

Other Training Offered

- ◆ Telephone Skills
- ◆ In-House Computer Training
- ◆ CVCC Computrain Classes
- ◆ Safety Training
- ◆ Conducting Evaluations
- ◆ Supervisory Training
- ◆ Microsoft Outlook
- ◆ Working Together Effectively
- ◆ Tuition Assistance Program
- ◆ Performance Measurement
- ◆ Assistance in Starting a Process Improvement Team
- ◆ Group Facilitation
- ◆ New Employee Orientation
- ◆ Change Management
- ◆ Stress Management
- ◆ Legal Standards
- ◆ Interviewing Skills
- ◆ Working With the Public

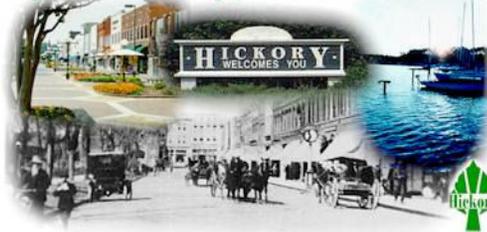
City of Hickory Core Values

Innovation

Communication

Customer Service

City of Hickory, North Carolina



Our Vision:

To deliver high quality services through excellent and ethical co-workers focused on innovation, communication and customer service.

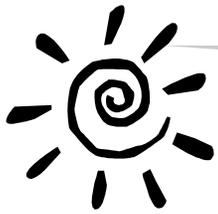


City of Hickory
Training
Opportunities



HICKORY
North Carolina

For information on training opportunities call: Claudia Main, Human Resources at 323-7447.



Customer Service Training

This half-day course will introduce the new coworkers to the City of Hickory's management philosophy. Discussion centers on the core values and delivering quality services to the public. This course is mandatory for all City of Hickory coworkers.

Motivation and Leadership

This half-day class provides basic leadership skills training for new supervisors. Participants will also learn motivational techniques and coaching skills.

Ethics and Professional Behavior

Participants will learn the written and unwritten rules that govern professional conduct. Class discussions focus on what is accepted morally and ethically in the workplace. City expectations and coworker expectations are also addressed in class materials.



Communicating Respectfully in a Diverse Workplace

This class explores the legal and professional guidelines that are in place to ensure respectful communication in the workplace.

Coworkers: If you have a need for training not currently offered, please contact the Organizational Development Coordinator. Classes can be designed to your specifications.

Also available:

- ◆ Team building sessions in small groups
- ◆ Conflict resolution facilitation
- ◆ Stress Management Workshop

City Policies

This class covers City Policies that apply to all coworkers, particularly the personnel ordinance, travel policy, tuition assistance, drug policy, safety policy, FLSA, FMLA, ADA, anti-harassment, and predissmissal. Although each coworker will need to learn about his/her departmental policies, this class provides a good basic understanding of most City policies.

Managing Conflict in the Workplace

This class focuses on handling conflict in a productive manner. Various conflict styles are explored, as is the importance of listening and finding "common ground". Participants will engage in several exercises to demonstrate the material being discussed.



Be sure to take advantage of all our training opportunities. It will help you make the most of your career with the City of Hickory.