

TRAINING AND LEADERSHIP INSTITUTE



TRAINING AND LEADERSHIP INSTITUTE

2023-2024 Course Programs

The Institute is the central entity in city government for developing and delivering educational and training programs to city employees. Its mission is to develop and enhance employee work-related skills and abilities, to prepare employees for future leadership roles in city government, and to enhance the skills and abilities of current city leaders.

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Courses

Dates

Microsoft 365 Online Desktop Training	Contact HR For Access
Leadership Development Program	Sept 13, Sept 27, Oct 11, Oct 25, Nov 8 Nov 29
Advanced Leadership Development Program	Mar 6, Mar, 20, Apr 3
Customer Service Training Program Session #1	Sept 6, Sept 20
Customer Service Training Program Session #2	Nov 1, Nov 7
Customer Service Training Program Session #3	Jan 3, Jan 17
Lean Six Sigma Training Program	Jan 3, Jan 17, Jan 31, Feb 14, Feb 28, Mar 13
Drug and Alcohol Awareness for Managers	TBA

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Effective Interviewing Skills for Managers	Jan 24, Jan 31
Sexual Harassment Training	On demand online training
How To Hold Productive Meetings	Mar 27
Supervising Customer Service Providers-For Managers	Apr 17
Ethics Training	On demand online training

Microsoft 365 Online Training

On demand online training for web-based Microsoft 365 Desktop End User Applications. The program provides unlimited access to desktop Application Training for beginner, intermediate and advanced levels. The training will be delivered by topic-based recordings for Excel, Word, Teams, PowerPoint, Access and Outlook Applications

Make arrangements with your manager and HR for access approval

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Leadership Development Program Session #1

The Leadership Development Training Program consists of five sessions covering the following topics:

Role of the Manager

Communications for Results

Coaching, Counseling and Challenging Employees

Resolving Conflict Constructively

Managing Change

Leadership Development Training Program Schedule

Wednesday, September 13, 2023 9 AM to 1 PM – Role of the Supervisor

**Wednesday, September 27, 2023 9 AM to 1 PM-
Communication for Results**

**Wednesday, October 11, 2023 9 AM to 1 PM - Coaching &
Counseling Challenging Employees**

**Wednesday, October 25, 2023 9 AM to 1 PM – Conflict
Resolution**

**Wednesday, November 8, 2023 9 AM to 1 PM – Managing
Multiple Priorities**

**Wednesday, November 29, 2023 9 AM to 1 PM-Positive
Discipline**

Advanced Leadership Development Program

The Advanced Leadership Development Training Program consists of three sessions covering the following topics:

Managing Multiple Priorities

Employee Engagement

Team Building

Advanced Leadership Development Training Schedule

Wednesday, March 6, 2024 9 AM to 1 PM – Employee Engagement

Wednesday, March 20, 2024 9 AM to 1 PM – Team Building

Wednesday, April 3, 2024 9 AM to 1 PM – Managing Change

Customer Service Training Program Session

The Customer Service Training Program consists of two sessions and covers the following topics:

Frontline Customer Service

Handling the Challenging Customer

Customer Service Training Program Session #1

Wednesday, September 6, 2023 9 AM to 1 PM - Part 1

Wednesday, September 20, 2023 9 AM to 1 PM – Part 2

Customer Service Training Program Session #2

Wednesday, November 1, 2023 9 AM to 1 PM – Part 1

Tuesday, November 7, 2023 9 AM to 1 PM – Part 2

Customer Service Training Program Session #3

Wednesday, January 3, 2024 9 AM to 1 PM – Part 1

Wednesday, January 17, 2024 9 AM to 1 PM – Part 2

Supervising Customer Service Providers-For Managers

The customer service skills for managers session provides managers that supervise frontline customer service teams with skills that foster good communication and effective problem solving techniques.

Wednesday, April 17, 2024 9 AM to 1 PM

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Lean Six Sigma Training Program

The Lean Six Training Program consists of six sessions that includes basic sessions on:

Operational definitions and models of Lean Six Sigma

Performance Measurements

Process Analysis

Continuous Flow

Control Plans

Presentation of Project

Lean Six Sigma Training Session Schedule

Wednesday January 3, 2024 10 AM to 2 PM-Operational definitions and models of Lean Six Sigma

Wednesday January 17, 2024 10 AM to 2 PM-Performance Measurements

Wednesday January 31, 2024 10 AM to 2 PM-Process Analysis

Wednesday February 14, 2024 10 AM to 2 PM-Continuous Flow

Wednesday February 28, 2024 10 AM to 2 PM-Control Plans

Wednesday March 13, 2024 10 AM to 2 PM-Presentation of Project

Drug and Alcohol Awareness for Managers

Review properties of commonly used drugs and how to recognize signs of substance use. Understand what “reasonable suspicion” is and isn’t, and learn how to respond appropriately..

Drug and Alcohol Awareness for Managers Session Schedule

TBA

Effective Interviewing Skills for Managers

Making certain the right person is hired for the job is the first step to good performance. This two session course will help managers and supervisors prepare for and conduct an effective and legal interview. This program utilizes video, group discussion, structured exercises, practice exercises, role play, assessment and a question and answer segment.

How to prepare for a structured Interview

How to conduct a structured Interview

How to evaluate the results of the interview

The Federal and State Laws that govern the selection process

Recruitment Exposure

The screening process

Testing

Documentation

Effective Interviewing Skills for Managers Schedule

Wednesday January 24, 2024 9AM to 1PM

Wednesday January 31, 2024 9AM to 1PM

How TO Hold Productive Meetings

Planning skills for more efficiently run meetings

Wednesday March 27, 2024

9AM to 1PM

Sexual Harassment Training

All City Employees are required by Connecticut State Statute to take a two hour sexual harassment training course that will be provided on a web based online program.

Sexual Harassment Training Schedule

Web based online training available on demand through your HR Representative