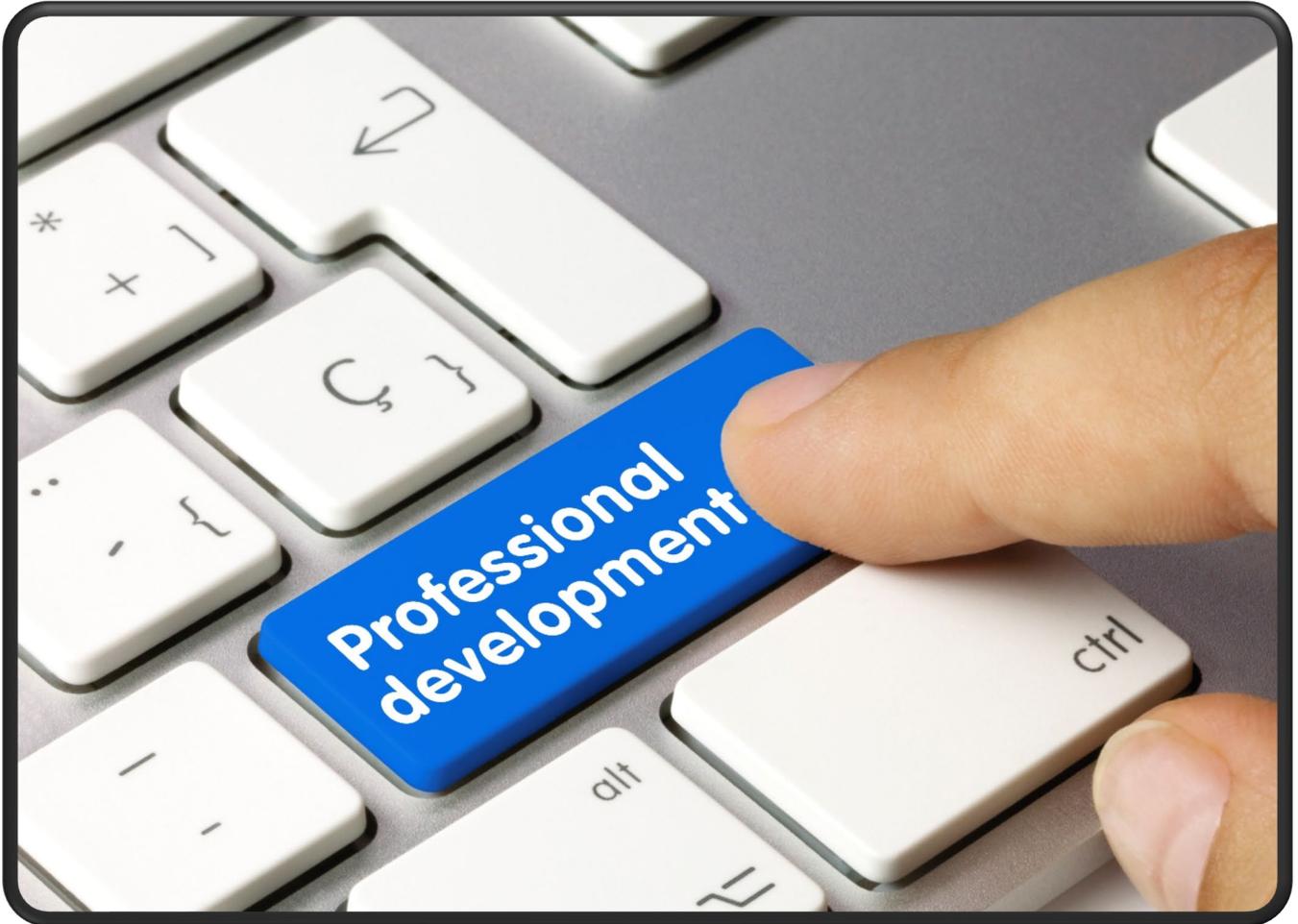




Human Resources Management Employee Development Division



July through December 2023

Training Catalog

Join us!

