



January through June 2025

Training Catalog



“Learning is a treasure that will follow its owner everywhere.”



**Human Resources Management
Employee Development Division**

Join us!

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To Register for Training Classes, Contact Your Department Training Coordinator

Thank you



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Communication and Collaboration

Five Star Customer Service

Introduction:

This powerful and engaging course will give you the skills you need to communicate professionally, gain respect, enhance relationships and build trust through an excellent experience. You will be introduced to our customer service standards and their impact on creating happy customers. Discover how caring and attentiveness can make every customer connection a positive one. Learn the customer service language that will thrill your customers and improve your conversations with them. Be prepared to handle demanding customers and difficult situations. The premise of this course is to ensure that you gain the skills to turn every customer service interaction into a rewarding experience.

Who should attend?

All county employees should attend this training.

What we will cover:

Fulton County customer service standards	Building a strong partnership with the customer
Proper telephone etiquette	Showing empathy and caring
Coping with challenging customers	Taking responsibility

2025 Schedule

Class Code

March 13	9:00am - 1:00pm	Zoom Meeting	FSV52
May 08	9:00am - 1:00pm	Zoom Meeting	FSV53



Communication and Collaboration

Leading with Emotional Intelligence

Introduction:

In this training, you will gain a comprehensive understanding of emotional intelligence, explore its importance, and learn how to effectively apply it within the workplace. This training aims to enhance your self-awareness, empathy, and communication skills, thereby improving team dynamics, fostering a positive work environment, and contributing to the overall success of the department.

Who should attend?

All Fulton County employees who wish to enhance their emotional intelligence to improve their performance and relationships at work.

What will we cover:

Understand the concept and components of Emotional Intelligence

Develop self-awareness and self-regulation skills

Enhance empathy and social skills

Apply EI in personal and professional settings

Create and follow a personal development plan for continuous EI improvement



2025 Schedule

Class Code

February 27	9:00am - 1:00pm	Zoom Meeting	EIL5
April 24	9:00am - 1:00pm	Zoom Meeting	EIL6
May 15	9:00am - 1:00pm	Zoom Meeting	EIL7

Enhancing Performance and Relationships

Communication and Collaboration

Uncomfortable Workplace Conversations

Introduction:

Uncomfortable Workplace Conversations assist managers/supervisors with examining components of this unpopular exchange. Participants attending this training will discuss strategies and gain competencies to address these unpopular conversations. This is an essential tool necessary to improve communication between managers/supervisors and their employees.

Who should attend?

Any manager/supervisor of a team that interacts with subordinates based on actions/inactions that happens during the workday that may be uncomfortable, but necessary.

What we will cover:

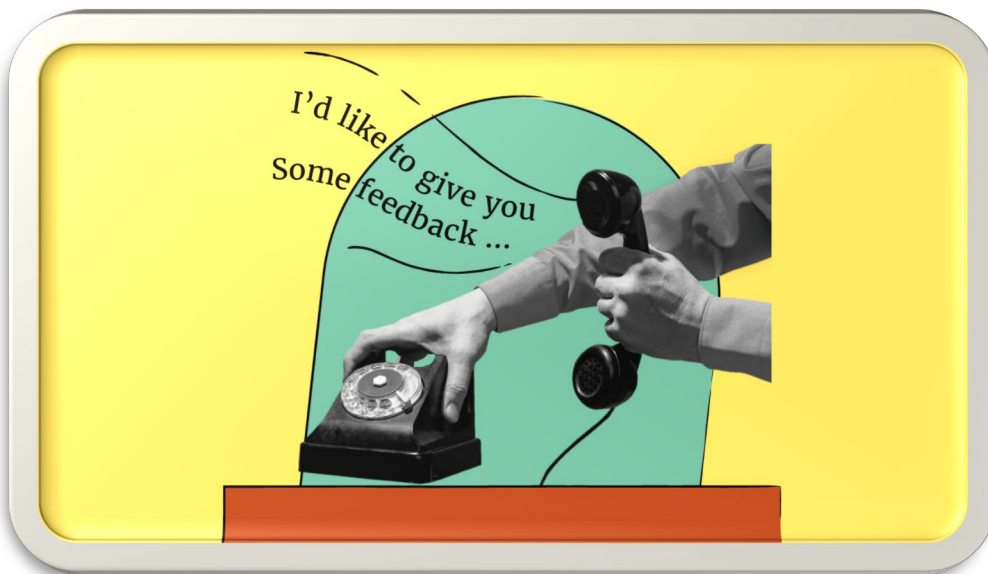
What are components of uncomfortable workplace conversations?

Discuss strategies to address uncomfortable workplace conversations?

2025 Schedule

Class Code

March 14	9:00am - 1:00pm	Zoom Meeting	UWC7
May 30	9:00am - 1:00pm	Zoom Meeting	UWC8



Business and Financial Management

AMS Advantage Intro

Introduction:

This course is designed to teach AMS users how to maneuver through the AMS application. A general overview of workflow practice and policy are reviewed and discussed with participants. The participant will receive a user ID for the AMS application after completion of the course.

This course is conducted through the Finance Department.

Who should attend?

Employees who perform inquiries as well as process documents and payments to vendors.

What we will cover:

Overview of the system	Different ways to perform inquiries
How to change your password	Payment status/Check verification
Navigating within the system	Budget verification
Vendor code verification	

2025 Schedule

Class Code

February 11	10:00am - 12:00pm	Zoom Meeting	ADV43
March 11	10:00am - 12:00pm	Zoom Meeting	ADV44
April 08	10:00am - 12:00pm	Zoom Meeting	ADV45
May 13	10:00am - 12:00pm	Zoom Meeting	ADV46
June 10	10:00am - 12:00pm	Zoom Meeting	ADV47

AMS Advantage Intro

Business Financial Management

AMS Invoice and Payment

Introduction:

This course is designed to teach AMS users how to input data for processing payments to vendors. The class will also cover maneuvering tips and shortcuts used with the AMS application. A participant's user ID profile will be changed to include the capability of processing vendor invoices after completion of the course.

User IDs and access to the AMS Financial System are assigned based upon completion of AMS training. All employees must first complete the AMS Advantage INTRO course before receiving a user ID and access. Additional access to the system is granted based on completion of the training module that corresponds to the area of access needed.

This course is conducted through the Finance Department.

Who should attend?

Employees who process documents and payments to vendors.

What we will cover:

Different ways to perform inquiries (Advanced); types of payment generating documents

Financial System documents in the procurement process

Guidelines for processing payments; review of payment voucher policy

Proper completion of the payment voucher documents, reasons for payment delays

Vendor inquiry, payment status/verification, and budget verification

Creation of IN documents and PV documents, proper use of funds and object codes

2025 Schedule

Class Code

February 11	1:00pm – 4:00pm	Zoom Meeting	IPV42
March 11	1:00pm – 4:00pm	Zoom Meeting	IPV43
April 08	1:00pm – 4:00pm	Zoom Meeting	IPV44
May 13	1:00pm – 4:00pm	Zoom Meeting	IPV45
June 10	1:00pm – 4:00pm	Zoom Meeting	IPV46

AMS Invoice and Payment

Business Financial Management

AMS Ordering and Receiving

Introduction:

The purpose of the Ordering and Receiving course is to provide instruction on how to create requisitions, receivers, and delivery orders.

