

RIVCO 1HR

learning & organizational development

Products and Services Guidebook



Table of Contents

Career and Professional Development Courses.....	3
Learning Journeys.....	5
How to Register.....	6
Franklin Covey All-Access Pass	7
Skillsoft Online.....	8
Assessments.....	10
Customized Solutions.....	10
Instructional Design.....	11
Internship.....	12
Apprenticeship.....	12
Performance Management.....	13
College Relations.....	14
Career and Educational Counseling.....	15
Passport Program.....	16
PRO Program.....	17

Career and Professional Development Courses

4 Essential Roles of Leadership

Even in the most turbulent times, there are four roles leaders play that are highly predictive of success. We call them essential because as leaders consciously lead themselves and their teams in alignment with these roles, they lay the foundation for effective leadership.

Format: Live Online, Classroom (approx. 16 hours)

6 Critical Practices for Leading a Team

The 6 Critical Practices for Leading a Team™ is a special collection of relevant, practical resources that provide leaders with the mindsets, skillsets and toolsets needed to excel in their critical roles of leading others effectively.

Format: Live Online Foundations (approx. 8 hours)

Coaching

Learn coaching skills to guide your employees through a thinking process and help them discover the answers to their own questions, rather than imposing a solution. Artful coaching provides employees the opportunity for self-development, allowing them to master their work and grow their own knowledge and skills.

Format: Live Online, Classroom (approx. 8 hours)

Crucial Accountability

Crucial Accountability™ teaches a straightforward, step-by-step process for identifying and resolving performance gaps, strengthening accountability, eliminating inconsistency, and reducing resentment through employee empowerment and active engagement.

Format: Live Online, Classroom (approx. 16 hours)

Crucial Conversations

Crucial Conversations gives you tools to handle life's most difficult and important conversations. Prepare for high-impact situations, make it safe to talk about almost anything, be persuasive, not abrasive, and listen with an open mind to get the action and results you want.

Format: Live Online, Classroom (approx. 16 hours)

Execute Your Team's Strategies & Goals

Learn how to align six key systems to consistently achieve results and get the most important work done. Leverage the processes, methods, and procedures to get work done with and through others in ways that engage team members and fully utilize all of their potential.

Format: Live Online (approx. 8 hours)

iLoveFeedback

iLoveFeedback shows you how to build your confidence and develop the necessary skills to deliver timely, specific, two-way feedback.

Format: Live Online, Classroom (approx. 6 hours)

Influencer

Influencer training is a leadership course that teaches proven strategies to drive high-leverage, rapid, and sustainable behavior change for teams and organizations. Transform culture, motivate and enable others to take initiative, think strategically, and improve performance.

Format: Live Online, Classroom (approx. 16 hours)

Introduction to Clifton Strengths

Discover what you naturally do best, learn how to develop your greatest talents into strengths, use your personalized results and reports to maximize your potential. As we recognize and aim our talents in productive ways, we will find greater satisfaction in the way we approach work and relationships.

Format: Live Online, Classroom (approx. 3 hours)

Presentation Advantage

The Presentation Advantage work session will help participants consistently deliver highly successful presentations. They will learn the skills and the latest neuroscience to better inform, influence, and persuade others in today's knowledge-based world.

Format: Live Online, Classroom (approx. 8 hours)

Project Management Essentials

Project Management Essentials for the Unofficial Project Manager will help you complete projects successfully by developing and applying the essential skills associated with each of the five phases of project management.

Format: Live Online (approx. 12 hours)

The 5 Choices to Extraordinary Productivity

The 5 Choices to Extraordinary Productivity shows you how to make everyday decisions focused on your most important outcomes and eliminate activities that distract you from your goals. This course will guide you to examine your roles, plan effectively, master technology, and renew your energy for extraordinary results.

Format: Live Online, Classroom (approx. 12 hours)

The 7 Habits of Highly Effective People

Based on Dr. Stephen R. Covey's best-selling book, The 7 Habits of Highly Effective People® helps your organization achieve superior results by focusing on individual effectiveness. Develop skills that yield greater productivity, improved communication, strengthened relationships, increased influence, and laser-like focus on critical priorities.

Format: Live Online, Classroom (approx. 16 hours)

Leading at The Speed of Trust

Low-trust issues like bureaucracy, politics, redundancy, and high turnover rates can rob organizations of their competitive advantage. The Speed of Trust teaches leaders why a high-trust work environment is essential to achieving organizational goals and how to do the real work of identifying and closing the trust gaps within their organizations.

Format: Live Online, Classroom (approx. 12 hours)

Writing Advantage: Writing for Results

This interactive workshop teaches you how to reduce the time spent crafting documents and improve the results of all your business communications. Learn to apply a proven process to make your point with power and clarity, leaving nothing open to interpretation.

Format: Live Online, Classroom (approx. 8 hours)

Getting Things Done

The Getting Things Done course teaches skills to manage the constant flow of requests, tasks, and interruptions people face at all levels of the organization. By learning how to capture, clarify, and organize incoming requests, people are more likely to make strategic decisions about where to invest their time and energy, focus on the right priorities, and prevent critical projects from slipping. When used consistently and collectively, GTD skills also give teams a "way of working" for improved results. The classroom of Getting Things Done incorporates group discussion, video case studies, personal reflection, and engaging exercises into a fast-paced learning experience that enables participants to immediately apply their insights to their workload.

