



Los Rios Community College District



Five New Science-Based and Performance Enhancing Courses

Coming to CALHR in Spring 2018

Designed and Developed by the Los Rios Community College District
Government Training Academy

ALL COURSES HELD AT:

Los Rios CCD - 1410 Ethan Way, Sacramento, CA



To register for any of these courses,
email CALHR: Training@CalHR.ca.gov
or call (916) 445-1547
Or online at: [CALHR Training Calendar](#)

For more information
Bruce Winner
winner@losrios.edu
or (916) 563-3232

Coming to CALHR - Spring 2018

All courses held at Los Rios CCD – 1410 Ethan Way, Sacramento

Leading Up: Building a Better Relationship with Your Boss

~~Wednesday, April 4, 2018~~ (1 Day) **Full Class**

ADDED Class ➤ Tuesday, June 19, 2018

Resilience: Building and Modeling Resilience in the Workplace

~~Tuesday, April 24, 2018~~ (1 Day) **Full Class**

ADDED Class ➤ Friday, June 1, 2018

Ethical Decision Making: Tools and Techniques to Decrease Bias and Make Better Decisions

Wednesday, May 9, 2018 (1 Day)

Influence, Persuade, Nudge: The Science of Getting People to Take Action

~~Tuesday, May 29, 2018~~ **Full Class**

ADDED Class ➤ Friday, June 15, 2018

The New Science of Making Better Decisions - *A Next-Step Analyst Course*

Wednesday, June 6, 2018 (1 Day)



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Learn new cutting-
edge workplace skills
that will give you an
advantage in the
workplace

Practice how to
apply these new
skills in the workplace
and your life

Become a
“Changemaker!”
Changemakers are
those who can identify
patterns, solve
problems, make good
decisions, lead
collective action, and
continually adapt to
new situations.

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Leading Up: Building a Better Relationship with Your Boss

Wednesday, April 4 2018 (1 Day)

Overview

No matter where you work, you report to someone, and that is arguably the most important relationship in the organization because of its impact on you and those around you. To have a working relationship in which your ideas are heard and respected, it is necessary to consciously invest in it, and this course will help you with the essential strategies and tools.

Objectives

Upon completion of this course, participants will be able to:

- The current state of the relationship with your boss and how to improve it
- An approach for getting upper management to respect, and perhaps accept, your ideas
- How to disagree with your boss in a way that preserves the relationship
- How to flex your communication style for rapport and trust
- How to communicate information and decisions down to your teams, especially when it's bad news

Outline

- Overview
- Leading In – Start with yourself (check your credibility, influence self-assessment, etc.)
- Leading Up – Influencing your boss (Avoiding “hot buttons” and getting to yes)
- Understanding your boss' work style & their expectations of you
- Getting him/her to say “yes” to your ideas
- Communicating bad news
- Keeping your staff in the loop
- Action Plan

Intended Audience

This course is designed for anyone with a boss: analysts, supervisors, and managers.



About the workshop leader

Dennis Wade has been involved in private and public employee development, and adult education for more than 19 years. His experience in Human Resources Development, Information Technology, and Intel Corporation management prepared him to work with Robert Mondavi, the Dept. of Fish and Game, San Joaquin County, Affymetrix, and many other Northern California organizations. He trains in the areas of change management, team development, customer service, management /leadership, conflict management, and structured on-the-job training. A graduate of University California Davis, he also holds a master's degree in Human Resources / Organization Development from the University of San Francisco.

Resilience: Building and Modeling Resilience in the Workplace

Tuesday, April 24 2018 (1 Day)

Overview

Being a contributing team member, supervisor, or leader in today's fast-paced world is challenging. If we listen to the feedback from the vast majority of private and public organizations, many individuals are struggling to cope with the increasing demands of the workplace. This course offers an understanding of the elements of resilience and provides practical tools to enable the participant to be personally and professionally resilient in the face of organizational challenges, and to serve as a model for peers and those supervised or led in the workplace.

