

# RIVCO 1HR

*learning & organizational development*

## Products and Services Guidebook



# Career and Professional Development Courses

## 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. 8 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. 4 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. 4 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)**

## **Leading Customer Loyalty**

Leading Customer Loyalty teaches frontline managers the principles and practices needed to win the hearts of employees and their customers. Managers leave with a clear understanding of how to model, teach, and reinforce empathy, responsibility, and generosity.

**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. 6 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. 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 Foundations (approx. 6 hours), Classroom-Signature (approx. 16 hours)**

## **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. 8 hours)**

## **Time Management for Microsoft Outlook**

Leverage your technology and fend off distractions by optimizing Microsoft Outlook to boost your productivity, stay on task, and start prioritizing tasks, messages, and appointments to achieve what's most important to your organization and yourself.

**Format: Live Online (approx. 2 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)



# COR Academies

## 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, Management Finance Basics, Presentation Advantage

## 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 COR Learning Center: <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.

## Academies

1. Visit the Academies page: <https://corlearning.rc-hr.com/academies>.
2. Click the *Enroll Now!* link under How to Enroll to download registration forms.
3. Complete the registration packet and email it to us: [corlearning@rivco.org](mailto:corlearning@rivco.org).

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



# All-Access Pass & Jhana Learning Library

**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.

**Cost: \$257 per person**

**The pass includes:**

- All content on the All Access Pass website.
  - Online Jhana Learning Library, including videos, blogs, and more.
  - Popular Franklin Covey workshops facilitated live by COR Learning's certified instructors- as many classes as you'd like to attend in a year\*!
- \* A nominal technology fee applies to virtual workshops.

*All Access Pass can be purchased as part of a COR Academy 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

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

## How do I access Skillsoft?

- Log into COR Learning Center and click the *Skillsoft Online* link on the home page.

## 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.
- Skillsoft offers mobile apps for both Android and iOS.

The screenshot displays the Skillsoft Online user interface. At the top, the RIVCO HR logo is on the left, and navigation links for 'Learning Plan', 'The Library', and 'Community' are in the center. On the right, there is a search bar labeled 'Search Content', a language dropdown set to 'English (US)', and a 'My Profile' link. Below the navigation bar, a 'Quick Links' sidebar on the left lists 'Learning Transcript', 'Support', 'Learner Videos', and 'Configuring your User Pr...'. The main content area features a grid of six course categories: 'CUSTOMER SERVICE' (with a woman on a headset), 'STRATEGY & METRICS' (with a woman wearing glasses), 'CERTIFICATIONS' (with a man and various certification logos like SHRM, CEH, and Cisco), 'LEADING PEOPLE' (with three business professionals), 'MICROSOFT OFFICE' (with a man and a lightbulb graphic), and 'CHANGE MANAGEMENT' (with a group of people on a colorful staircase).

# 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:**

**E: [corlearning@rivco.org](mailto:corlearning@rivco.org)**

**P: 951.955.3255**

# 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](mailto:ESP@rivco.org)) inbox.**



# 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](mailto:ESP@rivco.org)) inbox.**

**RIVCO 1HR**

*learning & organizational development*