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For Registration Contact Your Department Training Coordinator to Schedule Training Classes

Thank you



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Communication and Collaboration

Communicating Professionally

Introduction:

Communication influences all factors of your life. The way you communicate is a reflection of who you are and the way you establish relationships with those around you. Our verbal and nonverbal cues heavily influence the messages that we send and receive. Professional communication is essential in the work environment. By understanding the way you communicate, you can increase your probability for success with others while at work.

Who should attend?

Fulton County employees who seek to strengthen personal and professional relationships through clear and effective communication.

What we will cover:

Recognizing how the different communication cues that we send directly impact the receiver's perception of what is being communicated

Understanding how culture influences the way we communicate

Learning how to communicate instructions clearly and effectively

2023 Schedule

Class Code

August 17	9:00am - 1:00pm	Zoom Meeting	CPV13
December 01	9:00am - 1:00pm	Zoom Meeting	CPV14



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

2023 Schedule

Class Code

August 30	9:00am - 1:00pm	Zoom Meeting	FSV39
September 07	9:00am - 1:00pm	Zoom Meeting	FSV40
October 18	9:00am - 1:00pm	Zoom Meeting	FSV41
November 02	9:00am - 1:00pm	Zoom Meeting	FSV42
December 05	9:00am - 1:00pm	Zoom Meeting	FSV43



Communication and Collaboration

Keep Your Cool/Anger Management

Introduction:

Have you gotten into a shouting match with a stranger over a parking space?

Do you slam the phone down when faced with endless computerized voice prompts?

Have you ever acted out physically or used aggressive behavior in an argument with another person?

If you answered yes to any of the questions above, it's an indication that your emotions may be getting the best of you. Instead of expressing your anger in an unhealthy and hostile manner, learn how to "Keep Your Cool."

This course will introduce proven anger management strategies that will help you keep your emotions under control and help you build positive and productive relationships at work.

Who should attend?

All Fulton County employees should attend this course.

What we will cover:

What is anger?

Anger management techniques

How to manage aggressive behavior while remaining calm and focused

Strategies to prevent or decrease anger

How to value customer complaints and deal effectively with adversities and challenges

Healthy ways to control and express anger



2023 Schedule

Class Code

September 20	9:00am - 1:00pm	Zoom Meeting	KCV12
October 24	9:00am - 1:00pm	Zoom Meeting	KCV13

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.

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	

2023 Schedule

Class Code

July 11	10:00am - 12:00pm	Zoom Meeting	ADV28
August 08	10:00am - 12:00pm	Zoom Meeting	ADV29
September 05	10:00am - 12:00pm	Zoom Meeting	ADV30
October 10	10:00am - 12:00pm	Zoom Meeting	ADV31
November 07	10:00am - 12:00pm	Zoom Meeting	ADV32

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.

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

2023 Schedule

Class Code

July 11	1:00pm – 4:00pm	Zoom Meeting	IPV28
August 08	1:00pm – 4:00pm	Zoom Meeting	IPV29
September 05	1:00pm – 4:00pm	Zoom Meeting	IPV30
October 10	1:00pm – 4:00pm	Zoom Meeting	IPV31
November 07	1:00pm – 4:00pm	Zoom Meeting	IPV32

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.

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

2023 Schedule

Class Code

August 03	10:00am – 12:00pm	Zoom Meeting	ORV5
September 07	10:00am – 12:00pm	Zoom Meeting	ORV6
October 05	10:00am – 12:00pm	Zoom Meeting	ORV7
November 02	10:00am – 12:00pm	Zoom Meeting	ORV8
December 07	10:00am – 12:00pm	Zoom Meeting	ORV9



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

Who should attend?