This course is conducted through the Purchasing Department.

Who should attend?

All County employees who are required to access to AMS to enter requisitions, receivers, and delivery orders.

What will be covered:

The creation of a standard requisition document, receivers and delivery order

Viewing, ordering, and receiving inquiries

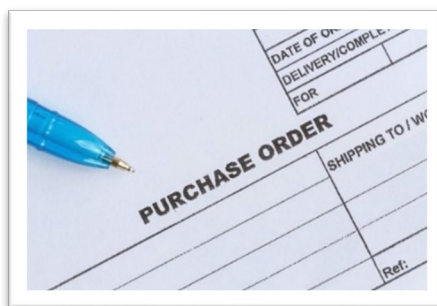
Understanding the different ways to search for a vendor or commodity

Procurement thresholds, best practices, policy, and procedures

2025 Schedule

Class Code

February 12	10:00am – 12:00pm	Zoom Meeting	ORV19
March 12	10:00am – 12:00pm	Zoom Meeting	ORV20
April 09	10:00am – 12:00pm	Zoom Meeting	ORV21
May 14	10:00am – 12:00pm	Zoom Meeting	ORV22
June 11	10:00am – 12:00pm	Zoom Meeting	ORV23



Business Financial Management

BidNet Requestor Training

Introduction:

Requestor - this training is for those user departments who want to learn how to submit a request to Purchasing using BidNet.

This course is conducted through the Purchasing Department.

Who should attend?

New and existing user department staff who request procurement items.

What will it cover:

Request Procurement items from the purchasing team

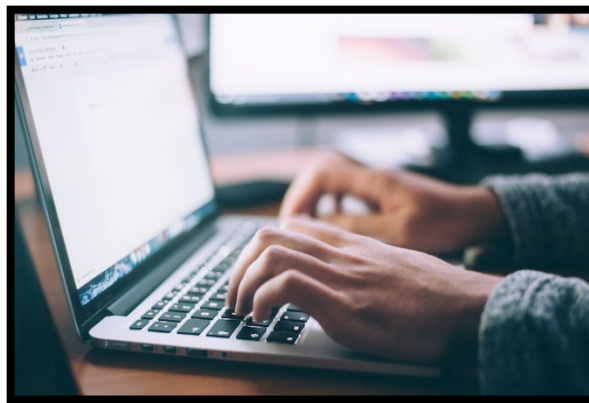
Track request submitted to the purchasing department

Request solicitations

2025 Schedule

Class Code

January 28	10:00am - 11:00am	Zoom Meeting	BNR16
February 25	10:00am - 11:00am	Zoom Meeting	BNR17
March 25	10:00am - 11:00am	Zoom Meeting	BNR18
April 22	10:00am - 11:00am	Zoom Meeting	BNR19
May 20	10:00am - 11:00am	Zoom Meeting	BNR20
June 24	10:00am - 11:00am	Zoom Meeting	BNR21



Business Financial Management

BidNet Vendor Performance Management Training

Introduction:

Vendor Performance Management - this training is for those user departments who want to evaluate and manage a vendor performance using BidNet.

This course is conducted through the Purchasing Department.

Who should attend?

New and existing user department staff who are responsible for vendor performance management.

What will it cover:

Learn how to evaluate vendor performances that do business with Fulton County

Track a vendor's overall performance in doing business in the county

The ability to accurately document a vendor's performance

2025 Schedule

January 28	11:30am – 12:30pm	Zoom Meeting	BNV16
February 25	11:30am – 12:30pm	Zoom Meeting	BNV17
March 25	11:30am – 12:30pm	Zoom Meeting	BNV18
April 22	11:30am – 12:30pm	Zoom Meeting	BNV19
May 20	11:30am – 12:30pm	Zoom Meeting	BNV20
June 24	11:30am – 12:30pm	Zoom Meeting	BNV21

Class Code



Business Financial Management

Works Purchasing Card (P-Card Training)

Introduction:

The Purchasing Card Training class provides instruction on the purpose of the card and how it should be used to conduct Fulton County business more efficiently and conveniently.

This course is conducted through the Purchasing Department.

Who should attend?

New and existing cardholders and their designated support staff.

What will it cover:

What is allowed for purchase and what is prohibited

How to conduct a record-keeping self-audit

Maintaining accurate and chronological records of both manual and electronic reconciliation documents and inventory of purchased items

How to properly and correctly complete the required electronic reconciliation itemization and summarization report

How to create and correctly submit itemized electronic reconciliation documents with the appropriate cost allocation funding for each transaction

2025 Schedule

Class Code

February 18	10:00am – 11:30am	Zoom Meeting	PCV13
April 15	10:00am – 11:30am	Zoom Meeting	PCV14
June 17	10:00am – 11:30am	Zoom Meeting	PCV15

Business Financial Management

For the Love of Money: How to Find Money for College

Introduction:

Navigating the financial aspects of higher education can be daunting, but with the right knowledge and strategies, securing the funds needed for college is within reach. "For the Love of Money: A Guide on How to Find Money for College" is a comprehensive course designed to equip students and their families with the tools and insights necessary to identify, apply for, and obtain various forms of financial aid.

This course covers a wide array of topics including scholarships, grants, loans, work-study programs, and other funding opportunities. Participants will learn how to effectively search for scholarships, craft compelling application essays, understand the intricacies of financial aid packages, and strategically plan their finances for college.

Who should attend?

All Fulton County employees who have family members preparing for college, employees currently enrolled in college or planning to attend college in the future. This is also open to anyone interested in understanding and navigating the financial aid process.

What will we cover:

Identify different types of financial aid and understand their specific requirements and benefits

Develop strategies for researching and applying for scholarships and grants

Interpret and compare financial aid award letters to make informed decision

Explore alternative funding sources such as work-study programs, internships, and private loans

Create a personalized financial plan to manage college expenses effectively

2025 Schedule

Class Code

March 27	9:00am - 1:00pm	Zoom Meeting	MFC4
April 24	9:00am - 1:00pm	Zoom Meeting	MFC5



Business Financial Management

Approaching Retirement 401A

Introduction:

This course is designed for Fulton County employees that are covered under the 401(a) Defined Contribution Plan and who are approaching retirement age. Before retirement, employees need to be sure they have planned and prepared appropriately for that next big step in life. General information on the retirement process will be given.

Who should attend?

This course is for employees who are within 5 years of retirement and are participants in the 401(a) Defined Contribution Plan.

What we will cover:

Overview of IRA's including stocks, bonds, mutual funds, and annuities

What is an appropriate investment mix as retirement approaches?