Objectives

Upon completion of this course, participants will be able to:

- Relate the latest research on the effects of workload and expectations to their current work situation
- Articulate and model the concepts of resilience and presence
- Explain how Emotional Intelligence contributes to resiliency
Utilize mindfulness practices to increase their focus and resilience
- Leverage their understanding of stress to increase organizational effectiveness
- Maximize self-control and influence through an understanding and practical application of the "Circle of Influence"
- Build and sustain resilience by leveraging practical tips for body, mind, relationships and spirit

Outline

- Overview: Setting the Stage
- What is resilience and why do we need it
- Understanding the role of Emotional Intelligence in resilience
- Exploring mindfulness as a key component of resilience
- Understanding the physiology of stress and its effects on resilience
- Practices for building resilience through awareness and intention
- Strategies for sustaining resilience throughout life
- Action Plan

Intended Audience

This course is appropriate for anyone in the workplace that leads organizational efforts, supervises others, or contributes as a team member facing the challenges of a demanding workplace.



About the workshop leader

Joan Zeglarski is an experienced facilitator who focuses on engaging participants with highly interactive exercises and activities to maximize the effectiveness of the time they spend in her sessions. She holds a master's degree in Human Resources and Organization Development. She has an extensive background in management, human resources, organization development, training development and delivery. Joan has years of experience working with State agencies as well as other public and private sector organizations. Her main areas of concentration are organizational and interpersonal communication, team-building, conflict management, interest-based negotiation, leadership, creating and maintain resilience in the workplace and customer service.

Ethical Decision Making: Tools and Techniques to Decrease Bias and Make Better Decisions

Wednesday, May 9, 2018 (1 Day)

Overview

This challenging and interactive workshop with help participants develop their ability to understand and apply principles of ethical decision making to real-life public sector situations. Many decision makers can identify the ethical or “correct” decision in a typical classroom setting, but “real-life” decision making is often more complex and problematic. Cognitive bias can often cause us to make decisions that run contrary to our consciously held beliefs, or to make flawed decisions that undermine our personal goals and/or the goals of our organization. This course explores the impact of cognitive bias on our ethical decision making process, then identifies de-biasing strategies, tools, and a process to improve decision making.

Objectives

Upon completion of this course, participants will be able to:

- Define ethical decision making
- Describe traditional ethics solutions
- Assess the quality of your own decision making
- Recognize cognitive biases that undermine ethical decision making
- Identify an ethical decision-making process
- Use tools to overcome biases or unethical decisions

Outline

- What is the difference between “ethics” and “ethical decision making?”
- Unconscious biases that undermine ethical decision making
- Ethical decision making case studies/lessons learned
- Decision making self-assessment
- A decision making process
- Decision making tools & techniques (Many tools including: consider context, conduct a pre-mortem, use the six thinking hats, or a decision matrix analysis)
- Application to the workplace

Intended Audience

This course is targeted: to a supervisory, managerial, or executive audience, but would be appropriate for anyone who leads teams of employees or aspires to do so.



About the workshop leader

Tyler Wade has 20 years of experience in government policy, politics, program management, and training. He is currently a trainer/consultant and co-owner of an employee development firm (People Development Systems) with a focus on public organizations at the state, federal, and local levels. He has worked at the California Legislature, Intel Corporation, the VA Health System, and currently consults with The Los Rios CCD Government Training Academy and dozens of other state and local government agencies. Tyler has a master's degree in Public Policy from Pepperdine University.

Influence, Persuade, Nudge: The Science of Getting People to Take Action

~~Tues., May 29~~ **Full** ADDED Class Friday, June 15, 2018

Overview

The interactive workshop offers a new way to motivate and engage employees—and even clients—to do what is best for them. Public and private organizations employ nudging techniques to increase the application of training, boost participation in change efforts, reduce negative behaviors, and influence actions that directly affect enterprise-level metrics. Nudging is inexpensive, scalable, and based upon proven science and field-tested workplace trials.