New and existing user department staff who request procurement items

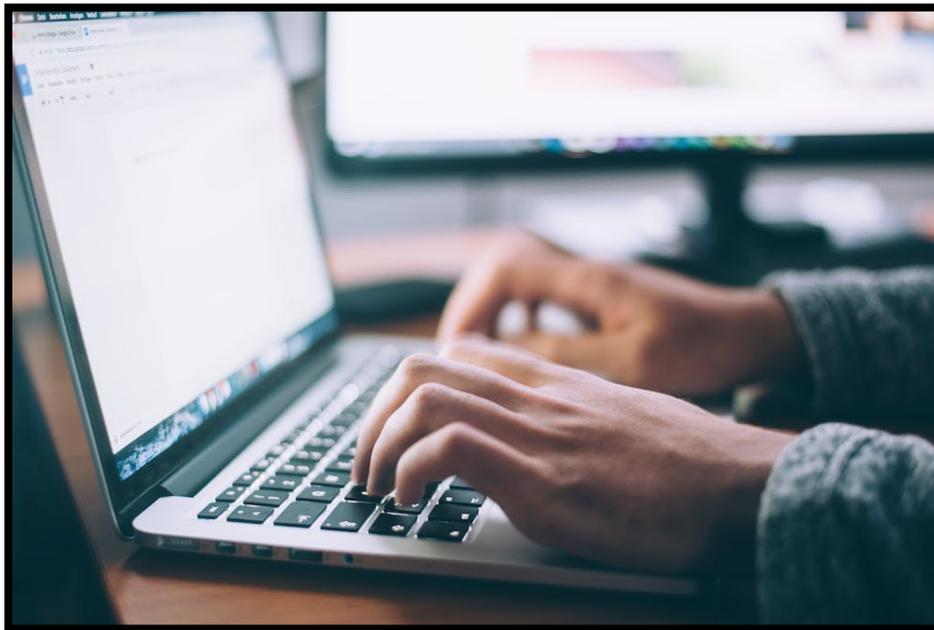
What will it cover:

1. Request Procurement items from the purchasing team
2. Track request submitted to the purchasing department
3. Request solicitations

2023 Schedule

Class Code

July 25	10:00am - 11:00am	Zoom Meeting	BNR1
August 29	10:00am - 11:00am	Zoom Meeting	BNR2
September 26	10:00am - 11:00am	Zoom Meeting	BNR3
October 31	10:00am - 11:00am	Zoom Meeting	BNR4
November 28	10:00am - 11:00am	Zoom Meeting	BNR5



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.

Who should attend?

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

What will it cover:

1. Learn how to evaluate vendor performances that do business with Fulton County
2. Track a vendor's overall performance in doing business in the county
3. The ability to accurately document a vendor's performance

2023 Schedule

Class Code

July 25	11:30am – 12:30pm	Zoom Meeting	BNV1
August 29	11:30am – 12:30pm	Zoom Meeting	BNV2
September 26	11:30am – 12:30pm	Zoom Meeting	BNV3
October 31	11:30am – 12:30pm	Zoom Meeting	BNV4
November 28	11:30am – 12:30pm	Zoom Meeting	BNV5



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?

2023 Schedule

Class Code

September 15

9:00am - 1:00pm

Zoom Meeting

ARV9



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 MassMutual.

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



2023 Schedule

Class Code

October 26	1:00pm - 3:00pm	Zoom Meeting	R4V6
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Planning Your Retirement

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

2023 Schedule

November 03

9:00am - 1:00pm

Room 3029

Class Code

4OV6



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.

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

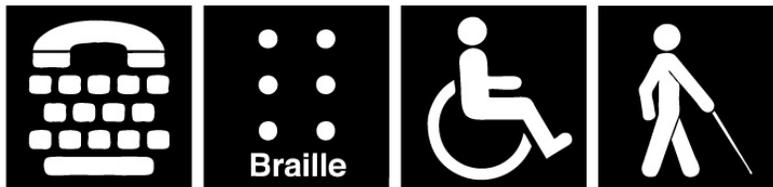
Fulton County's ADA Policy (100-16) and the Reasonable Accommodation Process

2023 Schedule

Class Code

October 6 9:00am - 11:00am Zoom Meeting AWW6

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



2023 Schedule

Class Code

New Employee Orientation will start at 8:30 am and end at 4:30 pm.