How to decide how much income to draw in retirement

How income can be guaranteed during retirement

How much more you will have if you choose to work a few extra years

Do you need the guidance of a financial planner or investment adviser?

What happens to your account at your demise?

2025 Schedule

Class Code

April 11	9:00am - 1:00pm	Zoom Meeting	ARV17
June 06	9:00am - 1:00pm	Zoom Meeting	ARV18



Business Financial Management

Planning Your Retirement (Old Plan-Defined Benefits)

Introduction:

This course is designed for Fulton County employees that are covered under the 82 and 91 enhanced retirement plans. It will provide useful information to employees helping them to understand their benefits. Estimates will be provided to all participants and a discussion of how to understand their estimates. The course will have presenters from the Fulton County Pension Office, Social Security, and Empower.

This course is conducted through the Finance Department.

THERE CAN BE NO SUBSTITUTES FOR THE SCHEDULED EMPLOYEES.

Who should attend?

Employees that are in the Defined Benefit Retirement Plan (DB Plan), who are vested (10 years of creditable service), and have five years or less to retirement and have not attended a previous class in the last 3 years.

What we will cover:

Defining the types of retirement
Spousal Benefits
Ancillary Benefits
An Overview of Social Security Benefits
Decisions on how to handle payout distributions
Financial Planning



2025 Schedule

Class Code

June 26	1:00pm - 3:00pm	Zoom meeting	R4V9
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Business Financial Management

Understanding Your 401A Plan

Introduction:

This course is designed for Fulton County employees covered under the Defined Contribution Retirement Plan (New Plan). It will give an in-depth look at how the plan works and gives participants insight into how to prepare for retirement in the future.

Who should attend?

Employees who are enrolled in the new 401A Defined Contribution Pension Plan.

What we will cover:

How to interpret your statement

When to make changes to your funds

When not to make changes to your funds

A brief overview of stocks and bonds

Financial management tips



2025 Schedule

Class Code

March 21	9:00am - 1:00pm	Zoom meeting	40V14
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Human Relations

Americans with Disabilities Act and Reasonable Accommodations

Introduction:

With a broader range of disability types considered under the Americans with Disabilities Act as Amended (ADAAA) and an increase in reasonable accommodation requests, Fulton County is presented with an opportune time to evaluate their response to the ADA. This ADA training course is designed to educate all employees, managers, and supervisors alike, on best practices for addressing the needs of qualified employees and applicants of Fulton County with disabilities.

This course is conducted through the Department of Diversity and Civil Rights Compliance.

Who should attend?

This course is open to all employees.

What we will cover:

This workshop will provide a basic understanding of the following:

Title I of the Americans with Disabilities Act (ADA) and the Amendments Act (ADAAA)

Individual Rights under the ADA

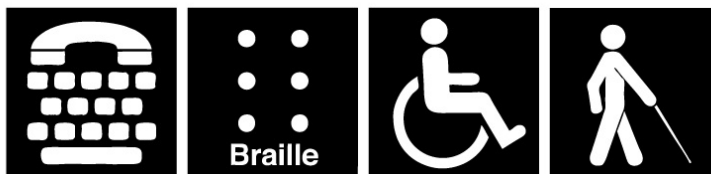
Fulton County's ADA Policy (100-16) and the Reasonable Accommodation Process

2025 Schedule

Class Code

April 18 9:00am - 11:00am Zoom Meeting AWW9

**DISABILITY RIGHTS
ARE CIVIL RIGHTS**



Human Relations

New Employee Orientation

Introduction:

Fulton County Government New Employee Orientation is a mandated course for all permanent new employees. The new employee orientation training is coordinated by the Human Resources Department and the Employee Development Division. It is facilitated by various staff from key departments and service providers from approved vendors. The training is held at the beginning of the pay period and it is designed to provide an overview of Fulton County Government, employee benefits and important policies, procedures, and functions of the County.

Who should attend?

All new permanent Fulton County employees.

What we will cover:

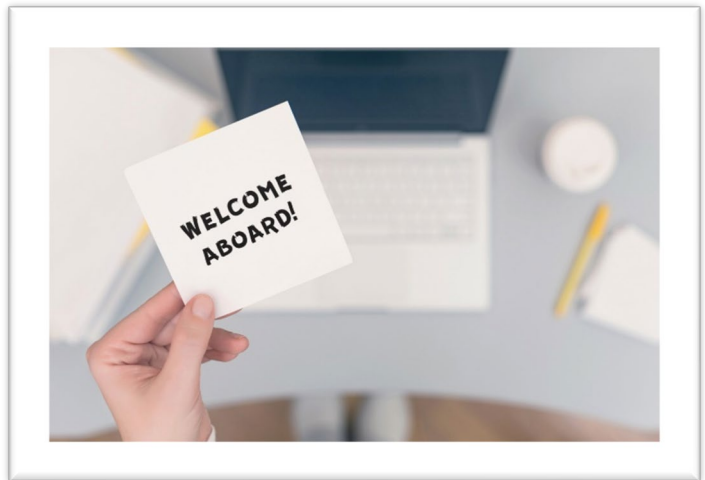
Required personnel and payroll documents

Fulton County benefits

Employee voluntary benefits

Conditions of employment

Personnel regulations



2025 Schedule

Class Code

New Employee Orientation will be conducted in-person at the Fulton County Juvenile Court, Judge Romae T. Powell Juvenile Justice Center, located at 395 Pryor Street SW, Atlanta, GA 30312. The training will take place on the first floor from 8:30 am to 5:00 pm. Free parking is available.

January 15	EO390	April 09	EO396
January 29	EO391	April 23	EO397
February 12	EO392	May 07	EO398
February 26	EO393	May 21	EO399
March 12	EO394	June 04	EO400
March 26	EO395	June 18	EO401

Human Relations

Preventing Workplace Violence

Introduction:

Workplace violence is a very serious problem that affects every organization. This course will address policies and procedures that Fulton County has established in an effort to prevent this increasing problem. It will also enable the participants to better understand the scope of workplace violence; recognize the warning signs of violent behavior; and prepare to take appropriate action, if it does occur in their workplace. The goal of this course is learning preventative measures.

Who should attend?

All Fulton County employees

What we will cover:

Define and discuss the scope of workplace violence

Identify potential types & causes of workplace violence

Recognize potential signs of workplace violence

Fulton County's policy on workplace violence

Illustrate proper security measures when responding to incidents of workplace violence

Fulton County's protocol during incidents of workplace violence



2025 Schedule

Class Code

May 30	9:00am - 12:00pm	Zoom Meeting	WPV17
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Information Technology

@FULCO LIBRARY PASSES ON THE GO

Explore fantastic attractions in the metro Atlanta area! Adult patrons with a valid FulcoLibrary card may check out these materials from our branches. Check the availability of passes at your local library.



fulcolibrary.org



Alliance Theatre

Free Access: Up to 4
Checkout Period: 7 Days
Limit 1 performance per checkout.
Lost Pass: \$75.00



GA State & Historic Parks

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$1.00 per day
Lost Pass: \$30.00



The Atlanta History Center (NEW!)

