yorker columnist James Surowiecki, the author of *Wisdom of Crowds*, says that "Under the right circumstances, groups are remarkably intelligent and are often smarter than the smartest people in them."

Find out what the right circumstances are and how to apply this seemingly counterintuitive concept to citizen engagement so your local government can benefit from the wisdom of crowds.



Key Themes: Citizen Engagement, Communication

Target Audience: Managerial & Executive Levels

Related Training: Outside the Box: New Ways to Engage Your Citizens

Author: SGR
Duration: 01:20
SKU: TR0080



Trust Building

Citizen Service: Five Leadership Principles to Create the Ultimate Customer Experience for Citizens

This isn't your typical description of common sense "customer service" principles for local government organizations. Rather, this is a discussion of the uncommon leadership practices that transformed the UCLA Health System, and how you will apply the principles to create the ultimate customer experience in your local government.

Gather your team for an executive-level webinar, Five Leadership Principles to Create the Ultimate Customer Experience for Citizens, in which Randy Mayeux and two local government leaders apply the principles from the New York Times #1 best-seller, Prescription for Excellence, to local government organizations.

In Prescription for Excellence, author Joseph Michelli breaks down the UCLA approach into five principles to show readers how to achieve similar goals by translating these steps into any organization. Randy and our guest speakers will discuss each of these five principles and provide real-world examples that demonstrate the lessons that can be applied by local government organizations.

Key Themes: Citizen Engagement, Customer Service

Target Audience: Managerial & Executive Levels

Related Training: Extraordinary Customer Service, Seasonal Employee Orientation: 2. Extraordinary Customer Service.

Author: SGR
Duration: 01:30
SKU: TR0081



Trust Building

Coaching and Mentoring: Encouraging the Heart*

If this is your first SGR Executive Book Briefing, please view the "SGR Book Briefing Intro Video" prior to viewing this title.

Join executive book briefing professional, Randy Mayeux, as he reviews the salient points of the book "Encouraging the Heart" by best-selling authors, James M. Kouzes and Barry Z. Pozner. The briefing includes a reproducible handout that offers in-depth synopsis for further reflection by the developing professional or for use when initiating a group discussion.

Key Themes: Coaching & Mentoring, Leadership, Communication, Employee Engagement, Organizational Culture

Target Audience: All Levels

Related Training: Coaching and Mentoring: Leadership Lessons from a Legendary Coach, Advocacy and Interpersonal Communication: Made to Stick*, Coaching through Difficult Situations, Employee Morale: Seven Essential Leadership Strategies to Boost Employee Performance.

Author: Randy Mayeux
Duration: 00:30
SKU: TR0066



Trust Building

Coaching and Mentoring: Leadership Lessons from a Legendary Coach

The legendary UCLA basketball coach, with a record 10 national titles in a 12-year period (seven in a row), and the first person to be voted into basketball's Hall of Fame as both a player and a coach, had a lot to teach us about leadership.

You'll apply Coach John Wooden's 12 lessons in leadership and his acclaimed Pyramid of Success to your role as a coach/mentor in local government management when you access the archived webinar, Coaching/Mentoring in Local Government: Leadership Lessons from a Legendary Coach.

Session leader Randy Mayeux is joined by two local government executives to discuss the key principles in Wooden on Leadership, a leadership skills book written by John Wooden and Steve Jamison, the leadership qualities essential to building a winning organization.

Key Themes: Leadership, Coaching & Mentoring

Target Audience: Managerial & Executive Levels

Related Training: Coaching and Mentoring: Encouraging the Heart*, Advocacy and Interpersonal Communication: Made to Stick*, Coaching through Difficult Situations, Employee Morale: Seven Essential Leadership Strategies to Boost Employee Performance.

Author: SGR
Duration: 01:20
SKU: TR0082



Coaching Through Difficult Situations

Coaching Through Difficult Situations features author, speaker, and Certified Executive Coach Sandra Crowe. Her books "Since Strangling Isn't an Option" and "I Didn't Sign Up for This!" have received rave reviews from readers in all professions. During this webcast, Sandra specifically speaks to supervisors and staff who are interested in a learning process to coach others - particularly during difficult situations. This webcast shows how coaching can be used to address difficult situations, while creating a trusting climate for collaborative problem solving.

Key Themes: Coaching & Mentoring, Leadership, Communication, Professional Development

Target Audience: Managerial & Executive Levels

Related Training: Coaching and Mentoring: Encourag-

ing the Heart*, Coaching and Mentoring: Leadership Lessons from a Legendary Coach, Advocacy and Interpersonal Communication: Made to Stick*, Employee Morale: Seven Essential Leadership Strategies to Boost Employee Performance.

Author: SGR
Duration: 01:00
SKU: TR0057



Communication Processes: 1. Effective Cycle of Communication

Before we can communicate effectively, we must understand the basics of interpersonal communication. This course introduces participants to the components of an effective communication cycle. Participants will review the message, medium, feedback, inference, intention, and other foundations components of an effective communication cycle. The course is suitable for employees at all levels.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Communication, Personal Development

Target Audience: All Levels

Related Training: Communication Processes 2. Overcoming Communication Barriers, Communication Processes: 3. Supportive Conversations, Advocacy and Interpersonal Communication: Made to Stick*, Interpersonal Communication: Words that Work*, Learning the Language of Multiple Generations, Telephone Skills Training for Local Government Employees, What Were You Thinking?, What Were You Thinking: 1 Communication Nation, What Were You Thinking: 2. Social Media Fail, What Were You Thinking: 3. Office Behavior, What Were You Thinking: 4. Be A Leader, Not A Boss



Author: SGR
Duration: 00:30
SKU: TR0031



Author: SGR
Duration: 00:30
SKU: TR0032



Communication Processes: 2. Overcoming Communication Barriers

Managing Communication Processes - Overcoming Communication Barriers is the second in a series of SGR courses dedicated to Effective Communication Processes. This course may be taken by employees at all levels of your organization, but is best suited for supervisory personnel. The course features SGR presenter Aretha Benavides. Aretha has over 20 years of professional experience at all levels of government. In 2011, Aretha was appointed the Deputy Secretary of the District of Columbia in the Executive Office of the Mayor by Mayor Vincent C. Gray. Prior to joining the Mayor's team Aretha worked with the North Texas Municipal Alliance as an Executive Trainer and Curriculum Developer, as well as an Adjunct Faculty Member for Tarrant County College teaching U.S. Government.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Communication, Personal Development

Target Audience: All Levels

Related Training: Communication Processes 1. Effective Cycle of Communication, Communication Processes 2. Overcoming Communication Barriers, Advocacy and Interpersonal Communication: Made to Stick*, Interpersonal Communication: Words That Work*, Learning the Language of Multiple Generations, Telephone Skills Training for Local Government Employees, What Were You Thinking?, What Were You Thinking: 1 Communication Nation, What Were You Thinking: 2. Social Media Fail, What Were You Thinking: 3. Office Behavior, What Were You Thinking: 4. Be A Leader, Not A Boss

Communication Processes: 3. Supportive Conversations

Healthy communication is critical for a thriving workplace. There are many factors that contribute to healthy communication, but one of the most powerful ways is for workplace conversations to be supportive. This course is designed to meet the following objective: By the time supervisors complete this course, they will be in the position to leverage the strength of supportive conversations in order to foster healthy relationships throughout an organization.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Communication, Personal Development

Target Audience: All Levels

Related Training: Communication Processes: 1. Effective Cycle of Communication, Communication Processes 2. Overcoming Communication Barriers, Advocacy and Interpersonal Communication: Made to Stick*, Interpersonal Communication: Words That Work*, Learning the Language of Multiple Generations, Telephone Skills Training for Local Government Employees, What Were You Thinking?, What Were You Thinking: 1 Communication Nation, What Were You Thinking: 2. Social Media Fail, What Were You Thinking: 3. Office Behavior, What Were You Thinking: 4. Be A Leader, Not A Boss

Author: SGR
Duration: 00:30
SKU: TR0033 Previous





Cookingham's Guideposts for City Managers - Part 1

Laurie Perry (L.P.) Cookingham, "the Dean of City Managers," was a legend in the city management field. He pegged 22 guideposts for city managers to follow—and his suggestions can still be applied today. In this interview, hear the impact of those valuable guideposts from Bruno Rumbelow, a city manager who learned from Cookingham firsthand.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken.

Key Themes: Leadership, Professional Development

Target Audience: Executive Level

Related Training: Cookingham's Guideposts for City Managers - Part 2

Author: SGR
Duration: 00:26
SKU: TR0077



Author: SGR
Duration: 00:24
SKU: TR0078



Crafting a Winning Transmittal Letter

Crafting a Winning Transmittal Letter has been developed by Strategic Government Resources as a professional development tool for local government employees and those seeking employment in the public sector.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Professional Development, Technical Development

Target Audience: All Levels

Related Training: Mastering the Online Interview

Author: SGR
Duration: 00:32
SKU: TR0100



Cookingham's Guideposts for City Managers - Part 2

Part 2 of interview continues with Laurie Perry (L.P.) Cookingham, "the Dean of City Managers," a legend in the city management field. He pegged 22 guideposts for city managers to follow—and his suggestions can still be applied today. In this interview, hear the impact of those valuable guideposts from Bruno Rumbelow, a city manager who learned from Cookingham firsthand.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken.

