



City of
Crystal
Lake

Training
Resource

This catalog has been developed as a resource for all employees to view all available trainings which will help guide and direct employee development.

Employee
Training
Catalog

The following trainings are available to guide and direct employee development. If you are interested in one of the trainings below, reach out to Human Resources to identify future dates. Additionally, if you would like to attend a training that is not included below, please contact Human Resources for more details.

CONFLICT MANAGEMENT

Harassment Prevention

Harassment consists of discriminatory employment action and any unwelcome conduct, whether verbal, physical, or visual that is based upon a person's protected status under applicable law. The City will conduct training on this harassment policy on a bi-annual basis. All employees are required to attend this mandatory training.

Trainer: Susan Garvey, IRMA

Manage Conflict with Peers

Peer conflicts that arise from incompatible goals or work processes can typically be resolved, but peer conflicts that involve personal values, office politics, and emotional reactions can be challenging. Learn several peer-conflict tactics that will bring best results for you and your organization.

Trainer: MCC Shah

Navigating Beyond Conflict

In this course, individual performers learn how to recognize the warning signs of conflict and take action to prevent situations from escalating or to work out the conflict if it does escalate. This allows them to mitigate any negative impact, thus reducing the cost of conflict and improving business retention.

Trainer: MCC Shah

CUSTOMER SERVICE

Business Writing and Etiquette

Learn how to write in a business environment. After a review of basic skills, you'll learn to support writing business letters, reports, and emails. Etiquette rules such as tone, proper salutations, professional fonts, and proofreading will be also discussed.

Trainer: MCC Shah

Communicating with Impact

This course teaches effective communication skills that allow individuals to meet their internal and external customers' personal and practical needs during daily interactions, which will improve their performance and increase productivity.

Trainer: MCC Shah

Customer Service Skills and Excellence

This full day highly interactive workshop will focus on the essential skills that create and support World Class Customer Service. This session is valuable for anyone involved with customer service (both new and experienced representatives) and all levels of supervisors, managers or team leaders.

Trainer: Carroll-Keller

Effective Business Writing

In this Effective Business Writing one-day workshop, participants will learn how to craft documents, for both internal and external clients, that will meet the desired outcome – documents that are concise, easily understood, audience focused, and error free.

Trainer: Carroll-Keller

Taking the Heat

This course equips learners with an important skill set that is essential to providing high-quality customer service. These essential skills will help service providers turn dissatisfied, upset customers into satisfied, loyal customers.

Trainer: MCC Shah

FINANCE AND ADMINISTRATION

Freedom of Information Act

The Freedom of Information Act (FOIA) requires every person who is designated as a FOIA officer to successfully and annually complete the following electronic training curriculum. The training includes a review of the basic requirements of FOIA, identifies changes to FOIA since the last training update, and provides hypothetical questions to assist in learning to apply FOIA to factual situations.

Trainer: Illinois Attorney General

Open Meetings Act

The purpose of the Open Meetings Act (OMA) is to ensure that the actions of public bodies are taken openly and that their deliberations are conducted openly. The OMA requires every public body to designate employees, officers, or members to receive training on compliance with OMA.

Trainer: Illinois Attorney General

Training with Finance: Part I

Budgeting, Chameleon, and Springbrook

The Finance Department will describe the budget calendar and the budget process. The training will describe Chameleon (the City's Budget Software) and Springbrook (the City's ERP).

Trainer: Jodie Hartman – jhartman@crystallake.org

Training with Finance: Part II

Procurement and Bid Sync

The Finance Department will go through the City's Purchase Policy, explain invoice entry, and describe purchase orders. Bring your financial questions to this interactive training.

Trainer: Jodie Hartman – jhartman@crystallake.org

HEALTH AND WELLNESS

CPR and AED

The Fire Rescue Departments offers Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) training to employees.

Trainer: Chief Paul DeRaedt – pderaedt@crystallake.org

Fitness Presentation

The City offers a fitness gym to employees. In order to utilize this benefit, employees must attend a fitness presentation and sign a liability waiver.