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$3.00 per day
Lost Pass: \$75.00



Go Fish Education Center

Free Access: Up to 6
Checkout Period: 7 Days
Overdue Fee: \$1.00 per day
Lost Pass: \$50.00



The Breman Museum

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$3.00 per day
Lost Pass: \$50.00



Macon Museum Pass

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$3.00 per day
Lost Pass: \$45.00



Center for Puppetry Arts

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$1.00 per day
Lost Pass: \$30.00



Shakespeare Tavern Playhouse Pass (NEW!)

Free Access: Up to 4
Checkout Period: 7 Days
Limit 1 performance per checkout.
Lost Pass: \$60.00



Chattahoochee Nature Center

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$3.00 per day
Lost Pass: \$45.00



Zoo Atlanta

Free Access: Up to 3
Checkout Period: 7 Days
Overdue Fee: \$1.00 per day
Lost Pass: \$30.00



Emory Michael C. Carlos

Free Access: Up to 4
Checkout Period: 7 Days
Overdue Fee: \$1.00 per day
Lost Pass: \$30.00

Passes are available at every library besides Auburn Avenue Research Library. Specific terms and full list of passes are listed online at fulcolibrary.org/library-services/partnership-passes/

@FULCO LIBRARY DIGITAL ON THE GO

Free access to e-books, audiobooks, learning tools, online research tools, and more! Create accounts using the barcode on the back of your library card.



fulcolibrary.org



Access Video

Streaming Movies and Documentaries



LinkedIn Learning

Software, creative, and business virtual classes



Creative Bug

Online crafts and DIY classes



Mango Languages

Learn 75+ languages and ESL on the go



eRead Kids

Kids eBooks for K-4



Paper.co

Free, unlimited 1:1 tutoring for grades K-12



Freegal Music

Downloadable and Streamable Music



The New York Times

Latest News from Today
Grab an access code online



Hoopla Digital

eAudiobooks, eBooks, Music, and Movies



Worldbook Online

Fun classic Family Encyclopedia



Infobase Reference

Academic databases for Intermediate students.



Kanopy

Popular and Educational Films and TV Series.



Libby, by Overdrive

eAudiobooks, Magazines and eBooks



Available on the App Store

GET IT ON Google play

LOG YOUR READS WITH Beanstack

You can join seasonal reading challenges and earn badges for reading with your community. Start logging your reads today using Beanstack online or by downloading the app!
fultoncounty.beanstack.org

CONNECT WITH US



Information Technology

Empowering Efficiency: Computer Literacy in the Workplace (New)

Introduction:

This interactive training is designed to equip employees with essential computer literacy skills that enhance workplace efficiency and productivity. Whether participants are beginners or looking to sharpen their digital skills, the session covers practical knowledge relevant across industries.

Who should attend?

All Fulton County employees.

What we will cover:

Basic Computer Navigation

Email and Communication Tools

Common Office Applications

Cybersecurity Basics

Collaboration Tools

Troubleshooting Fundamentals



2025 Schedule

Class Code

May 06	9:00am - 11:30am	Zoom Meeting	EEL
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Information Technology

Getting to Know Excel 365

Introduction:

This class will consist of creating an Excel worksheet, using formulas, sorting data, formatting the worksheet, and creating charts. This online course will be a demonstration by the instructor of the skills and then the learners will practice the skill on their computer or laptop during the class.

Who should attend?

Open to all employees. **Because this is a virtual class, attendees must have Excel 2013 or higher on their laptop or computer.** This course will be useful to employees that maintain numerical data or must sort or filter data in Excel regularly.

What we will cover:

- Introduction to Worksheets
- Adjusting Columns and Rows
- Writing Formulas and Using Functions
- Formatting Data
- Creating a Simple Chart
- Creating Customized Sorts



2025 Schedule

Class Code

March 12	9:00am - 1:00pm	Zoom Meeting	EXV18
May 22	9:00am - 1:00pm	Zoom Meeting	EXV19
June 04	9:00am - 1:00pm	Zoom Meeting	EXV20

Information Technology

Mastering Excel 365 Intermediate Features

Introduction:

Microsoft Excel has always included an extensive set of features for managing and analyzing data. It has over 400 pre-set formulas available for use, over 17 chart types, and has over 17 billion cells per worksheet where you can add your data. With the migration to Microsoft 365 in our organization, Excel has been upgraded to include some great additional features. Working from an online environment gives employees greater flexibility in accessing and collaborating with others.

This course will review features beyond the basics. Emphasis will be on delving deeper into Excel features that are beneficial in performing simple and complex calculations, organizing data for greater management and in-depth data analysis. This course will also include the use of working on files simultaneously.

Who should attend?

This course is open to all employees. A beginner knowledge of Excel features is highly recommended.

What we will cover:

How to simplify your calculations using functions. Choosing the right functions and how to use them

Working with pivot tables to summarize and analyze data

Co-authoring a workbook

Sharing a workbook

How to use VLook Up and HLook Up

Sorting and filtering data



2025 Schedule

April 03	9:00am - 1:00pm	Zoom Meeting
May 29	9:00am - 1:00pm	Zoom Meeting
June 18	9:00am - 1:00pm	Zoom Meeting

Class Code

EIV9
EIV10
EIV11

Information Technology

Collaborating with OneNote

Introduction:

OneNote is an electronic note-taking program for free-form information gathering and multi-user collaboration. It gathers users' notes, drawings, screen clippings, and audio commentaries. Notes can be shared with other OneNote users over the Internet or a network. It can be used to increase the efficiency of a team by having one place where information, instructions, meeting notes, emails, updates, etc. can be stored and the entire team will have access to them.

Who should attend?

This course is designed for employees that manage a team or serve as team lead and are responsible for multiple projects or assignments.

What we will cover:

The class will consist of –

Setting up an OneNote notebook and adding sections and pages

Sending emails to One Note

Adding meeting notes to a calendar event

Sharing Notes

Using Tags



2025 Schedule

April 24	9:00am - 12:00pm	Zoom Meeting	ONV18
May 16	9:00am - 12:00pm	Zoom Meeting	ONV19

Class Code

Information Technology

Navigating PowerPoint 365

Introduction:

This course is designed to equip participants with fundamental skills in harnessing the power of Microsoft PowerPoint to craft engaging and impactful presentations. Through hands-on practice and comprehensive guidance, students will delve into the core functionalities of PowerPoint. Participants will explore the diverse elements of PowerPoint's interface, learn to design visually compelling slides, and understand the art of combining multimedia elements seamlessly. Emphasis will be placed on best practices for content layout, utilizing various media types, and employing animations and transitions judiciously for maximum audience engagement.

Who should attend?

This course is open to all employees. It can be especially helpful to employees that prepare presentations.