Key Themes: Leadership, Professional Development

Target Audience: Executive Level

Related Training: Cookingham's Guideposts for City Managers - Part 1

Creating a Culture of Trust

Without mutual trust, work relationships suffer. When work relationships suffer, communication breaks down, productivity slows, and engagement on the job all but disappears. It is clear that creating, nurturing, and safeguarding trust may be the most important aspect of a work environment for manager and employee alike. In today's workplace, employee and manager often work remotely, whether in the field, down the hall, or in separate buildings altogether. More than ever, trust provides an essential ingredient to effective communication. This webinar touches on the value of trust and how to frame a culture where trust can thrive, and it offers tips and actions to both earn and maintain trusting relationships at work.

Key Themes: Team Building

Target Audience: Managerial & Executive Levels

Related Training: Building a Respectful Workplace: 1. Defining Respect, Building a Respectful Workplace: 2. Benefits of Respect, Building a Respectful Workplace: 3. Addressing Disrespect, Building a Respectful Workplace: 4. Common Threats to Respect, Team Leadership: 1. Multipliers*, Team Leadership: 2. The Five Dysfunctions of a Team*

Author: SGR
Duration: 00:55
SKU: TR0059



Developing an Animal Issues Plan

This video based course presented by the Center for Agricultural Technology Transfer (CATT) at Texas Tech University reviews steps your organization can take to implement an Animal Disaster Response Plan. SGR has been granted permission by the Disaster Resistant Communities Group (drc-group.com) to include video-based training in the LMS.

Key Themes: Professional Development, Technical Development

Target Audience: Supervisory, Managerial, Executive Levels – Animal Control/Humane Division

Related Training:

Author: SGR
Duration: 00:14
SKU: TR0097



Discovering and Working With Your Strengths and Talents

This one-hour webcast featuring presenter Craig Twombly introduces participants to current research and the practice of strengths-based work from Gallup. Learning how focusing on your strengths or the strengths of your team can lead to peak performance and maximum job satisfaction. This webcast is suitable for employees at all levels of your organization.

Key Themes: Employee Engagement

Target Audience: Managerial & Executive Levels

Related Training: Employee Morale: Seven Essential Leadership Strategies to Boost Employee Performance, Testing for Judgment: An Alternative to Traditional Examinations, Leveraging the Power of Employee Engagement.

*Contact SGR for more information on strengths based assessments

Author: SGR
Duration: 00:52
SKU: TR0060



Do You Have an Effective Organizational Structure

In this webcast, Richard E. Mallory, MM, PMP, poses the question, "Do you have an effective organizational structure?" He addresses the following topics to help you answer that question: modifying an organizational structure, evaluating an organizational structure, balanced vertical coordination, balanced horizontal coordination, symptoms of inappropriate structure, testing decision dynamics, and testing relationship dynamics. He also addresses having the right people in the right place to create synergy to get desired outputs, tests of the structural frame tests of the human resource frame tests of the symbolic frame, and reasons management looks at reorganization.

Key Themes: Strategic Planning

Target Audience: Executive Level

Related Training: An Introduction to Lean Management in Local Government, Rightsizing Public Sector Organizations, Strategic Planning Process, Strategic Planning: Creating Strategy for Powerful Results, Strategic Planning: Mastering the Rockefeller Habits*, Managing in the New Normal: Future-Proof Your Organization.

Author: SGR
Duration: 00:53
SKU: TR0055





DOT Alcohol Testing and Reasonable Suspicion Training

DOT Alcohol Testing and Reasonable Suspicion Training has been developed by Strategic Government Resources to ensure local government supervisors meet federally mandated DOT alcohol training requirements. The 90-minute course reviews DOT alcohol testing regulations for supervisors, specific compliance steps, record keeping regulations, and frequently asked questions.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance

Target Audience: Supervisory & Managerial Levels

Related Training: DOT Drug Testing and Reasonable Suspicion Training,

Author: SGR
Duration: 01:27
SKU: TR0098



DOT Drug Testing and Reasonable Suspicion Training

DOT Drug Testing and Reasonable Suspicion Training has been developed by Strategic Government Resources to ensure local government supervisors meet their DOT training requirement. The course reviews DOT Drug testing regulations for supervisors, specific compliance steps, record keeping regulations, and frequently asked questions.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance

Target Audience: Supervisory & Managerial Level

Related Training: DOT Alcohol Testing and Reasonable Suspicion Training

Author: SGR
Duration: 01:24
SKU: TR0099



Embracing Diversity in the Workplace

Embracing Diversity is designed to complement your organization's new employee orientation and serve as a refresher for seasoned employees. Course Objectives: Define diversity and note the benefits of diversity awareness; Define and identify stereotypes; Review diversity pitfalls and how to avoid them; Review the four cornerstones of diversity; Review diversity in the context of legal compliance.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Diversity

Target Audience: All Levels

Related Training: Diversity Management: Womenomics*, Leadership and Culture Leveraging Diversity for Success: 1. Lessons from a Coach, Leadership and Culture Leveraging Diversity for Success: 2. Statistics and Globalization, Leadership and Culture Leveraging Diversity for Success: 3. Tribalism and Hidden Bias, Leadership and Culture Leveraging Diversity for Success: 4. How Much Do You Know?, Harassment Prevention: Cultivating Respect with Title VII, Learning the Language of Multiple Generations.

Author: SGR
Duration: 00:30
SKU: TR0001



Employee Morale: Seven Essential Leadership Strategies to Boost Employee Performance

Local governments have faced tough financial times over the past few years, working harder with fewer resources and under more stress. At the same time, government employees have been taking a beating in public opinion, with a noticeable rise in public distrust. All this takes a toll on productivity and morale.

There's never been a greater need to encourage your employees! Bring your leadership team together for this executive-level webinar in which Randy Mayeux, along with two local government leaders, guides you



through the principles of the leadership book, Encouraging the Heart: A Leader's Guide to Rewarding and Encouraging Others.

This webinar shows you how to apply the practical strategies in the book to local government management, so that your leadership team can help people achieve higher performance goals. You'll discover how to unleash the power that lies within a very simple principle of human performance: people like to be recognized for doing their best.

Key Themes: Coaching & Mentoring, Leadership, Communication, Employee Engagement, Organizational Culture

Target Audience: Managerial & Executive Levels

Related Training: Discovering and Working with your Strengths and Talents, Leveraging the Power of Employee Engagement

*Contact SGR for more information on strengths based assessments

Author: SGR
Duration: 01:22
SKU: TR0083



Managerial Leadership

Employment Law: 1. Fundamentals of Title VII

Employment Law - Fundamentals of Title VII has been developed by Strategic Government Resources for local government employees. In this tutorial, you will learn the basic principles of Title VII and the rights afforded to all employees under the law.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance

Target Audience: Supervisory & Managerial Levels

Related Training: Employment Law: 2. Fundamentals of the Americans with Disabilities Act, Employment Law: 3. Fundamentals of the Family and Medical Leave Act, Employment Law: 4. Fundamentals of HIPAA, FLMA

Compliance Guidelines for Supervisors, Harassment Prevention: Cultivating Respect with Title VII, HIPAA Compliance for Local Government Supervisors.

Author: SGR
Duration: 00:20
SKU: TR0043



Supervisory Leadership

Employment Law: 2. Fundamentals of the Americans with Disabilities Act

In this tutorial, you will learn the basics of the Americans with Disabilities Act. At the conclusion of this course, you will be able to better contribute to a work culture where everyone is treated with respect and are valued.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance

Target Audience: Supervisory & Managerial Levels

Related Training: Employment Law: 1. Fundamentals of Title VII, Employment Law: 3. Fundamentals of the Family and Medical Leave Act, Employment Law: 4. Fundamentals of HIPAA, FLMA Compliance Guidelines for Supervisors, Harassment Prevention: Cultivating Respect with Title VII, HIPAA Compliance for Local Government Supervisors.

Author: SGR
Duration: 00:20
SKU: TR0044



Supervisory Leadership

Employment Law: 3. Fundamentals of the Family and Medical Leave Act

In this tutorial, you will learn the basics of the Family and Medical Leave Act. It is intended to provide an overview to help you understand your rights under the act and how to help others receive the benefits afforded under the act.



This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance

Target Audience: Supervisory & Managerial Levels

Related Training: Employment Law: 1. Fundamentals of Title VII, Employment Law: 2. Fundamentals of the Americans with Disabilities Act, Employment Law: 4. Fundamentals of HIPAA, FLMA Compliance Guidelines for Supervisors, Harassment Prevention: Cultivating Respect with Title VII, HIPAA Compliance for Local Government Supervisors

Author: SGR

Duration: 00:20

SKU: TR0045



Supervisory Leadership

Employment Law: 4. Fundamentals of HIPAA (2015)

In this tutorial, you will learn the basic tenants of employment law as they pertain to local governments. This course is designed for government employees who handle health information and those who want to know their rights under HIPAA.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance

Target Audience: Supervisory & Managerial Levels

Related Training: Employment Law: 1. Fundamentals of Title VII, Employment Law: 2. Fundamentals of the Americans with Disabilities Act, Employment Law: 3. Fundamentals of the Family and Medical Leave Act, FLMA Compliance Guidelines for Supervisors, Harassment Prevention: Cultivating Respect with Title VII, HIPAA Compliance for Local Government Supervisors.