July 05	EO351	October 11	EO358
July 19	EO352	October 25	EO359
August 02	EO353	November 08	EO360
August 16	EO354		
August 30	EO355		
September 13	EO356	December 06	EO361
September 27	EO357	December 20	EO362

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



2023 Schedule

Class Code

December 01 9:00am - 1:00pm Zoom Meeting WPV10



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. **Because this is a virtual class, attendees must have One Note on their laptop or computer.** Note: It is included in the Microsoft Office 2013 suite.

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

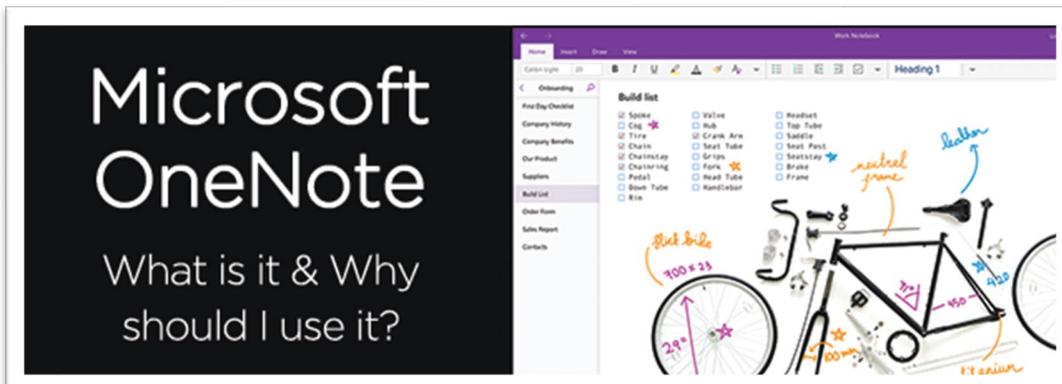
Using Tags



2023 Schedule

September 20	9:00am - 1:00pm	Zoom Meeting	ONV9
November 15	9:00am - 1:00pm	Zoom Meeting	ONV10

Class Code



Information Technology

@FULCO LIBRARY DIGITAL ON THE GO



FULTON COUNTY
LIBRARY SYSTEM

www.fulcolibrary.org

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.



Access Video

Streaming Movies and Documentaries



Creative Bug

Online crafts and DIY classes



eReads Kids

Kids eBooks for K-12



Freegal Music

Downloadable and Streamable Music



Hoopla Digital

eAudiobooks, eBooks, Music, and Movies



Infobase Reference

Academic databases for Intermediate students.



Kanopy

Popular and Educational Films and TV Series.



Libby, by Overdrive

eAudiobooks, Magazines and eBooks



Lynda

Software, creative, and business virtual classes



Mango Languages

Learn 75+ languages and ESL on the go



The New York Times

Latest News from Today
Grab an access code online



Online Book Club

Instantly join library-wide Book Clubs with interactive discussions.



Paper

Online real-time 1:1 remote tutoring for K-12 students.



PebbleGo

Engage in fun, interactive Literacy-learning for K-3 Grade students.



Worldbook Online

Fun classic Family Encyclopedia



GET IT ON
Google play

Available on the
App Store

DID YOU KNOW

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

[Facebook](#) [Instagram](#) [Twitter](#) [LinkedIn](#) /fulcolibrary

@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.



Zoo Atlanta

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



Center for Puppetry Arts

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



Chattahoochee Nature Center

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



Emory Michael C. Carlos

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



The Breman Museum

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



GA State Parks & Historic Sites

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



Go Fish Education Center

Free Access: Up to 6
Checkout Period: 7 Days
Overdue Fee: \$1.00 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

Passes are available at every library besides Auburn Avenue Research Library. Due to current pandemic, only select passes are currently available for check out until further notice. Specific terms and full list of passes are listed online at fulcolibrary.org/library-services/partnership-passes/

DID YOU KNOW

We have a new website! Check out the new fulcolibrary.org and visit our YouTube channel for How-to videos on how to log into your account, place books on hold, and more using the new site.