Trainer: CRO Salvatore Alfano – salfano@crystallake.org

SUPERVISOR TRAINING

Accident Investigation

The course focuses on techniques for gathering complete, accurate, and objective incident data, establishing root causes, reporting findings and determining corrective action. Discussion, demonstrations, and exercises cover investigation and interview techniques.

Trainer: Yvette Heintzelman

Achieve Your Leadership Potential

This course is a three-step process – diagnose, plan, and execute – which helps you maximize your capabilities and accelerate your leadership potential.

Trainer: MCC Shah

Advanced Employee Discipline

The training will break down the various elements of the processes from informal to formal right through to appeals and will provide clear guidelines on how to approach the difficult subject of discipline in the workplace.

Trainer: Attorney – To Be Determined

Behavioral and Personality Assessment

Supervisors may take the DISC Assessment (Dominance, Influence, Steadiness, and Conscientious) to understand their behavior. On the other hand, the Clifton Strengths Assessment gives individuals an opportunity to discover their natural patterns of thinking, feeling, and behaving. The tools are meant for development and coaching.

Trainer: DiSC Assessment or Clifton Strengths Assessment

Build an Environment of Trust

Identify your role in establishing alliances among work groups, management, customers, and suppliers. You'll learn how to establish effective partnerships to meet customer needs by developing strategies for gaining people's commitment to work together.

Trainer: MCC Shah

Coach and Counseling Skills: Having Difficult and Crucial Conversations

This intensive one-day workshop will develop the key skills to help you deliver world class coaching and counseling to dramatically improve performance. Through a series of activities, interactive exercises, role plays and case studies you will develop best practice skills to boost the productivity of your entire team.

Trainer: Carroll-Keller

Coach for Improvement

Individuals need to take responsibility for addressing unacceptable performance or work habits that impact others and the organization, but leaders must know how to help them do it. Learn how to conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance.

Trainer: MCC Shah

Collective Bargaining and Interpretation

This course provides an overview of the Federal Service Labor-Management Relations Statute; fundamental employee, union, and management rights; Weingarten meetings; and a bargaining unit employee's right to be represented by the union in certain meetings.

Trainer: Attorney – To Be Determined

Conflict Management and Resolution

The course addresses the “skills and competencies gaps” through a dynamic and interactive full day workshop that is appropriate for individual contributors and all levels of management.

Trainer: Carroll-Keller

Core Communication Skills

The session will take participants from theory to practice with a solid combination of relevant content and opportunities for practice. Core Communication Skills will provide you with the tools and techniques to set you apart through the power of clear and compelling communication.

Trainer: Carroll-Keller

Create Effective Teams and Teamwork

By addressing and fulfilling each component of the change process, organizations can expect continuous and sustained improvements in the key competencies (communication, decision-making, organizational culture, and conflict). Their reward will be a far greater ability to compete, innovate, and thrive in an unpredictable business environment.

Trainer: Carroll-Keller

Delegate for Results

Overcome the hesitation to delegate and learn to successfully match people, responsibility, and authority. Stop doing jobs others can do and use delegation to make the best use of your time and build team skills.

Trainer: MCC Shah

Effective Performance Evaluations

In these training sessions you'll learn: to identify the information, resources, and guidelines necessary for effectively evaluating performance; to plan and document performance evaluations in a descriptive, supportive, and non-threatening manner; the necessary tools and techniques to help deliver meaningful performance evaluations, resulting in a productive, engaged workforce; and how to apply accurate ratings for performance factors.

Trainer: Lisa Calloway

Essentials of Leadership

The essence of being an effective leader lies in establishing good interpersonal work relationships and having the ability to spark action in others. This foundational course teaches leaders how to get results through others.

Trainer: MCC Shah

Essential Leadership Skills for Frontline Managers and Supervisors

This one day program will prepare your supervisors for a complete change of responsibilities and offer a plan for the challenges ahead. They will come away with a better understanding of what the boss, peers, staff and city expects of them. The invaluable set of tools in this program will prepare supervisors for their important new role providing greater confidence and success.

Trainer: Carroll-Keller

Essential Skills for Supervisory Success

A full day of skills training will cover the following topics: making the transition from peer to boss, resources you need to know, communication, coaching and counseling, performance appraisals and performance improvement plans, discipline, harassment and discrimination, recruitment and employee development opportunities, and legal implications.