What we will cover:

Mastering slide creation

Text formatting

Media integration and animations

Effective presentation techniques

2025 Schedule

Class Code

March 06	9:00am - 1:00pm	Zoom Meeting	NPP5
April 16	9:00am - 1:00pm	Zoom Meeting	NPP6



Information Technology

Using Microsoft TEAMS @ Fulton County

Introduction:

This training is tailored to help Fulton County employees maximize the potential of Microsoft Teams for seamless communication, collaboration, and workflow efficiency. Participants will gain hands-on experience navigating the platform and integrating its features into daily operations.

Who should attend?

Fulton County employees who seek to learn functionality with Microsoft TEAMS to better improve their departments productivity and efficiency.

What we will cover:

- Getting Started with Teams
- Chat and Messaging Features
- Meetings and Video Conferencing
- File Sharing and Collaboration
- Teams and Channels
- Integrating Apps and Tools

2025 Schedule

Class Code

March 11	9:00am - 12:00pm	Zoom Meeting	TEA6
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Information Technology

Introduction to Word 365 Basics

Introduction:

Microsoft Word is one of the most popular document creation and formatting tools. Word 365 allows you to review your work and polish your words with proofing tools. You can save your documents to OneDrive for greater flexibility and access to your documents online. Word 365 also allows you to share your work to chat, comment, and collaborate with others. It includes advanced spelling and grammar, in-app learning tips, and more than 90 languages.

This course will be an introduction to the Word features you can use to create documents, reports, memos, flyers, and resumes, as well as many other types of documents. You will get tips and shortcuts that you can use to create a professional, polished document. It will also include the use and demonstration of sharing files and real-time collaboration.

Who should attend?

This course is open to all employees.

What we will cover:

Overview of basic features

Creating documents

Adding tables and graphics to your document

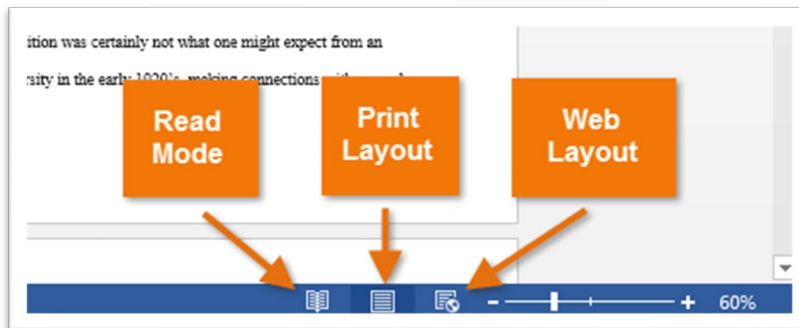
How to use Microsoft Editor to refine your document

Document Collaboration

2025 Schedule

Class Code

May 08	9:00am - 12:00pm	Zoom Meeting	WOV6
June 12	9:00am - 12:00pm	Zoom Meeting	WOV7



Information Technology

Beyond Basics: Mastering Word 365

Introduction:

This course is perfect for users looking to enhance their document creation skills. It dives into advanced formatting techniques, collaboration tools, and document automation features. Learn to effortlessly apply themes and styles to achieve professional-looking documents and collaborate in real-time using Track Changes and sharing options. Discover the power of templates and macros to streamline your workflow, saving valuable time on repetitive tasks. Whether you're a professional seeking to refine your document management skills or a novice aiming to boost productivity, this course equips you with essential tools and knowledge to excel in Microsoft Word 365.

Who should attend?

Anyone with a basic knowledge of Word 365.

What we will cover:

How to track changes and comments

Using Styles and Themes

Creating Templates and Macros

Co-authoring documents and other collaboration tools

Creating and Formatting Charts in Word



2025 Schedule

May 20	9:00am - 1:00pm	Zoom Meeting	WBB3
June 25	9:00am - 1:00pm	Zoom Meeting	WBB4

Class Code

Leadership & Influence

9 Monday Morning Moves for Managers

Introduction:

Investing 9 minutes of your time every Monday morning can bring enormous value to your employees, your customers, and the organization. The number one reason why managers fail to increase productivity and build better relationships with their team, is they neglect to keep their leadership priorities in front of them. Through unique ideas, fun and dynamic techniques, this class will introduce managers to nine easy to use principles that will boost morale, increase engagement, and bring out the best in their employees each day.

Who should attend?

Managers, supervisors, and directors who are looking for innovative ways to build a better working relationship with their team, see higher levels of productivity and engagement among their team and the people they serve.

What will we cover?

How to keep your leadership priorities in front of you so your team is never without their leader

How to implement the top engagement drivers to create a motivated and high-performance team

Giving feedback that takes the stress out of addressing sub-par performance

Using rewards and recognition to make employees feel valued, appreciated, and inspired

2025 Schedule

Class Code

March 28	9:00am - 1:00pm	Zoom Meeting	MMM8
June 03	9:00am - 1:00pm	Zoom Meeting	MMM9



Leadership & Influence

Coaching Colleagues and Staff **(NEW)**

Introduction:

Unlock the full potential of your team with this dynamic and interactive course on motivational coaching. "Motivate and Elevate" equips leaders and managers with powerful coaching techniques to boost engagement, drive motivation, and elevate team performance to unprecedented levels.

Who should attend?

- Managers and team leaders
- HR professionals
- Project managers
- Anyone responsible for team performance and development

What we will cover:

- Foundations of motivational coaching
- Understanding individual and team dynamics
- Active listening and powerful questioning techniques
- Setting inspiring goals and fostering accountability
- Providing constructive feedback for growth
- Recognizing and leveraging diverse strengths
- Overcoming obstacles and resistance
- Creating a culture of continuous improvement



2025 Schedule

March 25	9:00am - 11:30am	Zoom Meeting
May 13	9:00am - 11:30am	Zoom Meeting

Class Code

CSE6
CSE7



Leadership & Influence

Leadership Sensitivity

Introduction:

This course focuses on enhancing the sensitivity level of managers/supervisors towards their subordinates. Participants will develop qualities and strategies needed to demonstrate sensitivity towards their team members.

Who should attend?

Fulton County Government employees looking to become aware of the impact sensitivity or lack thereof has on your colleagues.

What will we cover:

Examine qualities linked to Leadership Sensitivity

Discuss factors that contribute to a lack of Leadership Sensitivity

Analyze factors cultivating Leadership Sensitivity

Explore Leadership Sensitivity Benefits & Strategies

2025 Schedule

Class Code

April 01	9:00am - 1:00pm	Zoom Meeting	LSS3
June 06	9:00am - 1:00pm	Zoom Meeting	LSS4



Leadership & Influence

Magnifying the Leader in You

Introduction:

True leadership is not about the job or the position you hold in the organization. True leadership is about integrity, trust, competence, valuing people, and helping them to realize their full potential, and in doing so, you inspire excellence. To become more than “the boss” that people follow because they are required to learn how to transform into a leader that people follow because they want to. In this class, we will discuss 5 levels of leadership that will help you grow as a leader. Through inspiring ideas and practical applications, we will show you how to master each level and rise up to the next level to become a more influential, respected, and admired leader.

