

## AT A GLANCE COURSE SCHEDULE BY TRAINING DATE

DATES OFFERED	COURSE	PAGE
Jan. 12, April 12	Coping for Caregivers (Optum)	13
Jan. 12, April 12	Understanding Mental Health Concerns in the Workplace	25
Jan. 14, Feb. 4, March 30, April 29, June 24	Assertiveness	11
Jan. 15, March 16, April 27	Actively Engaged in My Performance	10
Jan. 20, Feb. 3, March 2, June 1, Jun. 10	Communications and Difficult Conversations	12
Jan. 27, Feb. 12, April 1, June 15	Customer Service 101	14
Jan. 28, April 28	Avoiding Burnout (Optum)	12
Jan. 28, March 22, April 28, June 30	Stress: Putting it to Rest	23
Feb. 5, April 14, June 21	Emotional Intelligence	17
Feb. 11, May 10	Depression in the Workplace (Optum)	15
Feb. 11, May 10	Workplace Violence and Bullying	25
Feb. 23, May 26	Managing Conflict	19
Feb. 23, May 26	Temperature's Rising: Lessons in Anger Management (Optum)	24
Feb. 25, March 9, April 20, June 29	Customer Service: Taking C.A.R.E. of Ohio	14
Feb. 26, May 13	Dealing with Difficult People	15
March 1	Class Change & Working Out-of-Class Grievances (OCB)*	12
March 4, May 27	Is Supervising For Me?	19
March 8	Administrative Investigations (OCB)*	10
March 10, June 14	Dealing with Grief and Loss (Optum)	15
March 10, June 14	Navigating Eldercare Resources (Optum)	20
March 15	Pre-Disciplinary Meeting Officer (OCB)*	21
March 15	Principles of Effective Leadership*	21
March 18, April 15, June 8	Interpersonal Skills	18
March 22	Disciplinary Principles (OCB)*	16
March 22, June 30	Drug-Free Awareness	17
March 25, June 23	Critical Thinking Skills	13
March 25, May 25, June 17	The Power of Humor	24
March 29	Mediation (OCB)*	20
April 11-15	Arbitration School (OCB)*	11

\* Courses Offered to Exempt Employees (Non-Bargaining Unit)

## ON-DEMAND WEB-BASED COURSE

COURSE	DATES OFFERED	PAGE
Understanding Employee Workplace Mediation	Via ELM	24