Trainer: IPELRA

Get Started as a New Leader

Arm yourself with the knowledge and skills you need to confront the challenges in your new leadership role and get better results more quickly.

Trainer: MCC Shah

Influencing Without Authority

This full day workshop is highly interactive and will provide you with key skills for getting things done whether or not you are in charge. You will improve your ability to manage “up”, get agreement from peers and motivate reports that will enable you to work more effectively in project and cross-functional teams, collaborations and matrixed organizations.

Trainer: Carroll-Keller

NeoGov Applicant Tracking

Human Resources will teach supervisors how to pass, reject, and track applicants using NeoGov software.

Trainer: Julie Meyer – jmeyer@crystallake.org

NeoGov Performance Evaluations

Supervisors will learn how to write quarterly and annual performance evaluations through NeoGov.

Trainer: Julie Meyer – jmeyer@crystallake.org

New Employee Orientation

Human Resources will host an orientation for new employees roughly every quarter or based on need. The half-day session will provide information, answer questions, and give a tour around Crystal Lake. Additionally, new employees from different Departments will have an opportunity to interact.

Trainer: Human Resources

Project Management for Non-Project Managers

The Project Management for Non-Project Managers Workshop aims to provide non-project managers with the project management knowledge, skills, tools, and techniques to make the transition to a project leadership role and ensure optimum project execution while increasing the confidence to manage a project through the project stages of initiating, planning, executing, monitoring, and completing.

Trainer: Carroll-Keller

Public Sector Employment Law Seminar

The seminar offers three plenary sessions about arbitration, employment law issues, and collective bargaining trends. Attendees will choose breakout sessions from a variety of topics.

Trainer: IPELRA

Resolve Conflict

Leaders must be able to recognize the signs of conflict and quickly choose the most appropriate resolution technique. Learn the true cost of conflict to an organization and techniques to handle the most challenging situations effectively.

Trainer: MCC Shah

Roundtable Discussions and Case Studies

Every quarter, the Human Resource Department will host a “Roundtable Discussion” for supervisors. Each session will go through relevant case studies; supervisors will have an opportunity to ask questions and learn in an informal and conversational format. To include a case study topic, contact Human Resources.

Trainer: Julie Meyer – jmeyer@crystallake.org

Set Goals and Review Results

Learn the positive effect of shifting the traditional role of planner and evaluator from the leader to a shared responsibility between leader and employee. This shift builds employee ownership and allows the leader to focus on coaching and developing throughout the performance cycle. Use effective goals to help you and your employees track progress and fairly evaluate outcomes.

Trainer: MCC Shah

Substance Abuse: Reasonable Suspicion Training for Supervisors

Substance abuse in the workplace is a very real problem that managers face every day. This workshop will focus on the signs and symptoms of substance abuse in the workplace and appropriate ways to manage the situation.

Trainer: Morneau Shepell

Substance Abuse: Training for DOT Regulated Supervisors

Work and personal lives are often greatly impacted by substance abuse problems. This seminar provides information customized to address your company policies required by the Department of Transportation (DOT). Supervisors will be able to recognize signs and symptoms of commonly used drugs. Reasonable suspicion will also be defined. Additional information is provided for supervisors to learn how to handle employee situations as they relate to substance abuse.

Trainer: Morneau Shepell

Supervisory Leadership Series

A successful transition from individual contributor to leader requires strong interpersonal skills. The DDI leadership curriculum accelerates development of these vital people skills. Studies indicate that if leaders are offered a development program earlier in their tenure, their leadership strategies are measurably more successful throughout their careers.

Trainer: MCC Shah

Time Management and Personal Effectiveness

The workshop will identify the essential personal effectiveness skills needed in today's fast-paced environment, and focus on applying these key skills utilizing the process you choose.

Trainer: Carroll-Keller

Training with Human Resources: Part I

Meet with Human Resources to learn the basics of accident investigation and reporting, employee discipline, Family Medical Leave Act, harassment prevention, and NeoGov performance evaluations. Supervisors will receive cliff notes, instructions, and helpful materials to better digest these topics.