Format: Live Online, Classroom (approx. 9 hours)

Learning Journeys

Management Learning Journey

Who Should Attend: Leaders who are promoted to mid- senior-level leadership roles, and who desire to achieve the next level of results. Experienced mid- senior-level leaders who want the mindsets and skill sets required to be successful for the next three to five years and beyond. Enrollment is through a competitive process.

Courses Included: The 4 Essential Roles of Leadership, Crucial Accountability, Fiscal Fundamentals, Presentation Advantage, Moments of W.o.W. Executive Panel

Supervisor Learning Journey

Who Should Attend: Emerging leaders who want to learn more about the foundations of great leadership. New and existing team leaders looking to strengthen their leadership skillset and direct it towards great results. Enrollment is open to all.

Courses Included: The 6 Critical Practices for Leading a Team, Crucial Conversations, The Speed of Trust

Professional Assistants Academy

Who Should Attend: Individuals in all of the highly responsible secretarial and clerical job classifications who want to boost their communication skills, productivity, and professional satisfaction. Enrollment is open to all.

Courses Included: The 5 Choices to Extraordinary Productivity, Crucial Conversations, Writing Advantage: Writing for Results

How to Register

Individual Career Development Courses

1. Log into RivCo Talent : <https://corlearning.sumtotal.host/>
2. Locate the course in the Library and click *Register*.
3. Choose from available dates and complete the registration process.

Don't see dates for the course you want?

Click ***Express Interest*** to receive an email notification when new classes are added.

For more information and questions, click **Available Trainings**

Learning Journeys

1. Visit the Academies page: <https://rc-hr.com/learning/learning-journeys>.
2. Click the *View Schedule* and then click *Enroll Now!*
3. Must receive manager approval before enrolling.

Human Resources employees must submit an approved
Travel & Training Authorization at the time of registration.



Franklin Covey All-Access Pass

All Access Pass gives you a full year of unlimited access to world-class learning resources curated by Franklin Covey, a leading provider of professional development and management training programs.

Click here to view [Franklin Covey All Access Pass Website](#)

The pass includes:

- All content on the All Access Pass website.
- Tools, assessments, videos, digital learning modules and all of Franklin Covey's training courses
- Popular Franklin Covey workshops facilitated live by RivCo Talent's certified instructors- as many classes as you'd like to attend in a year!

All Access Pass can be purchased for \$220 per person as a part of a Learning Journey or on its own. Below is a sampling of learning resources available to you as a member:

INDIVIDUAL EFFECTIVENESS

The 5 Choices to Extraordinary Productivity Essentials
The 5 Choices to Extraordinary Productivity
The 7 Habits of Highly Effective People: Foundations
The 7 Habits of Highly Effective People: Signature Edition 4.0
Get Better: 15 Proven Practices to Build Effective Relationships at Work
Presentation Advantage
Project Management Essentials for the Unofficial Project Manager
Speed of Trust Foundations
Unconscious Bias: Understanding Bias to Unleash Potential

EXECUTION

The 4 Disciplines of Execution Operating System (4DX OS)

LEADERSHIP

The 4 Essential Roles of Leadership
The 6 Critical Practices For Leading a Team
The 7 Habits for Managers
The 7 Habits Leader Implementation
Find Out Why: The Key To Successful Innovation
Leading at the Speed of Trust

SALES

Helping Clients Succeed: Filling Your Pipeline
Helping Clients Succeed: Qualifying Opportunities
Helping Clients Succeed: Closing the Sale

CUSTOMER LOYALTY

Leading Customer Loyalty

Skillsoft Online delivers on-demand learning at *no additional cost* to all regular County employees

How do I access Skillsoft?

- Login to RivCo Talent and click the *Library* icon on the left side navigation panel.
Scroll to find Skillsoft Online folder and select arrow to search for content.

What resources are available on Skillsoft?

- Interactive courses, e-books, audio books, videos, and job aids on leadership, customer service, desktop computing, and more!
- Exam preparation courses for SHRM, HRCI, PMI, ASQ, and Information Technology certifications.
- Periodic live webinars by business thought leaders.

What else should I know about Skillsoft Online?

- No pre-registration is required. Learn at your own pace, when it's convenient for you.
- Skillsoft Online is available 24/7 from any device with an internet connection.

The screenshot displays the RivCo HR Self-Service Library interface. On the left, a navigation menu includes 'Home', 'Timeline', and 'Library'. The main content area is titled 'LIBRARY' and shows a list of topics under 'TOPICS' and 'FILTERS'. The 'Skillssoft Online' topic is highlighted with a red box. The 'FULL LIBRARY' section on the right shows a search bar and a list of Skillsoft courses, including 'Application Monitoring', 'SQL Diagnostics', 'Tuning Problem SQL Statements', and 'Performance, Migration, & Compression'. Each course entry includes a thumbnail, title, description, and duration.

