

## 3rd Quarter 2010 Class Schedule

### Continuing Education Classes

#### Objective:

In an effort to maintain and/or increase the level of service to the citizens, employees can maintain an awareness of current industry trends and standards. Available to all employees.

Business Writing & Grammar  
Computer Training  
Money Handling and Balancing  
Stress Management  
Texas Notary Law & Procedures

Class times, enrollment and location will be made available in the Human Resource Office.

The Best Southwest Training Initiative has been developed by the Cities of the Best Southwest: Cedar Hill, DeSoto, Duncanville and Lancaster. The initiative is designed to provide municipal employees with training in all facets of their jobs in a convenient location and comfortable atmosphere. The training consists of a series of courses designed to enrich the employees both professionally and personally.



An Equal Opportunity Institution.

#### Management Certificate Classes

**August 25, 2010**

**Mediation for Managers**

12:30pm until 4:30pm

Cedar Valley College at Cedar Hill, Rm 104

Cris Gilbert, Trainer

**September 15, 2010**

**Strategic Planning**

12:30pm until 4:30pm

Cedar Valley College at Cedar Hill, Rm 104

Dennis Tademy, Trainer

#### Supervisor Certificate Classes

**August 11, 2010**

**Effective Interpersonal Communication**

12:30pm until 4:30pm

Cedar Valley College at Cedar Hill, Rm 104

Maria Dowding, Trainer

**September 22, 2010**

**Managing Performance/Discipline**

12:30pm until 4:30pm

Cedar Valley College at Cedar Hill, Rm 121

Dennis Tademy, Trainer

#### Other Classes

**September 29, 2010**

**Texas Notary Law & Procedures**

1:30pm until 4:30pm

Cedar Valley College at Cedar Hill Rm 104,

Dixie Lucey, Trainer



**Professional  
Development  
for  
Best Southwest Cities  
Employees**

## Certificate of Supervision

### Objective:

Employees are exposed to concepts that will launch them to peak performance in motivating, supervising, and taking charge of people and projects. **Eligible employees are those employees at or near the foreman/supervisor level.**

**Prerequisite:** Must obtain approval from Supervisor



### Required Courses:

Conflict Resolution  
Effective Interpersonal Communication  
Employment Law  
Interviewing and Hiring  
Managing Performance/Discipline  
Now That I'm a Supervisor – Basic Supervisory Skills  
Principles of Public Service  
Supervisory Ethics

## Certificate of Management

### Objective:

Supervisory employees will develop the knowledge and ability to lead and motivate employees, enhance interpersonal communication, develop an environment that is conducive to efficient operations and the mission of the organization. **Eligible employees are in or near upper management and executive level positions.**

**Prerequisite:** Must obtain approval from Supervisor

### Required Courses:

Building Teams  
Diversity from the Management Perspective  
Interpersonal Skills/Emotional Intelligence  
Mediation for Managers  
Media Relations  
Reports and Procedures  
Problem Solving/Decision Making  
Strategic Planning



## Compliance Classes

Diversity

Customer Service

Defensive Driving

Drug and Alcohol

Employment Law Updates

Harassment/Hostile Work Environment

Workplace Violence