Trainer: Julie Meyer – jmeyer@crystallake.org

Training with Human Resources: Part II

Meet with Human Resources to discuss the Employee Assistance Program. Additionally, supervisors will learn strategies to receive employee feedback.

Trainer: Julie Meyer – jmeyer@crystallake.org

Training with Human Resources: Part III

Meet with Human Resources to learn about substance abuse prevention as well as NeoGov applicant tracking. In this session, Human Resources will go through case studies to provide guidance. Supervisors may bring scenarios or roadblocks they experience to receive practical advice.

Trainer: Julie Meyer – jmeyer@crystallake.org

TECHNOLOGY

Accela

Accela is a training software that tracks building permits, planning applications, and property maintenance complaints. For training on a specific Accela training topic, contact the Community Development Department.

Trainer: Laurrie Fitzgerald – lfitzgerald@crystallake.org

Deliver Presentations with Power and Persuasion

This interactive, energetic workshop will provide the presenter with all of the necessary skills required to deliver a winning presentation. The workshop will introduce and reinforce these skills by having the participant deliver multiple presentations.

Trainer: Carroll-Keller

KnowBe4

KnowBe4 enables employees to make smarter security decisions. The training will help employees to strengthen weak passwords, recognize phishing, and mitigate potential ransomware attacks.

Trainer: KnowBe4

Microsoft Office Excel

Microsoft Office Excel is a powerful tool used to create and format spreadsheets and analyze and share information to make more informed decisions. The following Microsoft Office Excel are available: Excel 2013 Basic, Excel 2013 Intermediate, Excel 2013 Advanced, Excel 2016 Basic, Excel 2016 Intermediate, and Excel 2016 Level 3.

Trainer: MCC Shah

Microsoft Office PowerPoint

Microsoft Office PowerPoint enables users to quickly create high-impact, dynamic presentations while integrating workplace and creating ways to easily share information.

Trainer: MCC Shah

Microsoft Word

Microsoft Word is a powerful word processing program that gives you the ability to create and share documents with a comprehensive set of writing tools. The following Microsoft Word courses are available: Word 2013 Basic, Word 2016 Basic, and Word 2016 Intermediate.

Trainer: MCC Shah

WORKPLACE ESSENTIALS

Accountability

You are accountable for what you do and don't do. Learn how to shift yourself away from excuses, learn from mistakes, and start achieving goals.

Trainer: MCC Shah

Active Listening

Improve your ability to listen and lead. Active listening is a person's willingness and ability to hear and understand. Active listening can make a huge difference in your interactions with others.

Trainer: MCC Shah

Assertiveness

Assertive people tend to seek out and create win-win scenarios. In general, they're better problem solvers, are good communicators, and are less stressed. This course is designed to enable participants to use a more confident approach in the workplace.

Trainer: MCC Shah

Personal Empowerment

This course seeks to change the mindset that empowerment is something that is given; it helps employees see that they can and should look for improvement opportunities.

Trainer: MCC Shah

Professionalism at Work

Whatever your job title reads, you are a key member of your organization. Attain and maintain a position as a professional and explore techniques for enhancing your image.

Trainer: MCC Shah

Time Management

Time management is not very difficult as a concept, but it's surprisingly hard to do in practice. Learn how to get the most from your day using prioritization, scheduling, goal setting, and other tools and techniques.

Trainer: MCC Shah

Time Management and Personal Effectiveness

This full day workshop will identify the essential personal effectiveness skills needed in today's fast paced environment, and focus on applying these key skills utilizing the process you choose. This powerful combination of skills and tools will result in immediate and dramatic improvements and help you to achieve balance in the key areas of your life.

Trainer: Carroll-Keller

WEB LINKS FOR TRAINERS

Carroll-Keller – <https://c-kg.com/publicworkshops.htm>

KnowBe4 – <https://www.knowbe4.com/>

Illinois Attorney General – <http://foia.ilattorneygeneral.net/Default.aspx>

IPELRA – <https://www.ipelra.org/>

MCC Shah – <http://www.mchenry.edu/shah/>

Morneau Shepell – <https://us.morneaushepell.com/>