Author: SGR

Duration: 00:15

SKU: TR0046



Supervisory Leadership

Ethics: The Heart of Public Service

The Heart of Public Service - Ethics Training for Local Government Employees is an ethics refresher for tenured public sector employees and an ethics overview for new employee orientation. The course features Cheryl Dunlop, Director of Administrative Services for the City of Rockwall, TX and takes about one hour to complete. Course Overview: Defines ethics and the impact of that definition on ethical behavior; Reviews the basic rules of public sector ethical conduct; Reviews actions participants can take to promote an ethical work environment; Teaches participants how to utilize the HEART Ethical Decision Making Process (copyrighted). The course includes multiple attachments, including Unethical Behaviors Public Sector Employees Should Avoid.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: All Levels

Related Training: Professional Ethics: 1. Understanding Ethics, Professional Ethics: 2. Ethics in Action, Professional Ethics: 3. Promoting Ethical Environments, Seasonal Employee Orientation: 3. Ethics.

Author: SGR

Duration: 00:33

SKU: TR0006



Human Relations

Extraordinary Customer Service

As the pressure increases to keep citizens happy and local business growing and thriving, it is more important than ever that local government employees know how to deliver customer service at the highest level. Extraordinary Customer Service is designed to give participants a broad overview of customer service and addresses interacting with both internal and external customers. This course is suitable for employees at all levels of your organization.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

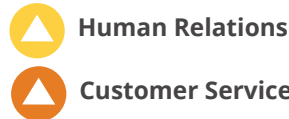


Key Themes: Customer Service

Target Audience: All Levels

Related Training: Citizen Service: Five Leadership Principles to Create the Ultimate Customer Experience for Citizens, Seasonal Employee Orientation: 2. Extraordinary Customer Service.

Author: SGR
Duration: 01:00
SKU: TR0026



FMLA Compliance Guidelines for Supervisors (updated 2014)

Family and Medical Leave Act Compliance Guidelines for Supervisors, developed by Strategic Government Resources, provides an hour-long comprehensive overview of FMLA supervisory compliance responsibilities based on the federal government’s FMLA Final Rule. Course Objectives: Familiarize supervisors with the history of FMLA; Review FMLA notice requirements; Review the supervisor’s role in FMLA compliance; Review multiple “Frequently asked FMLA questions” and clarify answers.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance

Target Audience: Supervisory Level

Related Training: Employment Law: 1. Fundamentals of Title VII, Employment Law: 2. Fundamentals of the Americans with Disabilities Act, Employment Law: 3. Fundamentals of the Family and Medical Leave Act, Employment Law: 4. Fundamentals of HIPAA, Harassment Prevention: Cultivating Respect with Title VII, HIPAA Compliance for Local Government Supervisors.

Author: SGR
Duration: 00:45
SKU: TR0101



Handling Internet Negativity & Elements of an Effective Local Government Social Media Policy (NRC)

National Research Center, Inc. (NRC) is a leading research and evaluation firm focusing on the information requirements of the public sector, including non-profit agencies, health care providers, foundations and local governments.

Speaker, Angelica Wedell leads the marketing and business development efforts at National Research Center, Inc. She has worked in the field of Digital Communications for more than eight years.

Local Governments have different considerations for Internet use than private businesses do. This webinar identifies common sources of Internet negativity, how to deal with them and what should be included in a local government social media policy.

Target Audience: Managerial & Executive

Key Themes: Citizen Engagement, Communication, Social Media

Related Training: Citizen Engagement: Getting the Most from Citizen Engagement, Integrating Your Community and Social Media, Outside the Box: New Ways to Engage Your Citizens.

Author: National Research Center (NRC)
Duration: 0:24
SKU:



Harassment Prevention: Cultivating Respect with Title VII

Harassment Prevention: Cultivating Respect with Title VII has been developed by Strategic Government Resources for local government supervisors. In this tutorial, you will learn to strategies to prevent harassment and disrespect in the workplace.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance



Target Audience: Supervisory Level

Related Training: Embracing Diversity in the Workplace, Preventing Workplace Violence, Recognizing and Responding to Workplace Bullying, Seasonal Employee Orientation: 1. Sexual Harassment Prevention, Sexual Harassment Prevention for Local Government Employees, Workplace Harassment Prevention.

Author: SGR
Duration: 00:25
SKU: TR0047



Supervisory Leadership

HIPAA Compliance for Local Government Supervisors (updated 2013)

HIPAA Compliance for Supervisors has been developed by Strategic Government Resources to ensure supervisory compliance with federal government Health Insurance Portability and Accountability Act legislation. Presenter Aretha Ferrell explains the history of HIPAA and reviews supervisory responsibilities, questions supervisors may and may not ask, proper FMLA and medical note paperwork handling, and frequently asked questions.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance

Target Audience: Supervisory Level

Related Training: Employment Law: 1. Fundamentals of Title VII, Employment Law: 2. Fundamentals of the Americans with Disabilities Act, Employment Law: 3. Fundamentals of the Family and Medical Leave Act, Employment Law: 4. Fundamentals of HIPAA, Harassment Prevention: Cultivating Respect with Title VII.

Author: SGR
Duration: 00:45
SKU: TR0102



Supervisory Leadership

Honing Your Emotional Intelligence: 1. Self-Awareness

In this module, you will learn the fundamentals of emotional intelligence, the benefits of developing emotional intelligence, and plan strategies to improve your self-awareness.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: All Levels

Related Training: Honing Your Emotional Intelligence: 2. Introduction to Self-Management, Honing Your Emotional Intelligence: 3. Introduction to Social Awareness, Honing Your Emotional Intelligence: 4. Introduction to Relationship Management, What Were You Thinking: 1. Communication Nation, What Were You Thinking: 2. Social Media Fail, What Were You Thinking: 3. Office Behavior, What Were You Thinking: 4. Be A Leader, Not A Boss, What Were You Thinking?

Author: SGR
Duration: 00:20
SKU: TR0021



Human Relations

Honing Your Emotional Intelligence: 2. Introduction to Self-Management

In this tutorial, you will learn principles of self-management, a competency of emotional intelligence. You will explore strategies to improve your self-management and develop a plan for success.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.



Key Themes: Personal Development

Target Audience: All Levels

Related Training: Honing Your Emotional Intelligence:

- 1. Introduction to Self-Awareness, Honing Your Emotional Intelligence: 3. Introduction to Social Awareness, Honing Your Emotional Intelligence: 4. Introduction to Relationship Management, What Were You Thinking: 1. Communication Nation, What Were You Thinking: 2. Social Media Fail, What Were You Thinking: 3. Office Behavior, What Were You Thinking: 4. Be A Leader, Not A Boss, What Were You Thinking?

Author: SGR
 Duration: 00:20
 SKU: TR0022



Human Relations

Honing Your Emotional Intelligence: 3. Introduction to Social Awareness

In this module, you will learn the emotional intelligence competency, social awareness. You will learn practical strategies to improve your social awareness and improve your interactions with others.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: All Levels

Related Training: Honing Your Emotional Intelligence:

- 1. Introduction to Self-Awareness, Honing Your Emotional Intelligence: 2. Introduction to Self-Management, Honing Your Emotional Intelligence: 4. Introduction to Relationship Management, What Were You Thinking: 1. Communication Nation, What Were You Thinking: 2. Social Media Fail, What Were You Thinking: 3. Office Behavior, What Were You Thinking: 4. Be A Leader, Not A Boss, What Were You Thinking?

Author: SGR
 Duration: 00:15
 SKU: TR0023



Human Relations

Honing Your Emotional Intelligence: 4. Introduction to Relationship Management

In this module, you will learn the skills necessary to develop relationship management, a competency of emotional intelligence. You will explore your relationship-management competencies and learn practical strategies you can practice in order to develop your relationship management.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: All Levels

Related Training: Honing Your Emotional Intelligence:

- 1. Introduction to Self-Awareness, Honing Your Emotional Intelligence: 2. Introduction to Self-Management, Honing Your Emotional Intelligence: 3. Introduction to Social Awareness, What Were You Thinking: 1. Communication Nation, What Were You Thinking: 2. Social Media Fail, What Were You Thinking: 3. Office Behavior, What Were You Thinking: 4. Be A Leader, Not A Boss, What Were You Thinking?

Author: SGR
 Duration: 00:15
 SKU: TR0024



Human Relations

How to Use a Fire Extinguisher

This brief course from the State of Washington Emergency Management Division overviews A, B, and C fire ratings and provides an overview of the PASS Method (Pull, Aim, Squeeze, and Sweep). SGR has been granted permission by the Disaster Resistant Commu-



nities Group (drc-group.com) to include video-based training in the LMS.

Key Themes: Technical Development

Target Audience: All Levels

Related Training:

Author: SGR
Duration: 00:02
SKU: TR0105



Miscellaneous

Integrating Your Community and Social Media

Integrating your community and social media: a case study with the Village of Bayside, Wisconsin
Speaker: Andy Pederson, Village Manager
Moderator: Ron Holifield, CEO, Strategic Government Resources

Topics Covered:

- The changing nature of communication.
- How to identify your audience and connect with them through social media.
- How to increase transparency and let your community know what you are doing.
- How using social media can improve communication plans at little or no cost.
- What you need to start a social media communication plan, or expand what you already have in place.

