

Tier 2: Individual Contributor



eLearning for Individual Contributors: Foundational Skills

THEME 1: PUBLIC SERVICE FUNDAMENTALS

Communication Skills	County Water HSD
Dealing with Difficult Customers	County Water HSD
De-escalating Phone and Digital Conversations	County Water HSD
Developing Awareness that Leads to Emotional Regulation	County Water HSD
Persuasive Communication Techniques	County Water HSD
The Dynamics of Communication	County Water HSD

THEME 2: RACIAL EQUITY & SOCIAL JUSTICE

An Introduction to Unconscious Bias	County Water HSD
Be an Upstander	County Water HSD
Empathy in the Workplace	County Water HSD
Identifying Microaggressions	County Water HSD
Inclusive Language & Communication	County Water HSD
Macro Effects of Micro Aggressions	County Water HSD
Respecting Generational Differences	County Water HSD
Understanding Gender & Gender ID	County Water HSD
What Is Belonging?	County Water HSD
What Is Privilege?	County Water HSD
Why Diversity Matters	County Water HSD

THEME 3: SAFETY & SECURITY

All Safety and Security Classes	County Water HSD
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THEME 6: ELECTIVES & PROFESSIONAL DEVELOPMENT

Best Practices for Creating a Resume	County Water HSD
Creating a Powerful Resume	County Water HSD
Impress at Job Interviews	County Water HSD
Interviewing Skills for Employees	County Water HSD
Interviewing Skills: Career Advancement Techniques	County Water HSD
Landing the Job: Interview Techniques	County Water HSD
Rules for Discussing Politics at Work	County Water HSD

THEME 4: COMPUTER & SOFTWARE KNOWLEDGE

Adobe Acrobat DC Pro: Advanced	County Water HSD
Adobe Acrobat DC Pro: Beginner	County Water HSD
Articulate Storyline: Basics Training	County Water HSD
Excel 365: Advanced	County Water HSD
Excel 365: Beginner	County Water HSD
Excel 365: Intermediate	County Water HSD
Collaborating in Microsoft 365	County Water HSD
Microsoft 365: New Features	County Water HSD
Microsoft 365: Overview - Beginner	County Water HSD
Microsoft 365: OneDrive	County Water HSD
Microsoft 365: OneNote Beginner	County Water HSD
Microsoft PowerPoint 365: Fundamentals	County Water HSD
Microsoft Teams 365: Beginner	County Water HSD
Microsoft Word 365: Intermediate	County Water HSD
Microsoft Forms Essentials	County Water HSD
Outlook 365: Beginner	County Water HSD

THEME 5: PRODUCTIVITY & WELLNESS

5-Min Guided Breathing Meditation	County Water HSD
Breaking the Stress Cycle	County Water HSD
Developing Self-Regulation	County Water HSD
Handling Angry Customers	County Water HSD
Email Etiquette	County Water HSD
How to Receive Feedback	County Water HSD
Navigating Your Mental Health	County Water HSD
Relax!	County Water HSD
Seated Desk Yoga	County Water HSD
SMART Goal Setting	County Water HSD
SMART Goals Meditation	County Water HSD
Time Management Tips	County Water HSD
Write to Be Understood	County Water HSD

FY24/25 Web-Based Classes



eLearning for Emerging Leaders: Supervisory & Managerial Skills

Becoming an Effective Manager:
Giving Effective Feedback

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Build Your Inclusive Leadership Skills

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Coaching Skills:
The Coaching Conversation

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Grant Seeking Fundamentals

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Leadership Fundamentals:
The Leadership Toolkit

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Leadership of a Diverse Group

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Lead with Inclusion: Investing in
Critical Leadership Competencies

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Managerial Courage:
Managing Difficult People

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The Manager's Role as
Communicator

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Managing Performance:
Individual Development Plans

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Managing Prejudice Within
Your Team

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Mediating Employee Conflicts

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Overview of Oracle Planning &
SC Labor

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Recruiting, Hiring & Retaining
Diverse Talent

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Supervision: 8 Steps to
Effective One-on-Ones

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Tackling Race Bias in the Workplace:
A Guide for Managers

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Develop your supervisory and managerial skills!

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eLearning for Executives: Leadership Skills

5 Ways to Lead in an Era of Constant
Change | Jim Hemerling | TED Talk

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Everyday Diversity: Recruiting, Hiring
& Retaining Diverse Talent

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Lead with Inclusion: Investing in
Critical Leadership Competencies

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Leadership Fundamentals:
Empowering Others

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Leadership of a Diverse Group

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Leading Change:
Kotter's 8 Step Change Model

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How to Lead with Radical Candor

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Supervision:
8 Steps to Effective One-on-Ones

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