Who should attend?

Managers, directors, project leaders, and supervisors who are seeking to improve their game and really make a difference in the lives of those they lead.

What will we cover?

Moving through the 5 levels of leadership

Leader vs Boss

Listening, learning, and developing your team

Getting noticed by learning how to look and talk like a leader



2025 Schedule

June 11 9:00am - 1:00pm Zoom Meeting LSV17

Class Code

Magnifying the Leader in You

Leadership & Influence

Psychological Safety (New)

Introduction:

A Department/Division that embraces a “Safe Space” where employees are comfortable sharing their differing perspectives, or viewpoints without retribution or retaliation. Psychological Safety encourages employees to be open and honest when feedback may not be favorable. The significance of implementing Psychological Safety has benefits that enhance productivity, increase team collaboration, and encourages engagement.

Who should attend?

Managers, Directors, and all employees who are seeking strategies and benefits to develop a culture that supports a “Safe Space” at work that allows every team member to comfortably share their ideas with fear of intimidation.

What will we cover:

Benefits of Establishing Psychological Safety

Strategies to Implement Psychological Safety

Examine Consequences for Not Practicing Psychological Safety

2025 Schedule

Class Code

March 05	9:00am - 1:00pm	Zoom Meeting	PSY
May 14	9:00am - 1:00pm	Zoom Meeting	PSY1



Leadership & Influence

Stepping Up to Leadership

Introduction:

This course is designed for emerging leaders ready to enhance their leadership capabilities. This course delves into the core principles of leadership, examining various styles such as transformational, transactional, and situational leadership. Participants will engage in hands-on activities, self-assessment exercises, and group discussions. The curriculum focuses on key skills including effective communication, decision-making, team management, and strategic thinking.

Who should attend?

Employees that would like to develop or enhance their skills in leadership. This course would be beneficial to emerging leaders, as well as those that want to improve their skills.

What we will cover:

Understand key leadership principles and qualities

Identify personal leadership strengths and areas for improvement

Develop skills in communication, decision-making, and team management

Create a personal leadership development plan

2025 Schedule

Class Code

March 24	9:00am - 12:00pm	Zoom Meeting	STEP3
April 29	9:00am - 12:00pm	Zoom Meeting	STEP4



Leadership & Influence

Succession Planning: Crafting Tomorrow's Success Story

Introduction:

Succession planning is the process of identifying critical positions within your department/division and create a plan of action for individuals to move into those positions. Leadership examines current and future goals to make certain the right people are ready to assume these roles. Effective planning and selection are key to facilitating a smooth transition of leadership and continuity.

Who should attend?

Any member of your team

What we will cover:

Importance of succession planning

Key components of succession planning

Succession Plan Development

2025 Schedule

Class Code

April 11

9:00am - 1:00pm

Zoom Meeting

SPV6



Leadership & Influence

The Authentic Leader

Introduction:

This course focuses on developing a style in which managers/supervisors interact in a real, genuine, and sincere way that is true to who they are as individuals. An authentic leader is able to further the success of their department/division within the confines of social and ethical values, even when that seems impossible.

Who should attend:

Fulton County Government current and future leaders that recognize the impact of their natural leadership style and how it translates with your colleagues.

What will we cover:

Pursuing their purpose with passion

Practicing solid values

Leading with their hearts as well as their heads

Establishing connected relationships

Demonstrating self-discipline



2025 Schedule

April 16

9:00am - 1:00pm

Zoom Meeting

Class Code

AUT3

Leadership & Influence

The Power of Team Collaboration

Introduction:

Team collaboration is a key part of a successful workplace that involves employees working together to achieve a common goal by sharing their knowledge, skills, and resources. When done well, team collaboration can lead to powerful organizational benefits.

Who should attend?

Fulton County Government current and future leaders that recognize the impact of employees working together as one team to accomplish department goals while building a cohesive unit.

What will we cover:

Benefits of Teamwork

Acknowledging similarities

Embracing Individual differences

2025 Schedule

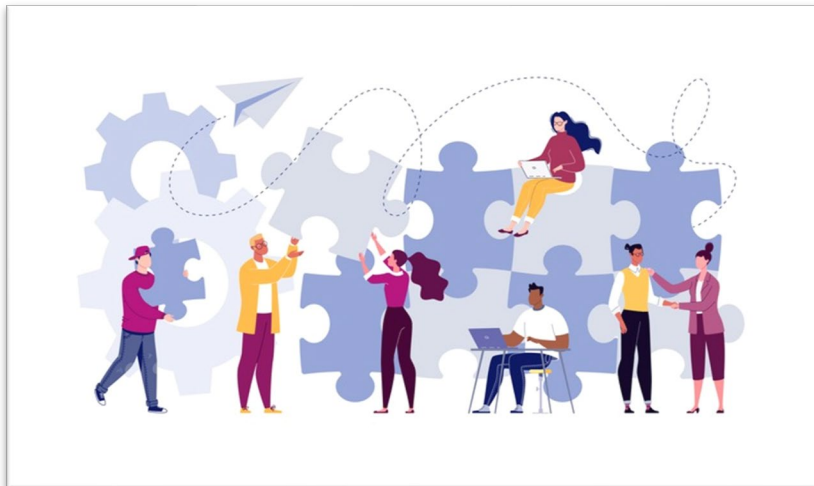
Class Code

June 09

9:00am - 1:00pm

Zoom Meeting

TUC3



Professional Development

Career Prep and Navigation in a Changing World

Introduction:

This comprehensive training is designed to help participants adapt to an ever-evolving job market. It provides the tools and strategies needed to build a resilient career plan, effectively market skills, and confidently navigate professional opportunities in today's dynamic landscape.

Who should attend?

This course is ideal for professionals at all levels seeking to accelerate their career growth and achieve their professional goals.

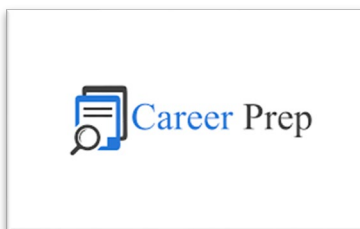
What we will cover:

- Self-Assessment and Career Mapping
- Resume and Cover Letter Excellence
- Interview Preparation
- Leveraging Technology
- Networking Strategies
- Adapting to Change



2025 Schedule

May 1	9:00am - 12:00pm	Zoom Meeting	CAS5
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Professional Development

Conflict Management in the Workplace (NEW)

Introduction:

This training equips participants with practical strategies to navigate workplace conflicts effectively, fostering a culture of collaboration and mutual respect. By understanding the root causes of conflict and learning resolution techniques, attendees will gain the tools to handle disagreements constructively and strengthen team dynamics.

Who should attend?

All Fulton County employees should attend this course.