Key Themes: Social Media, Citizen Engagement, Communication

Target Audience: Managerial & Executive Levels

Related Training: Citizen Engagement: Getting the Most from Citizen Engagement, Citizen Service: Five Leadership Principles to Create the Ultimate Customer Experience, Outside the Box: New Ways to Engage Your Citizens.

Author: SGR
Duration: 01:00
SKU: TR0090



Systems Building

Introduction to Business Writing Skills

This course equips participants with the ability to articulate and integrate the five “C’s” of effective business writing. This introductory course covers business writing that is: Clear, Concise, Complete, Correct, and Courteous.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Technical Development, Communication

Target Audience: All Levels

Related Training:

Author: SGR
Duration: 00:30
SKU: TR0053



Human Relations

Lead Like Your Life Depends on It

This one-hour archived webcast focuses on how effective leadership WILL determine your organization’s future success! Lance Guerra discusses why applying “progressive people practices” is not simply a good idea, but absolutely vital to the longevity and stability of public agencies.

Key Themes: Leadership

Target Audience: Managerial & Executive Levels

Related Training: Coaching and Mentoring: Encouraging the Heart*, Coaching and Mentoring: Leadership Lessons from a Legendary Coach, Leadership: Your Leadership Playbook.

Author: SGR
Duration: 00:52
SKU: TR0063



Trust Building

Leadership and Culture Leveraging Diversity for Success: 1. Lessons from a Coach

In this module, we explore how the importance of recognizing culture in a team can lead to greater success. We delve into how embracing diversity and giving greater recognition to this can impact teams positively. We do this by looking at the example of the actions taken by Greg Popovich and his coaching approach with the San Antonio Spurs.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Diversity

Target Audience: Supervisory, Managerial, Executive Levels

Related Training: Leadership and Culture Leveraging Diversity for Success: 2. Statistics and Globalization, Leadership and Culture Leveraging Diversity for Success: 3. Tribalism and Hidden Bias, Leadership and Culture Leveraging Diversity for Success: 4. How Much Do You Know?, Embracing Diversity in the Workplace, Diversity Management: Womenomics*, Harassment Prevention: Cultivating Respect with Title VII, Learning the Language of Multiple Generations.

Author: SGR
Duration: 00:10
SKU: TR0049



Leadership and Culture Leveraging Diversity for Success: 2. Statistics and Globalization

In this module, we take a statistical look at diversity shifts and explore what the numbers say about the way demographics are shifting nationwide. We take a look at some individual states with a special focus on the state of Texas. This module also explores the concept of globalization and how the processes of globalization

have contributed to demographic shifts. Throughout the topics covered in this module, we look at how these concepts and changes affect local government.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Diversity

Target Audience: Supervisory, Managerial, Executive Levels

Related Training: Leadership and Culture Leveraging Diversity for Success: 1. Lessons from a Coach, Leadership and Culture Leveraging Diversity for Success: 3. Tribalism and Hidden Bias, Leadership and Culture Leveraging Diversity for Success: 4. How Much Do You Know?, Embracing Diversity in the Workplace, Diversity Management: Womenomics*, Harassment Prevention: Cultivating Respect with Title VII, Learning the Language of Multiple Generations.

Author: SGR
Duration: 00:15
SKU: TR0050



Leadership and Culture Leveraging Diversity for Success: 3. Tribalism and Hidden Bias

In this module, we explore the concepts of Tribalism and how it impacts society today. We compare what tribalism looked like historically and in today's world. We also delve into the concept of Implicit Bias and how it affects the way we interact with people on a daily basis. We explore what we, as leaders in public service, need to be aware of these concepts as it impacts every interaction we have.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken.



This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Diversity

Target Audience: Supervisory, Managerial, Executive Levels

Related Training: Leadership and Culture Leveraging Diversity for Success: 1. Lessons from a Coach, Leadership and Culture Leveraging Diversity for Success: 2. Statistics and Globalization, Leadership and Culture Leveraging Diversity for Success: 4. How Much Do You Know?, Embracing Diversity in the Workplace, Diversity Management: Womenomics*, Harassment Prevention: Cultivating Respect with Title VII, Learning the Language of Multiple Generations.

Author: SGR
Duration: 00:15
SKU: TR0051



Diversity for Success: 1. Lessons from a Coach, Leadership and Culture Leveraging Diversity for Success: 2. Statistics and Globalization, Leadership and Culture Leveraging Diversity for Success: 3. Tribalism and Hidden Bias, Embracing Diversity in the Workplace, Diversity Management: Womenomics*, Harassment Prevention: Cultivating Respect with Title VII, Learning the Language of Multiple Generations.

Author: SGR
Duration: 00:15
SKU: TR0052



Leadership: Your Leadership Playbook

In the “new normal” of fewer resources and budget cuts, you could make the choice of cutting services or increasing the tax burden. Or you could pursue a more value-oriented agenda that will put you on a path of higher performance.

Discover how to fortify your leadership skills to help your organization through the transformational change needed to succeed in this “new normal.” Assemble your team today for an inspiring and fun webinar that uses America’s favorite pastime, football, to demonstrate a series of synchronized leadership practices that will propel your organization and workforce forward to the end zone.

Your Leadership Playbook, designed and presented by Patrick Ibarra, a former city manager and founder of the Mejorado Group, hands you a series of forward-thinking leadership practices guaranteed to help you lead your team to victory.

Key Themes: Leadership, Organizational Culture

Target Audience: Managerial & Executive Levels

Related Training: Coaching and Mentoring: Encouraging the Heart*, Coaching and Mentoring: Leadership Lessons from a Legendary Coach, Lead Like Your Life Depends on It, Facilitative Leadership: Fierce Leadership*.

Author: SGR
Duration: 01:06
SKU: TR0084



Leadership and Culture Leveraging Diversity for Success: 4. So, How Much Do You Know?

Cultural understanding reduces frustration and improves communication. In this module, we conduct two exercises to analyze our current knowledge levels of the cultures that make up our workplaces and the communities that we serve. We do this in order to identify the gaps in our knowledge so that we can then address these gaps.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Diversity

Target Audience: Supervisory, Managerial, Executive Levels

Related Training: Leadership and Culture Leveraging



Learning Leadership (NRC)

National Research Center, Inc. (NRC) is a leading research and evaluation firm focusing on the information requirements of the public sector, including non-profit agencies, health care providers, foundations and local governments.

Learning leadership is a style and a practice. NRC features special guest speaker Dallas Everhart, Owner and Manager of eStratOp, in this Coffee Break Webinar. Everhart is a leadership coach, Professor of Business and Marketing, former City Manager and City Finance Director. Everhart reveals proven skills to develop better leadership and increase your professional value through communications, creativity and culture.

Target Audience: Supervisory, Managerial, Executive

Key Themes: Leadership

Related Training: Coaching and Mentoring: Leadership Lessons from a Legendary Coach, Coaching Through Difficult Situations, Employee Morale: Seven Essential Leadership Strategies to Boost Employee Performance, Lead Like Your Life Depends on It, Rube's Rules for Leadership - Part 1, Rube's Rules for Leadership - Part 2, Supervisory Practices: 1. Traits and Responsibilities, Supervisory Practices: 2. Supervisor as Teacher, Supervisory Practices: 3. Supervisor as Motivator, Supervisory Practices: 4. Supervisor as Troubleshooter, Supervisory Practices: 5. Supervisor as Inspector, Supervisory Practices: 6. Practical Scenarios, Team Development for Leaders, What Were You Thinking: 4. Be A Leader, Not A Boss, SGR Presentation: Authentic Servant Leadership

Author: National Research Center (NRC)

Duration: 0:23

SKU:



Trust Building

Learning the Language of Multiple Generations

Learning the Language of Multiple Generations has been developed by Strategic Government Resources to enhance the customer service delivery of local government customer service professionals. Presenter Mike

Gibson reviews generational descriptors of workplace generations and shares practical insights related to internal and external customer service.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Diversity

Target Audience: All Levels

Related Training: Embracing Diversity in the Workplace, Diversity Management: Womenomics*, Leadership and Culture Leveraging Diversity for Success: 1. Lessons from a Coach, Leadership and Culture Leveraging Diversity for Success: 2. Statistics and Globalization, Leadership and Culture Leveraging Diversity for Success: 3. Tribalism and Hidden Bias, Leadership and Culture Leveraging Diversity for Success: 4. How Much Do You Know?, Harassment Prevention: Cultivating Respect with Title VII, Learning the Language of Multiple Generations

Author: SGR

Duration: 01:20

SKU: TR0027



Human Relations

Leveraging the Power of Employee Engagement

In this CPS HR Webcast, Presenter Robert J. Lavigna, author of the book, "Engaging Government Employees: Motivate and Inspire Your People to Achieve Superior Performance," walks HR professionals and local government managers through various components of employee engagement. Questions asked and answered during the webcast include: What is employee engagement? Why does it matter? How do we know if our employees are engaged? How can we achieve high levels of employee engagement?

Key Themes: Employee Engagement, Leadership

Target Audience: Managerial & Executive Levels

Related Training: Seven Essential Leadership Strategies to Boost Employee Performance, Discovering and



Working With Your Strengths and Talents

Author: SGR
Duration: 00:57
SKU: TR0058



Target Audience: Supervisory & Managerial Levels

Related Training: Change Management: Secrets to Creating Real Change, Managing in the New Normal: Future-Proof Your Organization.

