



Town of Chapel Hill  
Human Resource Development  
Employee Development Training Plan

	Course Title	Description	Offer Date/Time	Trainer
1	New Employee Orientation	New employee orientation effectively integrates the new employee into our organization and assists with RESPECT Values policy, benefits, workplace safety, and quickly embeds individuals to become contributing members of the Town of Chapel Hill's team.	Weekly-Monday 9am to noon 3 hours	HRD
2	Every Connection Counts Monthly New Hire Orientation	More in-depth overview of the Town, policies, departments. Meets once a month with new hires hired that month. Different departments will present	February 16, March 16, April 15, May 18, June 15, July 20, August 17, September 21, October 19, November 16, December 21	HRD/Town Staff
3	Dealing with Difficult Customers	This course will help participants learn and define customer service, and identify some customer service principles. Learn and understand difficult customer behaviors. Deepen our understanding of the Town RESPECT Values. This course is part of the Values Series and can be taught over a 6.0 period including Positive confrontation, Dealing with Difficult Customer Behaviors, and Interactive Listening.	March 29, June 14, September 20, December 19	Susann Harris
4	Effective Communication	Effective workplace communication is the foundation of positive working relationships. The objective of this employee communication training course is to teach employees the basics of effective workplace communication. At the end of the course, trainees will be able to understand the benefits of effective workplace communication, recognize obstacles to effective communication, enhance communication skills, and communicate more effectively on the job.	January 17, July 18, October 10	Susann Harris
5	Team Building	This course provides an overview of the benefits and challenges of working as a team. Topics discussed are team development, the roles of team members, and the characteristics of an effective team.	March 7, June 6, September 14, December 5	Susann Harris

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6	Interactive Listening	Interactive listening is a dynamic interpersonal skill set that equally engages both the sender and the receiver in the communication process with the objective of mutual understanding. This course with active participation, will allow the participant to learn how to identify and manage common interpersonal listening challenges; clarify confusing messages; minimize misunderstandings and defensiveness; and encourage two-way communication and mutual understanding. This course is part of the Values Series and can be taught over a 6.0 period including Positive confrontation, Dealing with Difficult Customer Behaviors, and Interactive Listening.	March 22, June 20, December 14	Susann Harris
7	Customer Service/First Impressions	This course is based on the Town Values. A series and can be taught over a 24.0 hour period including Communicating with confidence, Positive confrontation, Dealing with Difficult Customer Behaviors, and Interactive Listening.	February 2, April 25, August 3, October 24	Susann Harris
8	Interview Skills	This course is designed to help all employees develop the skills to land their perfect job. Throughout this course, you will learn common characteristics of a successful job seeker, determine future job objectives, demonstrate effective verbal and non-verbal communication skills for an interview, anticipate what types of questions will be asked, and develop skill building techniques for obtaining a job.	March 2, September 12, November 29	Susann Harris
9	Dare to Soar	For new and interested leaders. Course will cover topics: qualities of a great leader, skills needed to be a successful leader, along with building a team. Course will be delivered in 2 different sessions. Must attend both to receive credit. Must get approval from supervisor and HRD to attend this course.	1st 2 sessions: March 9 and March 30th 2nd sessions: August 22nd and August 31st	Susann Harris
10	Workplace Safety		TBD	TBD
11	Workplace Harassment Supervisor/Employee	This course will educate Town of Chapel Hill employees about the causes and effects of sexual harassment in the work environment. It examines the elements that define behavior as harassment, methods that can be used to prevent it from occurring, as well as ways to deal with the situation if it happens to an individual.	Available upon request	HRD
12	Sustainable Leadership	Purpose: To establish a shared understanding of what the Town of Chapel Hill expects from all supervisors, including the qualities, technical skills and knowledge required to meet the performance expectations for the job. Objectives: a. Define the most important responsibilities of a Chapel Hill Supervisor b. Reflect on the type of supervisor you want to be c. Develop and understanding of federal laws and your responsibility to create a positive work environment d. Each participant will leave the class at the end of the day with the ability to define the role of the supervisor, the skills, knowledge and qualities required to do the job	TBD	Tom Clark/Susann Harris