What we will cover:

- Understanding Conflict
- Conflict Resolution Styles
- Effective Communication
- Emotional Intelligence
- Mediation Techniques
- Preventing Future Conflicts



2025 Schedule

			Class Code
March 04	9:00am - 11:30am	Zoom Meeting	CMW
April 29	9:00am - 11:30am	Zoom Meeting	CMW1

Preventing Future Conflicts
COUNCIL

Professional Development

Cultivating a Growth Mindset: Unlock Your Potential

Introduction:

In today's fast-paced and ever-evolving world, the ability to adapt and grow is crucial for personal and professional success. This course, "Cultivating a Growth Mindset," is designed to help you develop the mental resilience and positive outlook necessary to embrace challenges, learn from criticism, and persist in the face of setbacks.

Who should attend?

All Fulton County employees who are seeking personal growth, to enhance their career prospects, managers, and leaders who want to foster a growth mindset within their teams.

What will we cover:

Understand the Growth Mindset

Cultivate a Growth Mindset

Embrace Challenges

Learn from Criticism

2025 Schedule

Class Code

February 20	9:00am - 1:00pm	Zoom Meeting	CGM5
May 01	9:00am - 1:00pm	Zoom Meeting	CGM6



Professional Development

Defensive Driving

Introduction:

National Safety Council Defensive Driving Certified Instructors conduct this training (1½ day class).

The first day of Defensive Driving Training (Friday) will consist of a full day of classroom instruction. The second day (Monday) will be the driving test. Employees will be given 4 hours to take the driving portion and to report back to work. Acquiring this Defensive Driving certificate will provide a possible 10 % reduction on insurance rates provided there is no moving violation on the driver's record for the past three-years. Be prepared to take notes. Attendees must bring Current (Valid) Georgia Driver's License to class. The driving test will be taken at the Public Safety Training Center.

Who should attend?

All employees driving county vehicles will be given first priority. Employees who drive County vehicles should attend this course every two years. This course will be open to other employees if space is available.

What we will cover:

- Defensive driving strategies
- Impaired driving
- Fatigued driving
- Distracted driving
- City and suburban driving
- Rural and expressway driving



2025 Schedule

March 14 & March 17
June 27 & June 30

8:30am - 4:30pm Zoom meeting
8:30am - 4:30pm Zoom meeting

Class Code

DDV23
DDV24

Professional Development

Generational Workplace Harmony

Introduction:

In the workplace, we have multiple generations collaborating every day to meet organizational goals. With a mixture of ages, experiences, and values, team members must identify strategies to work together, learn from each other, and understand the benefits of a diverse team. Being able to embrace differences, and welcome change, each member will understand the impact and influence they bring to the entire workforce.

Who should attend:

Every member on your team

What will we cover:

Various generations within the workplace
Strategies to embrace the various generations
Benefits of a multigenerational workplace

2025 Schedule

Class Code

March 07 9:00am - 1:00pm Zoom Meeting GWH6



Professional Development

Leading Engaging Meetings

Introduction:

A meeting where all team members are speaking up, listening to each other, and actively participating can really inspire a team. An engaged meeting builds team spirit, collaborative teamwork, and it builds enthusiasm. It brings more heads together to get the work done and on time.

Disengagement in team meetings, however, drains everyone involved. It lowers moods, makes people feel that their teammates don't care, and makes it less likely that information will be retained or acted on. If your meetings are not engaging, you are wasting the two biggest resources you have – the time and talents of your team.

Who should attend?

Any Fulton County employee that has meeting planning and/or facilitation responsibilities, or those wishing to enhance their skills on meeting facilitation.

What we will cover:

- Getting your team in the right mindset
- Planning meetings that build team spirit
- Preparing a meeting agenda
- Recording meeting minutes
- The ingredients of a boring meeting
- The challenging attendee
- Tips to make your meetings more engaging



2025 Schedule

Class Code

April 02	9:00am – 1:00pm	Zoom Meeting	MTE3
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Professional Development

Navigating an Uncomfortable Work Environment

Introduction:

In the workplace, “Toxicity” exists and as a result, work teams do not reach their potential. We will identify causes of a toxic environment, and discuss strategies to minimize the counterproductive element.

Who should attend?

All team members are encouraged to attend.

What we will cover:

Causes of a toxic work environment

Strategies to reduce a toxic work environment



2025 Schedule

Class Code

March 14	9:00am - 1:00pm	Zoom Meeting	TWE7
May 16	9:00am - 1:00pm	Zoom Meeting	TWE8



Professional Development

Positive Vibes

Introduction:

We often hear the term “Positive Vibes” thrown around casually, but what does it really mean? Positive vibes represent the energy and emotions we release through our thoughts, words, and actions. They can uplift spirits, create a sense of joy, and foster a more harmonious atmosphere at work and in our daily lives. Positive vibes have a ripple effect – when you send out positive vibes, they have the power to touch the lives of others, setting in motion a chain reaction of positivity. So, if you are ready to learn how to infuse more positivity into your life and the lives of those around you, let’s embark on this journey together.

Who should attend?

All Fulton County employees should attend this course.

What we will cover:

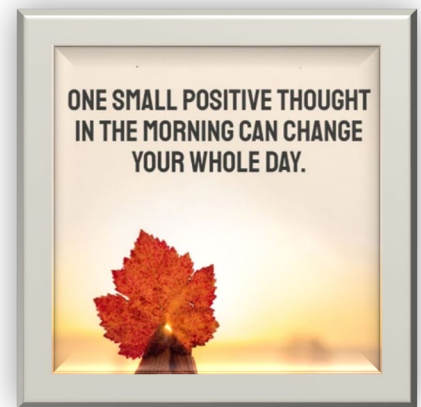
Cultivating a positive mindset

Acts of kindness and generosity

Effective communication

Managing your motions

Benefits of sending positives vibes



2025 Schedule

Class Code

March 13	9:00am - 1:00pm	Zoom Meeting	POSV7
April 03	9:00am - 1:00pm	Zoom Meeting	POSV8



Professional Development

Preparing for Your Next Job Interview

Introduction:

In today's competitive job market, it is important to prepare for a successful job interview. As you prepare for your next job interview, we will examine strategies that will assist with your potential employer. The job interview is an important step on your journey for your first or next job. If you are properly prepared, it's your best chance to show the interview panel or hiring manager that you're the best match for job.

Who should attend?

Fulton County employees who want to enhance their skills with strategies that will improve their confidence and preparation for their next job interview.

What will we cover:

Researching the company

Preparing for the interview

Your interview day

Post interview tips



2025 Schedule

Class Code

April 25 9:00am - 1:00pm Zoom Meeting PI39

Professional Development

Professional Writing & Communication Etiquette

Introduction

This training focuses on enhancing professional writing and communication skills to foster clear, concise, and respectful workplace interactions. Participants will learn the fundamentals of effective written and verbal communication, tailored to diverse professional scenarios.

Who should attend?

Fulton County employees who will gain confidence in their writing abilities and learn to communicate more efficiently and professionally in various business contexts.