The “nudge” approach uses an understanding of people’s cognitive biases (such as procrastination, avoidance, loss aversion, and many others) to change behavior and improve organizational outcomes. The technique can be used by employees at any level in the organization to achieve positive and long lasting results.

Objectives

Upon completion of this course, participants will be able to:

- Practice a new way to influence the behavior of employees or clients
- Become skilled with a four-part model of influence that can be used in any situation when you want to influence or persuade
- Determine how, where, and when to apply the nudge method for maximum effectiveness
- Design and execute a nudge (start to finish) several times during the workshop

Outline

- What is nudging and why should I care? A overview of the science and the technique
- Where and how to apply nudges for maximum effectiveness
- The E.A.S.T Model for easily and effectively crafting nudges
- More ways to use the science to influence or persuade
- When to use nudging to really boost the effects
- Applying Nudging in your work life and beyond

Intended Audience

This workshop is ideal for forward employees, supervisors, or managers who are searching for ways to improve organizational results by influencing decision making at any level in the organization.



About the workshop leader

Bruce Winner is the Director of the Government Training Academy within the Los Rios Community College District. Bruce is a gifted trainer and program developer who has created a series of programs that leverage evidence-based findings from the behavioral sciences to improve workplace performance. Bruce’s specialties include measuring the value of training, custom course development, and increasing the application and impact of training. He has worked closely with dozens of other CA State Agencies over the last 20 years and is currently writing a book on nudging for training professionals. Bruce has an MBA from the University of California, Davis.

The New Science of Making Better Decisions

A Next-Step Analyst Course

Wednesday, June 6, 2018 (1 Day)

Overview

Modern organizations understand that good decision making is vital to achieving superior results, promoting continuous improvement, and dealing with a host of other significant workplace issues. This course illustrates how mental shortcuts (some with positive and others with negative results) can influence decisions and provide a path to overcoming their negative effects. The course provides a model and the tools for the modern decision maker. Participants learn to recognize cognitive bias, learn its role in poor decision making, and practice numerous ways to overcome it. The combination of bias recognition, a clear problem solving model, and a set of practical tools and techniques arms the employee with the keys to becoming a more effective and efficient problem solver and decision maker.

Objectives

Upon completion of this course, participants will be able to:

- Recognize cognitive bias: where it comes from, what it looks like, and most importantly, how to use this recognition to overcome this bias
 - * Identify and use some common and replicable tools for overcoming obstacles associated with good decision making
 - * Describe how and why to use these tools within the context of a problem solving model

Outline

- Introduction to problem solving, decision making, and the role of bias
 - * Four important cognitive biases and how to overcome them
 - * More tools for overcoming unconscious bias and how to use them in many common workplace situations
 - * A decision making case study (using all you know about overcoming cognitive bias)
 - * More ways recognize many biases and use that knowledge to your advantage
 - * An action plan for better decision making in the workplace and beyond

Intended Audience

This course is designed for any employee (from analyst to manager) who wants to make better decisions by adding some of the newest knowledge from the behavioral sciences regarding cognitive bias and its impact on sound decision making.

About the workshop leaders

Dennis Wade and Bruce Winner (see bios on previous pages).



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For more info about any of the courses email: Bruce Winner, winner@losrios.edu or call 916.563.3232

Call about our **NEW COURSES** coming summer of 2018

Transformational Skills for the 21st Century Workplace

- Resilience: Building and Modeling Resilience in the Workplace
- Influence, Persuade, Nudge: The Science of Getting People to Take Action
- The Science and Art of Motivating Ourselves and Others
- The New Science of Making Better Decisions
- Mindfulness for Today's Workplace
- The Foundations of Happiness at Work
- Overcome Information Overload to Focus and Thrive in Today's Workplace
- Learning How to Learn: The Superpower Needed to Succeed in the Modern Workplace
- Habits: A Science-Based Approach to Developing Good Ones and Dropping Bad Ones
- The Transformational Power of Questions
- Persistence and Grit: A Key to Workplace and Career Success
- A Science-Based Approach to Creative and Innovative Problem Solving