Author: SGR
Duration: 00:45
SKU: TR0048



Local Government 101

Local Government 101 has been produced by SGR to complement your organization's new employee orientation and to serve as a refresher for seasoned employees. The course reviews the types of local government, reviews the basics of municipalities, including typical charter provisions, services, and forms of government. In addition, participants will learn about municipal revenue sources, the annual budget process, and review strategies for a successful career in local government.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Professional Development

Target Audience: All Levels

Related Training:

Author: SGR
Duration: 00:40
SKU: TR0007



Managing in the New Normal: Future-Proof Your Organization

You've survived the economic recession, likely by changing how your local government does business, reducing spending, cutting budgets, and more. But change continues to happen rapidly all around us, including new social, mobile, and cloud technologies that bring new opportunities, as well as challenges.

How can you ensure your organization will survive in a world of relentless change, where what works today will not work tomorrow? In other words, how can you future-proof your organization?

Find out in this thought-provoking and insightful webinar, "Future-Proof Your Organization: The Five Things that Matter Now."

SGR welcomes Randy Mayeux and two city managers for an executive-level discussion applying concepts from the book, What Matters Now: How to Win a World of Relentless Changes, Ferocious Competition, and Unstoppable Innovation, to today's challenges that local governments face.

Key Themes: Change Management

Target Audience: Managerial & Executive Levels

Related Training: Managing Change, Change Management: Secrets to Creating Real Change.

Author: SGR
Duration: 01:26
SKU: TR0085



Managing Change

Managing Change has been developed by Strategic Government Resources for local government supervisors. The course equips participants with the ability to articulate the nature of change, execute the implementation, evaluation, adjusting, and monitoring phases of change, and apply change management principles to an existing business case.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Change Management

Mastering the Online Interview

The goal of this course is to equip candidates with an edge in the job market through mastering the online interview.

Course Objectives:

- Review the purpose of an online interview and how it differs from a face-to-face interview.
- Review the equipment needed to participate in an online interview.
- Present techniques on how to set the stage and “stand out from the crowd” in an online interview.
- Review how to prepare for an online interview.
- Review online interview pitfalls to avoid.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: All Levels

Related Training:

Author: SGR

Duration: 00:30

SKU: TR0103



Professional Competency

Outside the Box: New Ways to Engage Your Citizens

When the City of Cedar Park, Texas, noticed that younger residents and busy families in this Austin suburb were not attending Town Hall meetings, the staff began developing a plan to increase citizen engagement.

Understanding that this segment of the community was technologically savvy and needed 24/7 access to information, Cedar Park implemented several web-based platforms and applications that increased citizen interaction, improved service delivery, and enhanced communication.

SGR’s webinar Outside the Box: New Ways to Engage Your Citizens demonstrates how local governments can utilize technology to reach and engage citizens to gain valuable feedback on what residents really want and need from their City leaders.

Key Themes: Citizen Engagement, Communication, Social Media

Target Audience: Executive Level

Related Training: Citizen Engagement: Getting the Most from Citizen Engagement

Author: SGR

Duration: 00:30

SKU: TR0093



Systems Building

Preventing Workplace Violence

Violence, of any sort, has many roots. Typically, there are warning signs of workplace violence. During this course, we take a comprehensive look at workplace violence - how to prevent it on an individual and an organizational level, and how to respond if it does occur.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance

Target Audience: All Levels

Related Training: Pruning Negativity, Recognizing and Responding to Workplace Bullying, Seasonal Employee Orientation: 1. Sexual Harassment Prevention, Sexual Harassment Prevention for Local Government Employees, What Were You Thinking?, What Were You Thinking: 3. Office Behavior, Workplace Harassment Prevention, Anger and Stress Management, Harassment Prevention: Cultivating Respect with Title VII.

Author: SGR

Duration: 00:30

SKU: TR0004



Human Relations



Red Flag Rules: Identity Theft Prevention

Red Flags Rule Training, developed in partnership with the Oklahoma Municipal League, is designed to familiarize public sector employees with terms, definitions, and requirements related to Federal Government Red Flags Rule. The course also reviews policies and procedures for an Identity Theft Prevention Program, teaches participants to identify various types of Red Flags, and teaches participants to detect, address, and respond appropriately to Red Flags. The hour-long course contents include sample policies, a comprehensive Red Flags Glossary, a participant's guide, and multiple helpful attachments that may be downloaded. Course Objectives: Articulate Federal Government Red Flags Rule Requirements; Understand the organizational role they play in identity theft prevention; Know where to go for Red Flags Rule updates and additional resources.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance

Target Audience: Front Line & Supervisory Levels

Related Training:

Author: SGR
Duration: 00:40
SKU: TR0104



Professional Competency

Professional Ethics: 1. Understanding Ethics

Understanding Ethics is the first course in a three-part series that explores ethics and the effect it has on public perception. Topics discussed in this course include public perception, public versus private ethic, and the question of what's legal versus what's ethical.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: Supervisory & Managerial Levels

Related Training: Professional Ethics 2. Ethics in Action, Professional Ethics: 3. Promoting Ethical Environments, Seasonal Employee Orientation: 3. Ethics, Ethics: The Heart of Public Service

Author: SGR
Duration: 00:15
SKU: TR0040



Supervisory Leadership

Professional Ethics: 2. Ethics in Action

Ethics in Action is the second course in a three-part series that explores ethics decision making and competing standards. Topics in this course include identifying standards, ethic versus integrity, Right vs. Right dilemmas, personality styles, and Right vs. Right approaches.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: Supervisory & Managerial Levels

Related Training: Professional Ethics 1. Understanding Ethics, Professional Ethics: 3. Promoting Ethical Environments, Seasonal Employee Orientation: 3. Ethics, Ethics: The Heart of Public Service

Author: SGR
Duration: 00:20
SKU: TR0041



Supervisory Leadership

Professional Ethics: 3. Promoting Ethical Environments

Promoting Ethical Environments is the third and final

course in the Professional Ethics series. This course delves into further detail on how knowledge of the four primary supervisory roles can be used to promote and sustain ethical decision-making in the workplace.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: Supervisory & Managerial Levels

Related Training: Professional Ethics 1. Understanding Ethics, Professional Ethics: 2. Ethics in Action, Seasonal Employee Orientation: 3. Ethics, Ethics: The Heart of Public Service

Author: SGR
Duration: 00:15
SKU: TR0042



Pruning Negativity

Pruning Negativity has been developed by Strategic Government Resources to help local government employees properly address toxic negativity in the workplace. The course prepares participants to identify various expressions of negativity, implement strategies for coping with expressions of negativity, and implement strategies that foster healthy growth and development in the workplace.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Team Building, Organizational Culture, Personal Development

Target Audience: All Levels

Related Training: Anger and Stress Management, Preventing Workplace Violence

Author: SGR

Duration: 00:45
SKU: TR0028



Recognizing and Responding to Workplace Bullying

All local government employees deserve a safe place to work. Workplace bullying is a threat to such an environment. This course is designed to help participants identify and address workplace bullying by defining, addressing, and preventing it.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development, Compliance

Target Audience: All Levels

Related Training: Harassment Prevention: Cultivating Respect with Title VII, Preventing Workplace Violence, Workplace Harassment Prevention.

Author: SGR
Duration: 00:15
SKU: TR0016



Resource: 10 in 10 Servant Leadership

This document serves as an index of articles previously featured in SGR's 10 in 10 weekly newsletter. Articles are selected based on SGR's core principles of authentic servant leadership which can be relevant and applicable to all levels of an organization. SGR recommends using this index to supplement existing training and to encourage group discussion as you work to shape your own culture of authentic servant leadership.

The "resources" contained in this archive have been selected by SGR because of their value in supplementing existing training in the LMS. Resource archives are updated on a regular basis and may contain numerous relevant training materials depending on the source of the Resource's content.

Author: SGR



Resource: National Research Center (NRC)

The National Research Center, Inc. (NRC) is a leading research and evaluation firm focusing on the information requirements of the public sector, including non-profit agencies, health care providers, foundations and local governments. The NRC have published various recorded webinars that could prove useful resources for Public Service officials. SGR has been granted permission to make these resources available to its client organizations through the Learning Management System.

The “resources” contained in this archive have been selected by SGR because of their value in supplementing existing training in the LMS. Resource archives are updated on a regular basis and may contain numerous relevant training materials depending on the source of the Resource’s content.

Author: NRC



Rightsizing Public Sector Organizations

Join presenters Rich Mallory and Geoff Burcawn as they present an introduction and overview for public officials, program directors, and program managers on the topic of Workload and Staffing Analysis.

Key Themes: Strategic Planning, Professional Development

Target Audience: Executive Level

Related Training: Do You Have an Effective Organizational Structure

Author: SGR
Duration: 00:58
SKU: TR0056



Rube’s Rules for Leadership - Part 1

Want to become a more effective leader? It all boils down to 13 simple rules.

For more than 35 years, Chief Dennis Rubin served in some of America’s largest Fire and Rescue Departments including Atlanta, Georgia, Norfolk, Virginia, and Washington, D.C. He has developed a personal list of “rules to live by” that can be applied to all areas of local government to promote and develop effective leadership.

