

## Microsoft Development Track

The Microsoft Development Track is designed to expose employees to what the Microsoft software is capable of doing in the hands of a knowledgeable user. The training will help employees to use the computer as a powerful data processing machine, capable of significantly increasing work output when used to capacity. This track does not require track certification. Employees will be required to attend Part I trainings, before advancing to Part II training classes. Employees are strongly encouraged to attend these trainings. At the completion of each course, each employee will receive a certificate of completion. We hope that all employees will take an interest in the many training opportunities this track provides.

### CORE COURSES

- Access I
- Access II
- Computer and Internet Policy
- Excel I
- Excel II
- Excel III
- Introduction to ArcGIS I
- Introduction to Desktop ArcGIS I
- Powerpoint I
- Powerpoint II
- Project
- Publisher I
- Publisher II
- Outlook
- Word I
- Word II
- Word III

## MISSION

Marion County provides professional and resourceful public services for our citizens through strategic planning and cost-effective implementation of county initiatives, generating positive results that set the standard for quality local government.

## HR Training Principles

We are committed to providing the best possible service to all employees and to promote the education, training and professional development of each county employee, so they may seek out and pursue career opportunities within the Board of County Commissioners organization.

Through the Marion County Training Program, employees will be able to professionally develop themselves through a series of courses. We hope that each employee will use this as a tool in determining employee goals and objectives for each fiscal year.

We are always open to new suggestions that will enhance our training program. If you have any future training ideas, please feel free to contact Human Resources at 352-438-2345.



## Marion County Board of County Commissioners

Human Resources ♦ Operations

521 SE 26th Court  
Ocala, FL 34471  
Phone: 352-438-2352  
Fax: 352-438-2344

## Employee Development Track

This track is geared to non supervisory employees. In this track employees are *strongly* encouraged to attend all core courses, and six elective courses. After completion of each course, the employee will receive a certificate of completion.

### CORE COURSES

- Attitude Means Everything
- Basic Listening Skills
- Cultural Diversity
- Dealing w/ Angry & Difficult Customers
- Effective Customer Service
- Employee Evaluations
- Get More Organized
- Professional Ethics
- Sexual and Employee Harassment
- Substance Abuse Prevention
- Telephone Skills Policy
- Violence in the Workplace
- Writing for Results

### ELECTIVE COURSES

- Appropriate Assertiveness
- Basic Communication
- Bloodborne Pathogens
- CPR and First Aid
- Dealing with Change
- Front Desk Superstar
- Strengthening Your People Skills
- What's Your Image

## Leadership Development Track

This track is geared to supervisors and managers, as well as supervisors in training. In this track management is *strongly* encouraged to attend all core courses and six elective courses. After the completion of each course, the manager or supervisor will receive a certificate of completion.

### CORE COURSES

- Coaching, Counseling, and Mentoring
- Communicating with Diplomacy/Tact
- Cultural Diversity
- Delegating Effectively
- Documenting and Disciplining Employee Behavior
- Employee Evaluations (Supervisors)
- Employee Motivation
- How the BCC is Funded
- Lessons in Leadership
- New Supervisors (6months - 5 years)
- Problem Solving/Conflict Resolution
- Procurement and Contracts
- Professional Ethics
- Sexual and Employee Harassment
- Substance Abuse Prevention
- Telephone Skills Policy
- The Hiring Process
- Violence in the Workplace

### ELECTIVE COURSES

- Be Prepared to Speak
- Bloodborne Pathogens
- CPR and First Aid
- Facilitating Effective Meetings
- Goal Setting
- Managing Multiple Priorities
- Time Management

## Continuing Education Track

This track is geared to advancing employee and leadership learning. Courses offered here are created each year in order to promote growth and personal development.

### CORE COURSES

- Basics of Investing
- Diabetes
- Education Fair
- Identity Thief
- High Blood Pressure
- Money Management
- OTETA (CDL Supervisors Only)
- Stress Management
- The Art of Taking Minutes
- Weight Management
- 

To receive track certification” in the *Employee Development or Leadership Development Track*, an employee or manager/supervisor must complete each of the Core Courses and a minimum of six Elective Courses from that track. When track requirements are completed, the employee must contact HR Training Division for more approval before progressing to another track.