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13	Giving and Receiving Feedback	This class is designed to introduce how to give and receive feedback. During this course, you will learn how to explore the true purpose of feedback, identify good and bad practices for constructive feedback, and practice confidently delivering and receiving feedback	January 10, April 13, July 25, October 5	Susann Harris
14	Hybrid Work Communication	This to course is designed to cover the ever changing work of hybrid workers. Those workers still need communication and to be kept in the loop. During this course, you will learn how to manage remote employees, keep communication lines open along with team building that can be facilitated over teams/zoom.	Available upon request	Susann Harris
15	Conflict Management	The cost of conflict in the workplace is significant - up to \$359 billion in lost productivity, and an average of 42% if your time is spent dealing with various conflicts. Conflict Resolution training , will give your team the tools to resolve their issues before they become issues, and they'll have fun doing it.	January 25, April 18, July 26, October 17	Susann Harris
16	Principles of Supervision	Principles of Supervision is for new leaders.	Available upon request	Susann Harris
17	Reasonable Suspicion Training	This course is designed to meet DOT compliance training requirements for Reasonable Suspicion Drug and Alcohol Awareness.	TBD	HRD

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18	Overview of Town Departments	This class will showcase all the different department of the Town of Chapel Hill. It will also be an overview of how each department works closely with others. This will be a virtual training.	February 9, May 9, August 10, November 7	Susann Harris
19	How to Lead Multi-Generational Teams	Today is it very common for leaders to manage a multi-generational team. Each generation has its unique mindset, work style and ways to communicate. To understand how to better motivate employees, we need to know some of the main characteristics of each generation that dominates today's workforce. During this course, you will learn about each generation, how to motivate them, capitalize on each member's strengths, and each generation's work habits along with communication style.	Available upon request	Susann Harris
20	Effective Business Writing	This course introduces strategic tools used for effective business writing.	February 28, May 24, August 29, November 15	Town Staff
21	Coaching and Goal Setting	This course is designed to discuss the important of setting goals in the replace along with providing the coaching needed to achieve those goals. In this course, you will learn about SMART goals, learn how to set them, why is it important to set goals, and how those goals strategically align with the Town's Values ad Mission. You will also be introduced to the concept of coaching and how to make sure you are always a cheerleader for your team's success.	Available upon request	Susann Harris

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22	Motivating Employees	Do you know what it is that motivates your employees? During this course, you will discover what employees expect from work, how your vision and values inspire others, the importance of creating a supportive workplace, the role open communication plays in maintaining motivation and how to deal with unmotivated employees.	3/21/2022	Susann Harris
23	GARE	This workshop will introduce the growing field of proactive within local and regional government to advance racial equity in local government. Participants will learn the Government Alliance on Race and Equity framework that supports the Town of Chapel Hill's racial equity work. There will be a mix of different activities, designed to be interesting, engaging, non-blaming, and valuable for our work	January 4, February 1, April 5, May 3, July 12, August 2, October 4, November 1	Diversity Team
24	Racial Equity Tools	This training will center the Racial Equity Assessment Lens developed in coordination with all Orange County Jurisdictions, One Orange. The goal of One Orange is to achieve racial equity. Simply put, race will no longer predict opportunities, outcomes, or the distribution of resources. To do this, we must evaluate how we do business, make decisions, and create policies.	January 11, February 8, April 12, May 10, July 19, August 9, October 11, November 8	Diversity Team
25	Social Identity	As humans, we are a part of the collective humanity of the world. There are qualities that make us human: we love and have compassion, are creative, and have various lived experiences. These lived experiences can vary based on our social identities--the things that make us unique from other people, like race, gender, sexual orientation, and religion. This training will explore our social identities and their impact on our lives.	March 1st	Diversity Team
26	Socialization	We all know that we are all born into a world of rules and expectations. We learn these rules as we grow and begin to experience the world, systems, and people. This process is called socialization. This training is not about blaming people but recognizing how we developed our outlook. Anything learned can be unlearned!	June 7th	Diversity Team
27	Plain Language	Plain language is writing designed to ensure the reader understands as quickly, easily, and completely as possible. Plain language strives to be easy to read, understand and use.	March 23, October 18	Town Staff
28	Interrupting Racism	This workshop explores institutional racism and racial equity through honest self-reflection and communication across differences. Participants will discuss racial experiences and the ways they have internalized racial messages. You will leave with communication tools to address racism in conversation and resources to continue the learning.	September 6th	Diversity Team
29	LGBTQ+ 101	Learn more about the LGBTQ+ community and terminology during this course	April 11, May 11, June 13	LGBTQ+ ERG Team
30	Stormwater 101	Stormwater 101 Awareness Training	TBD	Sammy Bauer
31	Policy Training	Mandatory notifications/ Training to all Town employees when needed. Ex. Grievance, Ordinance changes	TBD	HRD/Town Staff

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