In Rube’s Rules: 13 Rules for Leadership, the career Fire Chief and published author shares his rules for business leadership with honesty and humor that provide real-world insight for each point. From the first rule of “Show Up”, to the last rule of “Be Nice,” Rubin presents tried and true methods for leading by example and becoming an authentically great leader.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken.

Key Themes: Leadership, Professional Development

Target Audience: Managerial & Executive Levels

Related Training: Rube’s Rules of Leadership – Part 2, Coaching and Mentoring: Encouraging the Heart*, Coaching and Mentoring: Leadership Lessons from a Legendary Coach, Coaching Through Difficult Situations, Lead Like Your Life Depends on It, Facilitative Leadership: Fierce Leadership*.

Author: SGR
Duration: 00:40
SKU: TR0087



Rube’s Rules for Leadership - Part 2

Want to become a more effective leader? It all boils down to 13 simple rules.

For more than 35 years, Chief Dennis Rubin served in some of America’s largest Fire and Rescue Departments including Atlanta, Georgia, Norfolk, Virginia, and Washington, D.C. He has developed a personal list of “rules to live by” that can be applied to all areas of local government to promote and develop effective leadership. In Rube’s Rules: 13 Rules for Leadership, the career Fire



Chief and published author shares his rules for business leadership with honesty and humor that provide real-world insight for each point. From the first rule of "Show Up", to the last rule of "Be Nice," Rubin presents tried and true methods for leading by example and becoming an authentically great leader.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken.

Key Themes: Leadership, Professional Development

Target Audience: Managerial & Executive Levels

Related Training: Rube's Rules of Leadership – Part 1, Coaching and Mentoring: Encouraging the Heart*, Coaching and Mentoring: Leadership Lessons from a Legendary Coach, Coaching Through Difficult Situations, Lead Like Your Life Depends on It, Facilitative Leadership: Fierce Leadership*.

Author: SGR
Duration: 00:35
SKU: TR0088



Trust Building

Seasonal Employee Orientation: 1. Sexual Harassment Prevention

As teenagers, young adults, and seasonal workers join your workforce for the summer, equip them to succeed in this SGR produced online seasonal employee orientation course specifically designed to instruct participants regarding sexual harassment and discrimination.

This course is intended to be presented to a live audience. Please note that the course does not include an interactive quiz, and users that are assigned this training individually will receive completion credit after the course has been viewed. SGR recommends pairing this course with a discussion activity or custom quiz based on current policies that can be completed by attendees to best document participation. This course is part of a larger series that may reference topics discussed in a related course. Please reference the numbers included in the course title to determine the order in which SGR recommends taking each course.

Key Themes: Compliance

Target Audience: Seasonal Employees

Related Training: Seasonal Employee Orientation: 2. Extraordinary Customer Service, Seasonal Employee Orientation: 3. Ethics

Author: SGR
Duration: 00:30
SKU: TR0002



Human Relations

Seasonal Employee Orientation: 2. Extraordinary Customer Service

As teenagers, young adults, and seasonal workers join your workforce for the summer, equip them to succeed in this SGR produced online seasonal employee orientation course specifically designed to prepare employees in the basics of courteous and respectful customer service.

This course is intended to be presented to a live audience. Please note that the course does not include an interactive quiz, and users that are assigned this training individually will receive completion credit after the course has been viewed. SGR recommends pairing this course with a discussion activity or custom quiz based on current policies that can be completed by attendees to best document participation. This course is part of a larger series that may reference topics discussed in a related course. Please reference the numbers included in the course title to determine the order in which SGR recommends taking each course.

Key Themes: Compliance

Target Audience: Seasonal Employees

Related Training: Seasonal Employee Orientation: 1. Sexual Harassment Prevention, Seasonal Employee Orientation: 3. Ethics

Author: SGR
Duration: 00:28
SKU: TR0025



Human Relations

Seasonal Employee Orientation: 3. Ethics

Part three of Seasonal Employee Orientation introduces participants to the basic rules of ethical conduct in the public sector including unethical behaviors to avoid.

This course is intended to be presented to a live audience. Please note that the course does not include an interactive quiz, and users that are assigned this training individually will receive completion credit after the course has been viewed. SGR recommends pairing this course with a discussion activity or custom quiz based on current policies that can be completed by attendees to best document participation. This course is part of a larger series that may reference topics discussed in a related course. Please reference the numbers included in the course title to determine the order in which SGR recommends taking each course.

Key Themes: Compliance

Target Audience: Seasonal Employees

Related Training: Seasonal Employee Orientation: 1. Sexual Harassment Prevention, Seasonal Employee Orientation: 2. Extraordinary Customer Service

Author: SGR
Duration: 00:30
SKU: TR0003



Self-Supporting Recreation

In 2009, the Town of Cedarburg, Wisconsin, Town Administrator Jim Culotta was tasked by the Town Board to create a self-sustaining recreation program for the community. At the time, Cedarburg residents paid taxes annually to support a shared service agreement for recreation with a neighboring city and also paid a "user fee" for each program, essentially paying for the same service twice.

Using innovative ideas and partnering with businesses, schools, and others in the community, Jim was able to lead the creation of an award-winning recreation program for Cedarburg that is now 100% self-supporting. Since 2010, this program has saved taxpayers over \$256,000 and generated over \$100,000 in revenue.

SGR's webinar Self-Supporting Recreation offers an inside look at how one community met the challenge of providing quality recreation programs at no cost to the Town or taxpayers.

- Learn how the Town surveyed residents and used gap analysis to create programs for baseball, softball, and flag football.
- Learn how the Town utilized a third-party partnership with Little League International to jump-start the program and capitalized on instant credibility, name recognition, and professional support.
- Learn how the Town managed the challenge of having no town-owned baseball or softball facilities, yet developed a program that won the Wisconsin Good Government Award.
- Learn how the Town financed the project resulting in a 100% self-sustaining program.

Key Themes: Strategic Planning

Target Audience: Managerial & Executive Level

Related Training: Solving Urbanization Problems & Raising Money for Civic Projects

Author: SGR
Duration: 00:30
SKU: TR0091



Sexual Harassment Prevention for Local Government Employees (Also available in Spanish)

No Room for Doubt, developed by Strategic Government Resources, provides a comprehensive overview of sexual harassment prevention for public sector employees. The course complements new employee orientation strategies and serves as an excellent refresher for seasoned local government personnel.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance



Target Audience: All Levels

Related Training: Workplace Harassment Prevention, Seasonal Employee Orientation: 1. Sexual Harassment Prevention, Recognizing and Responding to Workplace Bullying, Preventing Workplace Violence, Harassment Prevention: Cultivating Respect with Title VII.

Author: SGR
Duration: 00:43
SKU: TR0008



Human Relations

SGR Presentation: Authentic Servant Leadership

How can you transform into a stronger, more genuine and inspirational leader? As government is under the magnifying glass these days, leadership built on trust and authenticity is more important than ever. National Research Center, Inc. (NRC) welcomes former City Manager and Strategic Government Resources CEO, Ron Holifield, to share insider knowledge on how to become a more effective and sincere local government leader.

Target Audience: All Levels

Key Themes: Leadership

Related Training: Coaching and Mentoring: Leadership Lessons from a Legendary Coach, Coaching Through Difficult Situations, Employee Morale: Seven Essential Leadership Strategies to Boost Employee Performance, Lead Like Your Life Depends on It, Rube's Rules for Leadership - Part 1, Rube's Rules for Leadership - Part 2, Supervisory Practices: 1. Traits and Responsibilities, Supervisory Practices: 2. Supervisor as Teacher, Supervisory Practices: 3. Supervisor as Motivator, Supervisory Practices: 4. Supervisor as Troubleshooter, Supervisory Practices: 5. Supervisor as Inspector, Supervisory Practices: 6. Practical Scenarios, Team Development for Leaders, What Were You Thinking: 4. Be A Leader, Not A Boss, Learning Leadership

Author: NRC
Duration: 00:32
SKU: TR0008



Trust Building

SGR Presentation: Creating an Authentic Servant Leadership Culture

SGR presents Ron Holifield on creating an authentic servant leadership culture. In this 8 part course, Ron takes us on a journey through the concept of servant leadership and how to strategically implement servant leadership principles into an organization's culture. Through this series we explore the importance of balancing healthy relationships with dynamic change, the need to align our principles with our systems, how to develop authentic servant leaders at every level, and the need to create a "values aligned" system so that we can continue to thrive and succeed in a VUCA world.

Target Audience: Managerial & Executive

Key Themes: Leadership, Strategic Planning, Organizational Culture

Related Training: SGR Presentation: Authentic Servant Leadership

Author: SGR
Duration: 52:00
SKU:



Trust Building

Solving Urbanization Problems & Raising Money for Civic Projects

In this webcast, learn about how local governments can solve urbanization problems and raise funds to complete community projects—all without raising taxes! Representatives from Tumml and Neighbor.ly explain how it can be done.

Key Themes: Strategic Planning

Target Audience: Managerial & Executive Levels

Related Training: Self-Supporting Recreation

Author: SGR
Duration: 00:31
SKU: TR0075



Systems Building

Strategic Planning Process

This SGR on-demand webinar features a conversation between Bernadette Hughes, with the City of Tamarac, Florida, and Ron Holifield, CEO of SGR.

Tamarac implemented an exceptional strategic planning process eight years ago and have kept it fresh and innovative along the way.

