



Human Resources

Expanded Employees Development Classes

Miami-Dade County offers the following special classes for managers and supervisors.

Refer to the [third quarter course schedule](#)  for training dates.

To enroll, please complete and submit the [Expanded Employees Development Classes application](#).

Budget Preparation - BUD (8 Hours)

This workshop is presented by the Office of Strategic Business Management and introduces the process of developing a budget. The program provides a comprehensive understanding to develop a budget under the guidelines of Miami-Dade County standards, policies, and procedures.

Leadership Competency: Performance Management and Results Orientation

Business Writing I - BUS I (8 Hours)

This workshop helps participants understand the foundations of good business writing. Review of grammar, punctuation, and effective sentence structure helps participants write with clarity and concision. Participants learn to strengthen their written messages by identifying the audience, tailoring the message, and practicing concise, "fat-free" writing. Practical exercises reinforce objectives.

Business Writing Level II may be substituted for this core writing requirement. If a participant chooses to take both workshops, Business Writing Level II will be converted to an elective.

Leadership Competency: Communication

Business Writing II - BUS II

This workshop builds on the writing mechanics of Business Writing Level I. Participants learn to use audience identification, concision, and channel selection to write effectively. Practical exercises include writing memos, e-mails, and letters. Emphasis is placed on positive, persuasive, motivational, and results-oriented writing. Note: Business Writing Level II can be substituted for Business Writing Level I as a core course.

Can't decide between BUS1 and BUS2? Take this quick assessment quiz.

Leadership Competency: Communication

Cultural Diversity - CUD (8 Hours)

This workshop focuses on multicultural diversity awareness and opportunities. Biases, stereotypes, perceptions, and assumptions are examined and discussed. Communicating across cultures, managing diversity in the workplace, and common goals are emphasized. Participants learn through role-play exercises, discussions, and videos.

Leadership Competency: Diversity Awareness and Management

Customer Service and Communication - CSC (8 Hours)

This workshop places emphasis on effective communication with co-workers and the public. Participants explore the importance of the supervisor's role in customer service as well as the impact of excellent customer service on the County's image and operations. Group exercises and role playing in areas of difficult customers and telephone skills contribute to the interactive learning atmosphere.

Leadership Competency: Customer Service and Communication

Dealing With Difficult People - DWDP (4 hours)

This class highlights the most common types of difficult people. A thorough review of the communications process is conducted while identifying the importance of sight, sound and words. Identifying, understanding, and handling different difficult personalities through effective communication techniques are also addressed. This class includes interactive role play and group discussions.

Leadership Competency: Communication and Influencing and Negotiation

Effective Management Skills- EMS (8 Hours)

This workshop introduces supervisors to core supervisory skills that assist them in the management and development of people. Topics include Leadership; Motivation; Time Management; Delegation; Communication, Conflict Resolution; Problem-Solving/Decision-Making.

An additional key component in this workshop is the focus placed on the County's Results Oriented Government philosophy and strategic planning process. Videos and exercises reinforce course content.

Leadership Competency: Business Acumen and Entrepreneurship

Training Dates For 2010		
Date	Day	Time
04/26/10	Monday	8:30 a.m. - 4:30 p.m.
07/28/10	Wednesday	8:30 a.m. - 4:30 p.m.
10/29/10	Friday	8:30 a.m. - 4:30 p.m.

Fair Employment Practices - FEP (8 Hours)

This workshop covers all areas of employment in terms of legal requirements including the Civil Rights Act; Fair Labor Standards Act (FLSA), the Americans with Disability Act (ADA); and the Family Medical Leave Act (FMLA). Topics include Bargaining unit agreements and Grievance handling, Training and Career mobility, Promotions, Sexual harassment and Discrimination. Videos and exercises reinforce course content.

Leadership Competency: Diversity Awareness and Management

- [More](#)

If you cannot view PDF  files, you can download [Acrobat Reader](#) for free from Adobe Systems, Inc. In order to use PDF files, you must have Acrobat installed on your computer.