What we will cover:

- Essentials of Professional Writing
- Tone and Style
- Grammar and Punctuation
- Email Etiquette
- Non-Verbal Communication
- Conflict Resolution



2025 Schedule

Class Code

April 22	9:00am - 11:30am	Zoom Meeting	EWS6
May 20	9:00am - 11:30am	Zoom Meeting	EWS7

Professional Development

Self-Care & Mental Health Awareness: Prioritizing Well-Being

Introduction

This training is designed to foster a deeper understanding of self-care and mental health awareness, equipping participants with practical strategies to maintain personal well-being while supporting a healthier workplace culture.

Who should attend?

All Fulton County employees should attend this course.

What we will cover:

Understanding Mental Health
The Importance of Self-Care
Stress Management Techniques
Work-Life Balance
Supporting Others
Resources and Tools



2025 Schedule

April 15 9:00am - 11:30am Zoom Meeting SCT6

Class Code

Professional Development

Unconscious Bias

Introduction:

This course examines Unconscious Bias in the workplace and the human tendency to form opinions about others in the office without having enough relevant information. Bias can stem from stereotypes, preconceived notions, and past experiences.

Who should attend?

Fulton County Government employees that recognize he/she may favor or disfavor an employee based on their own biases and experiences.

What will we cover:

- Examine Unconscious Bias in the Workplace
- Explore Different Types of Unconscious Biases
- Establish Strategies to Eliminate Unconscious Bias

2025 Schedule

Class Code

March 19	9:00am - 1:00pm	Zoom Meeting	UNB3
May 28	9:00am - 1:00pm	Zoom Meeting	UNB4



Professional Development

Work Smarter Not Harder: Time Management & Productivity

Introduction:

Unlock the secrets to effective time management and peak productivity with our comprehensive course, "Work Smarter, Not Harder." This course is designed to equip you with practical strategies, tools, and techniques to optimize your workflow, prioritize tasks, and achieve your goals with greater efficiency and less stress. Whether you're a busy professional, a student, or anyone looking to enhance your productivity, this course will help you make the most of your time and resources.

Who should attend?

All Fulton County employees looking to improve their time management skills, bad habits and productivity. Also, those employees who are interested in maximizing their efficiency and achieving their goals.

What will we cover?

Master Time Management Fundamentals

Prioritize Tasks Effectively

Boost Productivity

Develop Work-Life Balance

Set and Achieve Goals

Enhance Focus and Concentration



2025 Schedule

March 20	9:00am - 1:00pm	Zoom Meeting	WSP5
May 15	9:00am - 1:00pm	Zoom Meeting	WSP6

Class Code

Fulton County Department Training Coordinators

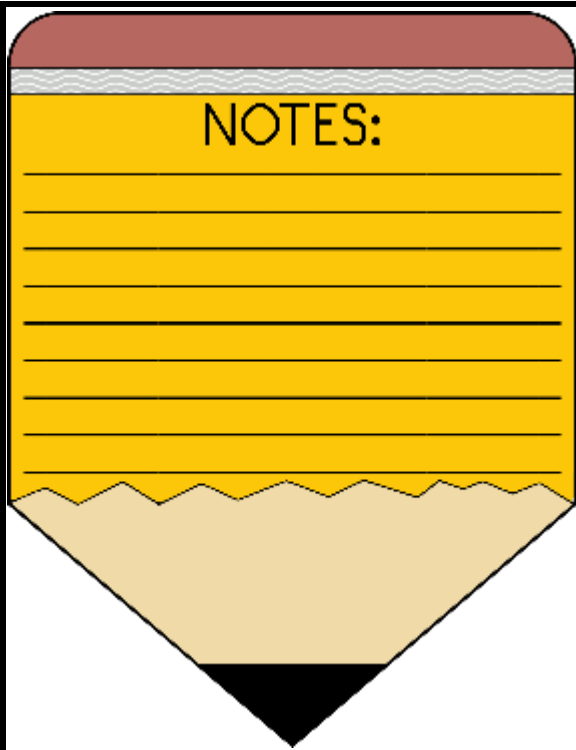
Department	Name	Telephone Number
Arts Council	Okimi Redding	(404) 612-5795
Behavioral Health	Ashley Edwards	(404) 316-4901
Child Attorney	Sophia Stewart	(404) 613-4835
Clerk to the Commission	Lee Murrell	(404) 612-8246
Clerk of Superior Court	Antwan White	(404) 613-6099
Cooperative Extension	Trina Chaney	(404) 762- 4077
County Attorney	Tanisha Holyfield	(404) 612-0268
County Manager	Ketsia Guerrier	(404) 612-4850
Department of HIV Elimination	Andrea Davis	(404) 612-1325
Department of Senior Service	Karen Belton	(404) 613-0469
District Attorney	Kyra Banks	(470) 637-1383
Diversity & Civil Rights	Maleka Rahman/ Donna Bates	(404) 612-0446 / (404) 612-8585
DREAM	April Pye/Barnette Jones	(404) 612-7028 / (404) 612-0894
Emergency Services- 911	Latisha Mattox/ Michael Newsome	(404) 612-7902 / (404) 612-7905
External Affairs	Douglass Bell	(404) 612-1388
Finance	Shirley Brooks	(404) 612-7678
Housing and Community Development	Danyelle Norah /Gwendolyn Hunter	((404) 613-3663 / (404) 612-3647
Human Resources Management	Simeal Moore	(404) 613-0887
Information Technology	Yvonne Hanniford	(404) 613-0656
Internal Audit	Queena Jenkins	(404) 612-1020
Juvenile Court	Shemeca Kelley/Altaviou Burton	(404) 613-4631 / (404) 612-4437
Library	Peggie Watson/ Cassandra Turnipseed	404) 730-1976 / (404) 808-3457
Magistrate Court	Antwan White	(404) 613-6099
Marshal's Office	Dama Sanders	(404) 612-4430
Medical Examiner's Office	Karleshia Bentley	(404) 613-4407
Police Department	Elaine Smith	(404) 613-5710

Fulton County Department Training Coordinators (continued)

Department	Name	Telephone Number
Probate Court	Melissa Brown-Oliver	(404) 612-5985
Public Defender	Tracey Anderson	(404) 612-0731
Public Works	Katreina Thomas /Angelina Crutchfield	(404) 612-6595/ (404) 612-9432
Purchasing	Marylan James	(404) 612-7981
Registration & Elections	Mariska Bodison/ Jessica Robinson	(404) 612-7020/ (404) 612-7027
Sheriff's Department	Valesia Robinson	(404) 613-2388
Solicitor General	Tamikia Moses	(404) 612-6958
State Court	Tyrone Coley	(404) 612-8880
Superior Court Admin	Chiquita Spradley	(404) 612-0598
Tax Assessor	LaGaylir Bennett	(404) 612-3142
Tax Commissioner	Demetria Anthony	(404) 613-0786



BECAUSE WE CARE, WE SERVE!



Lined writing area consisting of multiple horizontal lines for text entry, positioned to the right of the notepad graphic and extending across the page.