Bernadette and Ron talk about what is working in Tamarac, and how you can apply their methods to achieve great strategic planning results and discover how to create a “High Performing” organization through a strategic planning process based on city-wide performance excellence.

This on-demand webinar includes:

- 4-step strategic planning process (input, development, deployment and execution)
- Value of substantial employee engagement
- SWOT environmental scan completed by the entire organization
- Aligning jobs with strategic goals
- Encouraging problem solving throughout the organization

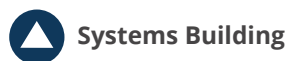
View this webinar to see the strides Tamarac has made in the eight years since its initial implementation!

Key Themes: Strategic Planning

Target Audience: Managerial & Executive Levels

Related Training: Strategic Planning: Creating Strategy for Powerful Results, Strategic Planning: Mastering the Rockefeller Habits*

Author: SGR
Duration: 00:36
SKU: TR0095



Strategic Planning: Creating Strategy for Powerful Results

Before you take your leadership team into your next strategic planning session, make sure you understand the difference between good strategy and bad

strategy. You and your staff may be surprised to learn that good strategy is rare.

Most organizations, private or public sector, for-profit or nonprofit, think they have a strategy, but they don't. They have strategic goals; they have objectives; they have buzzwords. There's too much at stake for your local government to fall into the same trap.

Engage your entire leadership team and discover how to have “good strategy” in SGR's webinar, Creating Strategy for Powerful Results.

Randy Mayeux leads a discussion with two local government managers for an executive-level discussion that applies concepts from the book, Good Strategy, Bad Strategy: The Difference and Why it Matters, to local government.

Key Themes: Strategic Planning

Target Audience: Managerial & Executive Levels

Related Training: Strategic Planning Process, Strategic Planning: Mastering the Rockefeller Habits*

Author: SGR
Duration: 01:20
SKU: TR0086



Supervisory Practices: 1. Traits and Responsibilities

Lesson 1 Traits & Responsibilities is the first of six courses in the Supervisor Practices Series designed to help you better understand the roles and responsibilities of a supervisor in today's modern business world. This course leads you on a journey of self-discovery to understand how we feel about supervisory styles and our history working with supervisors.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Leadership, Professional Development

Target Audience: Supervisory Level

Related Training: Supervisory Practices: 2. Supervisor as Teacher, Supervisory Practices: 3. Supervisor as Motivator, Supervisory Practices: 4. Supervisor as Troubleshooter, Supervisory Practices: 5. Supervisor as Inspector, Supervisory Practices: 6. Practical Scenarios

Author: SGR
Duration: 00:25
SKU: TR0034



Supervisory Leadership

Supervisory Practices: 2. Supervisor as Teacher

Lesson 2 Supervisor as Teacher is the second of six courses in the Supervisory Practices Series designed to help you better understand the roles and responsibilities of a supervisor in today's organizations. This course specifically discusses the role of Teacher.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Leadership, Professional Development

Target Audience: Supervisory Level

Related Training: Supervisory Practices: 1. Traits and Responsibilities, Supervisory Practices: 3. Supervisor as Motivator, Supervisory Practices: 4. Supervisor as Troubleshooter, Supervisory Practices: 5. Supervisor as Inspector, Supervisory Practices: 6. Practical Scenarios

Author: SGR
Duration: 00:15
SKU: TR0035



Supervisory Leadership

Supervisory Practices: 3. Supervisor as Motivator

Lesson 3 Supervisor as Motivator is the third of six courses in the Supervisory Practices Series designed to help you better understand the roles and responsibilities of a supervisor in today's organizations. This course specifically discusses the role of Motivator.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Leadership, Professional Development

Target Audience: Supervisory Level

Related Training: Supervisory Practices: 1. Traits and Responsibilities, Supervisory Practices: 2. Supervisor as Teacher, Supervisory Practices: 4. Supervisor as Troubleshooter, Supervisory Practices: 5. Supervisor as Inspector, Supervisory Practices: 6. Practical Scenarios

Author: SGR
Duration: 00:15
SKU: TR0036



Supervisory Leadership

Supervisory Practices: 4. Supervisor as Troubleshooter

Lesson 4 Supervisor as Troubleshooter is the fourth of six courses in the Supervisory Practices Series designed to help you better understand the roles and responsibilities of a supervisor in today's organizations. This course specifically discusses the role of Troubleshooter.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Leadership, Professional Development

Target Audience: Supervisory Level

Related Training: Supervisory Practices: 1. Traits and Responsibilities, Supervisory Practices: 2. Supervisor as Teacher, Supervisory Practices: 3. Supervisor as Motivator, Supervisory Practices: 5. Supervisor as Inspector, Supervisory Practices: 6. Practical Scenarios

Author: SGR
Duration: 00:15
SKU: TR0037



Supervisory Practices: 5. Supervisor as Inspector

Lesson 5 Supervisor as Inspector is the fifth of six courses in the Supervisory Practices Series designed to help you better understand the roles and responsibilities of a supervisor in today's organizations. This course specifically discusses the role of Inspector.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Leadership, Professional Development

Target Audience: Supervisory Level

Related Training: Supervisory Practices: 1. Traits and Responsibilities, Supervisory Practices: 2. Supervisor as Teacher, Supervisory Practices: 3. Supervisor as Motivator, Supervisory Practices: 4. Supervisor as Troubleshooter, Supervisory Practices: 6. Practical Scenarios

Author: SGR
Duration: 00:15
SKU: TR0038



Supervisory Practices: 6. Practical Scenarios

Lesson 6 Practical Scenarios is the sixth and final

course in the Supervisory Practices Series. This course presents you with multiple different supervisory scenarios in which you'll use the information you learned in the previous courses to determine what and where things went wrong.

This course is part of a larger series that may reference topics discussed in a related course. SGR recommends referencing the numbers included in the course title to determine the order each course should be taken. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Leadership, Professional Development

Target Audience: Supervisory Level

Related Training: Supervisory Practices: 1. Traits and Responsibilities, Supervisory Practices: 2. Supervisor as Teacher, Supervisory Practices: 3. Supervisor as Motivator, Supervisory Practices: 4. Supervisor as Troubleshooter, Supervisory Practices: 5. Supervisor as Inspector

Author: SGR
Duration:
SKU: TR0039



Team Development for Leaders

In this webcast, Michelle Andres introduces participants to the characteristics of the stages of team development. In addition, she provides insights related to understanding current team dynamics, the challenges associated with various stages of development, and creating a strategy to move team members through the developmental stages.

Key Themes: Team Building, Leadership

Target Audience: Supervisory, Managerial, Executive Levels

Related Training: Team Leadership: 1. Multipliers*, Team Leadership: 2. The Five Dysfunctions of a Team*.

Author: SGR
Duration: 00:55
SKU: TR0062



Telephone Skills Training for Local Government Employees

In today's fast-paced culture, it is critical that employees who answer the telephone are equipped to represent their organizations professionally and courteously. They should also be able to successfully transfer calls, answer customer inquiries, and reduce rework that results from insufficient information gathering. Telephone Skills Training for Local Government Employees prepares employees at all levels of employment to do just that. Additionally, this half-hour SGR online course prepares participants to streamline processes and maximize respect and accountability while creating a customer centric culture and reputation for excellence. This course includes a fully reproducible Participant's Guide.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Technical Development, Professional Development

Target Audience: All Levels

Related Training:

Author: SGR
Duration: 00:30
SKU: TR0029



Testing for Judgment: An Alternative to Traditional Examinations

Most organizations are familiar with the benefits of multiple-choice cognitive written examinations. In the search to identify accurate, valid, and relevant selection measures, applicant judgment and decision-making has emerged as a quality predictor of job performance in what is referred to as a Situational Judgment Test (SJT). Not only do SJTs approach the levels of efficiency of traditional cognitive ability tests, but they capture unique attributes of a candidate that are not measured by traditional cognitive or personality tests. On top of these values, SJTs have shown greater resistance to adverse impact without compromising on validity. During this webinar, CPS HR will more thoroughly explain at-

tributes of SJTs, how it differs from traditional assessments, and ways for utilizing SJTs to improve your organization's hiring process.

Key Themes: Strategic Planning

Target Audience: Managerial & Executive Levels

Related Training: Discovering and Working with Your Strengths and Talents

Author: SGR
Duration: 00:52
SKU: TR0061



The End of the Suburbs: Where the American Dream is Moving

In this webcast, see why and how more cities are moving towards urbanizing their suburbs into "hipurbias" (rather than the traditional suburbia way of life). Author and Forbes Magazine Assistant Managing Director, Leigh Gallagher, explains this growing trend.

Key Themes: Strategic Planning

Target Audience: Executive Level

Related Training:

Author: SGR
Duration: 00:46
SKU: TR0076



The Power of Storytelling

Storytelling is a dynamic tool that has been successful in moving non-profit and private sector organizations toward excellence. Mike Scanlon, Town Manager of Basalt, Colorado, is a storyteller by nature, and successfully uses his storytelling ability in local government management to empower his organization to understand and steer the City's vision. SGR's webinar The Power of Storytelling explores the unique characteristics of storytelling with an in-depth discussion of Mike's

May 2013 article, "The Power of Storytelling," featured in Public Manager Magazine. Learn how storytelling can clarify and differentiate the management/governance line. Learn how to make storytelling part of your management toolkit. Explore how storytelling can be essential in communicating the organization's big goals to employees. Become a better manager by becoming a better storyteller. Understand how the power of storytelling can truly change your organization.