Assessments

Credentialed administrators and facilitators are available for your assessment needs.

- Myers Briggs Temperament Indicator (MBTI)
- Strengths Finder
- Conflict Resolution Style
- Emotional Intelligence
- 360 reviews
- Strong Interest Inventory (career assessment)

Customized Solutions

Does your department have a unique need?

Our Learning and Development team exists to help leaders throughout the County solve problems and reach goals.

We can design a custom program with our courses to help your department or team create capacity and remove barriers to high performance.

Contact Us for a Consultation:
RivCoTalent@rivco.org

Instructional Design

Why Develop Online Courses/Content?

Our team is committed to County of Riverside's vision of offering engaging online learning for employees. We aim to support the goal of enhancing staff awareness by creating interactive courses using the latest software and methods. We're also here to advise departments on their training needs. Please check out the following information about our team:

- **Course Development:** Design and develop online content, including eLearning course and instructional videos for RivCo Talent. We follow a proven process that involves testing to ensure your training meets both your department 's requirements and the compliance needs of the County.
- **Instructional Design Consulting:** We offer a needs assessment based on your organization's goals. Our team provides training support when developing courses. Our experts will guide and assist in creating customized training solutions that align with your objectives.

Has your department considered developing online learning?

Our Instructional Design team can help! Please reach out to us via email and we will follow up with you soon to discuss your teams online learning goals!

Contact Us for a Consultation:
RivCoTalent@rivco.org

Internship Program

The Internship Program provides hands-on, real world projects and experience in the public sector in relation to a student's course of study. This is a great way for students to explore the world of public service and the array of careers available with the County of Riverside. Utilize an internship opportunity to ensure your ideal career matches up to the reality of the actual daily work.

Contact Information: internship@rivco.org

Apprenticeship Program

The Apprenticeship Program offers temporary on-the-job training opportunities throughout County Departments in a variety of occupational areas, while simultaneously developing quality internal candidates. The Apprenticeship Program is an effective tool for broadening individuals' existing knowledge, skills, and abilities to be competitive candidates for regular County careers and provide them with opportunities for upward career mobility and longevity, while continuing their service to the public.

For More Information Email: internship@rivco.org

Performance Management

What Is Performance Management?

An ongoing, continuous process of feedback, coaching, and communication between a manager and employee to ensure clarity around job responsibilities, priorities, performance expectations, and development planning, to optimize an individual's performance and ensure alignment with organizational strategic goals, to cultivate a high-performing public service organization

Expectations and goals are set at the beginning of the reporting period, along with predetermined competencies that are assessed at the end of the year. This ensures that employees understand what they will be evaluated on, while enabling managers to swiftly conduct annual performance reviews without having to figure out evaluation components first.

The competency model also guarantees fair and consistent assessment across different positions or classifications. The County-wide competency model empowers the performance team to analyze performance data over time and collaborate with departments to identify trends, areas for improvement, and best practices that can be implemented elsewhere for workforce enhancement and succession planning.

For More Information Email: PerformanceMgmt@rivco.org

College Relations Certificate Programs And Employees

We partner with local universities and colleges to provide employees with tuition discounts, and onsite degree & certification programs

College Partners:

- Claremont Graduate University
- Grand Canyon University
- La Sierra University
- Loma Linda University
- California State University San Bernardino
- West Coast University
- Western University of Health Sciences
- California Baptist University
- Azusa Pacific University
- L.A. Pacific University
- National University
- University of Massachusetts Global
- University of Redlands
- University of California Riverside
- University Extension Professional Studies

Have you considering going back to school?

Our College Partners offer tuition discounts to County Of Riverside Employees!

Contact Us for more information:

HRLOD@rivco.org

Career & Educational Counseling

Career Counselors are available to work with employees to identify their County career goals and determine how the **Educational Support Program** may assist with challenges one faces when returning to college.

The career counselor will also provide **educational guidance** if the employee determines going back to school is part of their goals.

To apply: Submit a completed ESP application via email to the ESP (ESP@rivco.org) inbox.



Passport Program

The **Passport Program** is an innovative, new cross-training program intended to provide employees with exposure to all functional areas of a department. Participation in the Passport Program enables a staff member to learn how to execute specific tasks and projects in a given functional area, by working with another staff member or team for a set period of time.

The Passport Program benefits our employees, as well as our County departments, as it **promotes future talent**, development, and makes all parties familiar with the various functions of their department.

If you are interested in implementing the Passport Program within your department, please e-mail HRLOD@Rivco.org today!



PRO Program

The PRO Program provides participating employees a unique professional development opportunity to enhance their promotability and explore additional career options with Riverside County. The program allows the County to develop employees to meet its specific business objectives and future needs.

The purpose of the PRO Program is not necessarily to provide training but rather to give an employee the opportunity to gain work experience that would not be obtained in their regular position. PRO participants will ultimately gain the experience needed to compete for a new or promotional opportunity, once they complete the program and a position becomes open. The program provides both the employee and the manager/supervisor an opportunity to determine if there is a good career fit in the new position.

To apply: A department will submit the PRO order with a completed Acknowledgement and Understanding via email to the ESP (ESP@rivco.org) inbox.