

Employee Development July 2008



District Training Programs

Overview 2004-2008

- ADA – Customer Service Ferry Division
- Business/Technical Writing
- Change Management
- Communication Skills
- Computer Skills
- DISC
- Ethics Training
- Fish
- Harassment Prevention Training
- Interview Skills
- Project Management
- Supervisory Skills
- Values Training

Ferry Division Training

ADA and Customer Service



- Presented by District Staff to 78 Ferry Division Employees
- ADA Regulations
- Customer Service
- Disability Awareness
- Film – The 10 Commandments of Communicating with People with Disabilities
- Passenger Safety
- Service Animals
- Delivered to IBU (Casual Deckhands and Vessel Masters)

Hand-Outs



Packet Hand-outs Included:

“When You Meet a Person Who is Blind”

“Tips for Communicating with Deaf and Hard of Hearing People”

“Frequently Asked Questions About Service Animals”

“The Personal Impact of Transportation Access”

Business and Technical Writing

- Audience – Employees Producing Reports, Specifications, and Other Documents
- Franklin Covey - “Writing Advantage” Program Delivered to 76 Employees
- American Management Association – “Effective Technical Writing” Delivered to 19 Employees



Change Management

- Conducted by District Staff
- Audience – All Employees
- Two Hour Program Delivered to Over 600 Employees
- Objective to Support Change Management Skills

Program Presents Topics Including:

- Psychology of Change
- Keeping Up with Organizational Change
- Communication Skills
- Stress Reduction
- Time Management Skills
- Reinforcement of District Values

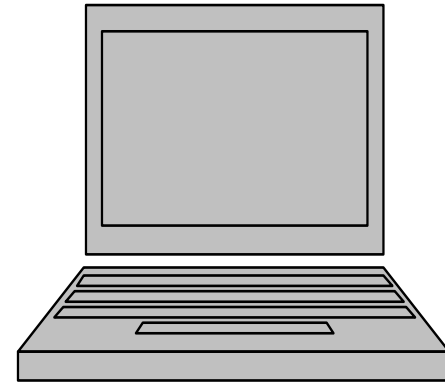
Communication for Results



- Presented by Jill McGillen, Next Turn Consulting
- Audience – All Employees
- Approximately 300 Employees Have Attended
- Communication Overview
- Body Language
- Active Listening
- Concise Work Communication
- Conflict Resolution Skills
- Email Etiquette

Computer Skills

- Audience – All Employees Required to Have Computer Skills
- Classes Presented On-Site and in Partnership with the County of Marin Have Included:
 - Access
 - Excel
 - Outlook
 - PowerPoint
 - Word



DISC – Communication Styles Team Building Tool

District Staff is Certified to Deliver DISC

- Audience – Delivered to Teams Upon Request
- Provides Individual Profile of Communication Style
- Each Style has Strengths and No Style is Better Than Another
- DISC Helps Individuals to be Aware and Adapt to Other People's Communication Styles
- Helps Managers to Understand Team Dynamics and Use that Information to Effectively Lead

Ethics Training

- AB 1234 Requires Public Employers to Provide Training on California Government Ethics Laws Every Two Years
- The Office of the District Secretary Coordinated this Training Facilitated by Hanson Bridgett to Managerial and Supervisory Staff in 2006

Training Covered Included:

- Competitive Bidding
- Conflicts of Interest
- Ethical Decision-Making
- Ethics Laws
- District Values
- Public Records
- Use of Public Resources

Anti-Harassment Training

- Audience – All Managers and Supervisors
- AB 1825 Requires Anti-Harassment Training for All Supervisors Every Two Years
- In 2005 Training Conducted by Hanson Bridgett – Trained over 100 Managers and Supervisors
- In 2007 Training Conducted On-Line Through Brightline Compliance - Trained Over 100 Managers and Supervisors
- Training Required Again in 2009

FISH – Customer Service/Teamwork Training

Pike Place Fish Market – Seattle

- Delivered by District Staff
- Audience – All Employees – Approximately 300 Have Completed
- All Bus Operators Have Attended

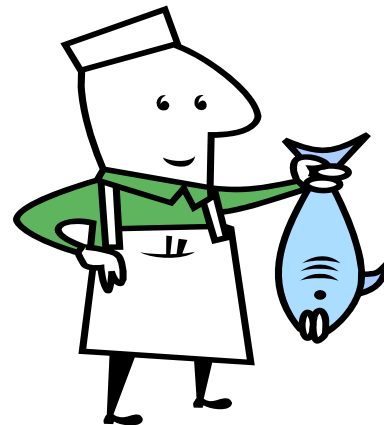
Film/Discussion Include Topics:

Customer Service

Listening Skills

Stress Reduction

Teamwork



Interview Skills and Career Development

- Conducted by District Staff
- Audience – Employees
Interviewing for Internal Career Opportunities
- One-on-One Career Development Coaching Provided
- Panel Interview Tips

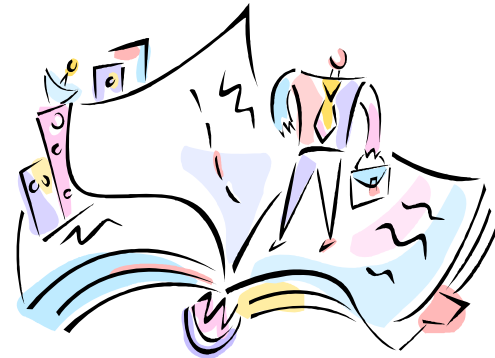


Project Management

- Audience – Program and Project Managers
- Fundamentals of Successful Project Management (Skill Path) attended by 21 People

Program Covered

- Fundamentals of Project Planning
- Problem Solving and Trouble Shooting
- Managing Multiple Projects



Supervisory Skills

- Program Presented by Skill Path
- 106 Managers and Front-Line Supervisors Attended

Program Covered:

- Communication Skills
- Leadership Proficiency
- Making the Leap from Worker to Supervisor
- Team Building
- Personal Effectiveness Skills
- Performance Management

Time Management

- District Staff Certified to Deliver Franklin Covey “Focus” Program
- Establishing and clarifying values
- Setting goals
- Aligning goals with priorities
- Executing—breaking down goals into key tasks
- Dealing with interruptions
- Handling e-mail and voicemail
- Creating an action plan

Values Training

- Audience – All Employees
- Delivered by District Staff

District Values

Integrity

Competence

Flexibility

Accountability

Recognition

Diversity

Respect

Collaboration

Pride

Responsiveness