Key Themes: Leadership

Target Audience: Executive Level

Related Training:

Author: SGR

Duration: 00:30

SKU: TR0094



Time Management Through SMART Goals

It takes time to make time work for you. If you are truly going to make any difference in how you manage your time, you have to be prepared to make some changes. In rare cases, such changes may need to be radical. However, in most local government contexts, small shifts in time management today can lead to huge benefits over the long haul. Time Management Through SMART Goals can help you make subtle shifts that can lead to those huge benefits. Launch this course to learn how to set goals that are: Specific, Measurable, Attainable, Relevant, and Timed.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Personal Development

Target Audience: All Levels

Related Training:

Author: SGR

Duration: 00:20

SKU: TR0030



Top Ten Things Residents Want in Their Communities (NRC)

National Research Center, Inc. (NRC) is a leading research and evaluation firm focusing on the information requirements of the public sector, including non-profit agencies, health care providers, foundations and local governments.

NRC Vice President Michelle Kobayashi reveals what community characteristics matter most to residents across the United States.

Target Audience: Managerial & Executive Levels

Key Themes: Citizen Engagement, Customer Service, Strategic Planning

Related Training: Citizen Engagement: Getting the Most from Citizen Engagement, Citizen Service: Five Leadership Principles to Create the Ultimate Customer Experience for Citizens, Outside the Box: New Ways to Engage Your Citizens

Author: National Research Center (NRC)

Duration: 0:19

SKU:



Understanding Zoning 101

Understanding Zoning 101 introduces participants to the basics of zoning ordinances and the zoning process.

Newly elected City Council members and new Planning Commissioners will benefit from Carl Stephani's 35 years of experience in local government and learn about the basic elements of zoning that focus on land use, development standards, non-conformities, permit evaluation, and more.

This information will also provide an informative overview for city staff members who need to be familiar with zoning, but may not need in-depth training.

Speaker: Carl Stephani

Moderator: Mike Mowery, Director of Leadership Development, SGR

Objectives:

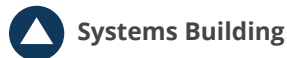
- The seven basic elements of the zoning ordinance
- The history of the zoning process
- The role of the Planning Commission
- Basic zoning terminology
- Zoning standards and permits

Key Themes: Professional Development**Target Audience:** Executive Levels**Related Training:**

Author: SGR

Duration: 00:30

SKU: TR0092



Water/Wastewater Emergency Preparedness, Prevention and Mitigation

The 10-minute video includes insights on protecting vital water and wastewater infrastructure, preparing in advance for loss mitigation and training, employee safety, and tips for working with other agencies. This video is appropriate for all water and wastewater employees and other departments who may work with the public works department in the event of an emergency. SGR has been granted permission by the Disaster Resistant Communities Group (drc-group.com) to include video-based training in the LMS.

Key Themes: Technical Development, Professional Development**Target Audience:** Water/Wastewater Management Employees**Related Training:**

Author: SGR

Duration: 00:10

SKU: TR0096

**What Were You Thinking:
1. Communication Nation**

What Were You Thinking – Communication Nation explores the varying types of communication that can lead to a dysfunctional workplace. We go through the do's and don'ts of communication by analyzing scenarios that cover oversharing, gossiping, being negative, sharing opinions, and sharing information that is just plain inappropriate. We explain why certain manners of communication are not appropriate for the workplace and the possible consequences this can have.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Communication, Personal Development**Target Audience:** All Levels**Related Training:** What Were You Thinking: 2. Social Media Fail, What Were You Thinking: 3. Office Behavior, What Were You Thinking: 4. Be a Leader, Not a Boss, What Were You Thinking? Communication Processes: 1. Effective Cycle of Communication, Communication Processes: 2. Overcoming Communication Barriers, Communication Processes: 3. Supportive Conversations, Honing Your Emotional Intelligence: 1. Self-Awareness, Honing Your Emotional Intelligence: 2. Introduction to Self-Management, Honing Your Emotional Intelligence: 3. Introduction to Social Awareness, Honing Your Emotional Intelligence: 4. Introduction to Relationship Management.

Author: SGR

Duration: 00:15

SKU: TR0017



**What Were You Thinking:
2. Social Media Fail**

This module leads participants to recognize the need to carefully consider what they post on social media.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Communication, Personal Development, Social Media

Target Audience: All Levels

Related Training: What Were You Thinking: 1. Communication Nation, What Were You Thinking: 3. Office Behavior, What Were You Thinking: 4. Be a Leader, Not a Boss, What Were You Thinking? Communication Processes: 1. Effective Cycle of Communication, Communication Processes: 2. Overcoming Communication Barriers, Communication Processes: 3. Supportive Conversations, Honing Your Emotional Intelligence: 1. Self-Awareness, Honing Your Emotional Intelligence: 2. Introduction to Self-Management, Honing Your Emotional Intelligence: 3. Introduction to Social Awareness, Honing Your Emotional Intelligence: 4. Introduction to Relationship Management.

Author: SGR
Duration: 00:15
SKU: TR0018



What Were You Thinking: 3. Office Behavior

What Were You Thinking - Office Behavior investigates the various personalities we deal with in an office environment. We examine the behaviors of the Bully, the Yes Man, the Dumper, the Note Leaver and the Instigator. We share valuable tips on how to stop each of these personalities in their tracks, and take a look at other obnoxious office behavior as well. Then we explore a variety of office scenarios and discuss the best way to handle each of them. Finally, we share tips on how every employee can be a Rock Star with their own office behavior.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Communication, Personal Development

Target Audience: All Levels

Related Training: What Were You Thinking: 1. Communication Nation, What Were You Thinking: 2. Social

Media Fail, What Were You Thinking: 4. Be a Leader, Not a Boss, What Were You Thinking? Communication Processes: 1. Effective Cycle of Communication, Communication Processes: 2. Overcoming Communication Barriers, Communication Processes: 3. Supportive Conversations, Honing Your Emotional Intelligence: 1. Self-Awareness, Honing Your Emotional Intelligence: 2. Introduction to Self-Management, Honing Your Emotional Intelligence: 3. Introduction to Social Awareness, Honing Your Emotional Intelligence: 4. Introduction to Relationship Management.

Author: SGR
Duration: 00:10
SKU: TR0019



What Were You Thinking: 4. Be A Leader, Not A Boss

What Were You Thinking - Be a Leader, Not a Boss shines a spotlight on the behaviors and traits exhibited by short-sighted bosses versus true leaders. We take a look at management practices that limit a team's functionality and discourage teamwork amongst employees. We examine best practices including employee engagement, goal setting, and more. Then, we put the student's new knowledge to the test and have them make decisions in various office scenarios to help them determine where their strengths and weaknesses are. This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Communication, Personal Development, Leadership

Target Audience: All Levels

Related Training: What Were You Thinking: 1. Communication Nation, What Were You Thinking: 2. Social Media Fail, What Were You Thinking: 3. Office Behavior, What Were You Thinking? Communication Processes: 1. Effective Cycle of Communication, Communication Processes: 2. Overcoming Communication Barriers, Communication Processes: 3. Supportive Conversations, Honing Your Emotional Intelligence: 1. Self-Awareness, Honing Your Emotional Intelligence: 2. Introduction to Self-Management, Honing Your Emo-



tional Intelligence: 3. Introduction to Social Awareness, Honing Your Emotional Intelligence: 4. Introduction to Relationship Management.

Author: SGR
Duration: 00:15
SKU: TR0020



What Were You Thinking?

By the time you complete this course, you should be able to: List general expectations of local government employees, recognize appropriate workplace attitudes and behaviors, and incorporate strategies that will help you avoid workplace pitfalls.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Communication, Personal Development

Target Audience: All Levels

Related Training: What Were You Thinking: 1. Communication Nation, What Were You Thinking: 2. Social Media Fail, What Were You Thinking: 3. Office Behavior, What Were You Thinking: 4. Be a Leader, Not a Boss, Communication Processes: 1. Effective Cycle of Communication, Communication Processes: 2. Overcoming Communication Barriers, Communication Processes: 3. Supportive Conversations, Honing Your Emotional Intelligence: 1. Self-Awareness, Honing Your Emotional Intelligence: 2. Introduction to Self-Management, Honing Your Emotional Intelligence: 3. Introduction to Social Awareness, Honing Your Emotional Intelligence: 4. Introduction to Relationship Management.

Author: SGR
Duration: 00:30
SKU: TR0010



Workplace Harassment Prevention

Workplace Harassment Prevention instructs participants in creating a place of mutual respect for all employees. This course educates employees at all levels

of responsibility on what the law says about sexual and other types of harassment and what constitutes harassment. It also helps define what is and is not appropriate personal behavior in a variety of specific situations and circumstances.

This course contains one or more quizzes that must be completed with a passing grade to receive completion credit.

Key Themes: Compliance

Target Audience: All Levels

Related Training: Harassment Prevention: Cultivating Respect with Title VII, Preventing Workplace Violence, Recognizing and Responding to Workplace Bullying, Sexual Harassment Prevention for Local Government Employees.

Author: SGR
Duration: 1:00
SKU: TR0011



