

# Products and Services Guidebook



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# 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)**

## 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)**

# Career and Professional Development Courses (Continued)

## 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)**

## 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)**

## 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)**

## 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 Assistant Learning Journey

**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.

## 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.



# 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.



# Assessments

**Credentialed administrators and facilitators are available for your assessment needs.**

- Myers Briggs Temperament Indicator (MBTI)
- Emotional Intelligence
- Strengths Finder
- 360 reviews
- Conflict Resolution Style
- 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](mailto:RivCoTalent@rivco.org)**



# Instructional Design

## Why Develop Online Courses/Content?

Our team is dedicated to the County of Riverside's vision to provide interactive and informative online learning to County employees. We strive to support the County's goal of developing and increasing awareness of staff by developing engaging online courses using the latest software technology and methodologies. We are also available to consult with the departments regarding their training needs.

## Services We Offer:

- **Instructional Design Consulting** - Our Team begins with a needs assessment based on your organization's goals. We then assist in creating customized training solutions that align with your objective. We can also provide training support while developing your course.
- **Course Development** - We design and develop online content for RivCo Talent, including eLearning courses and instructional videos. We follow a proven process, including testing, to ensure your training meets your department's requirements and the County's compliance needs.
- **Content Curation** - From our vast course library, we curate and present well-organized content tailored to help your department meet objectives. Our goal is to facilitate relevant and impactful learning experiences that empowers learners to acquire new knowledge and skills effectively.

## 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 team's online learning goals!

**Contact Us for a Consultation: [RivCoTalent@rivco.org](mailto: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.

For more information, please visit our website: <https://rc-hr.com/learning/Products-Solutions/Internship-Program>

## 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](mailto: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](mailto:PerformanceMgmt@rivco.org)**



# College Relations

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

**Are you considering going back to school?**

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

**Visit our College Partners webpage to view the most updated list of participating colleges:**

[College Partners | County of Riverside Human Resources](#)

**Contact us for more information: [HRLOD@rivco.org](mailto: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. For more information, please view our website: <https://rc-hr.com/educational-support-program-esp>

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



# Passport Program

**The Passport Program** is an innovative 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](mailto: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 [HRLOD@rivco.org](mailto:HRLOD@rivco.org)**