Information Technology

Getting to Know Excel

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

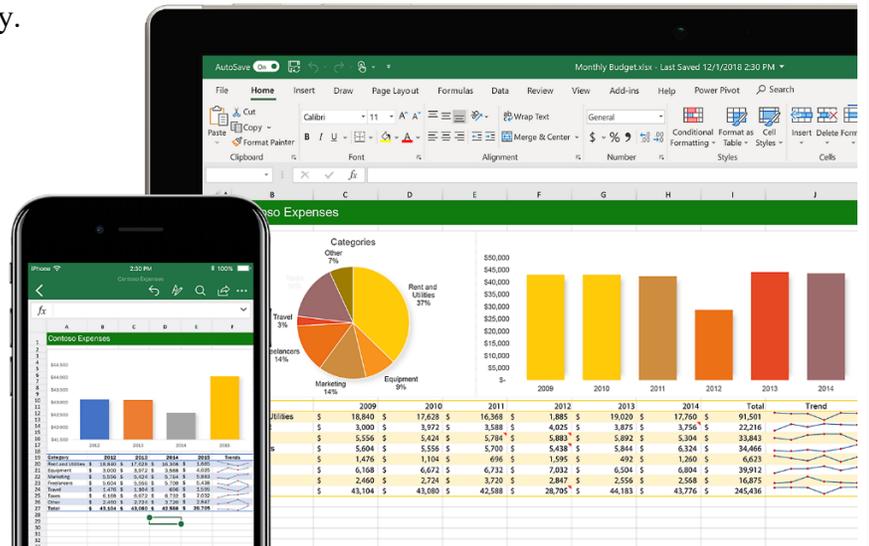
Adjusting Columns and Rows

Writing Formulas and Using Functions

Formatting Data

Creating a Simple Chart

Creating Customized Sorts



2023 Schedule

September 07 9:00am - 1:00pm
October 11 9:00am - 1:00pm

Class Code

Zoom Meeting EXV9
Zoom Meeting EXV10



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 the 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

2023 Schedule

Class Code

October 12	9:00am - 1:00pm	Zoom Meeting	MMM1
December 14	9:00am - 1:00pm	Zoom Meeting	MMM2



Leadership & Influence

Collaborative Leadership

Introduction:

Collaborative leadership is grounded in the belief that all of us together can be smarter, more creative, and more competent than any of us alone. It calls on leaders to use power of influence rather than positional authority to engage their team, and sustain momentum and performance. The collaborative leadership approach calls on leaders to create an environment of trust, mutual respect, and shared aspiration in which all can contribute fully and openly to achieve a collective goal. This class will focus on collective intelligence and high-quality conversations that build good relationships with direct reports that will engage and motivate them to produce exceptional work.

Who should attend?

Fulton County employees interested in developing relationships that result in a shared sense of responsibility for team achievement among team members by fostering cooperation and support.

What we will cover:

Defining Collaborative Leadership

Learning the Collaborative Leadership Style Advantages, Disadvantages and Characteristic

Recognizing Ways to Increase Team Collaboration in the Workplace

2023 Schedule

Class Code

September 13	9:00am - 1:00pm	Zoom Meeting	CLV9
November 08	9:00am - 1:00pm	Zoom Meeting	CLV10



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

2023 Schedule

Class Code

September 21	9:00am - 1:00pm	Zoom Meeting	LSV10
November 02	9:00am - 1:00pm	Zoom Meeting	LSV11



Leadership & Influence

Managing a Virtual Team

Introduction:

When it comes to the success of a virtual team, the team's manager plays a major role. If managed effectively, virtual teams can increase productivity, help meet organizational goals, and improve the quality of work.

Get ready to develop the competencies of a virtual leader and enhance the productivity of your virtual team. Learn to leverage the advantages of a virtual team while building trust and making authentic connections with team members.

Who should attend?

Managers, supervisors, and anyone who is currently managing a virtual team, as well as those who will be moving into a virtual management role in the future.

What we will cover:

Determine your role and responsibility as a virtual manager/leader

Understand how your personality style impacts the virtual team

Discover what virtual team members need most in order to be productive

2023 Schedule

Class Code

September 28	9:00am - 1:00pm	Zoom Meeting	MVT1
November 15	9:00am - 1:00pm	Zoom Meeting	MVT2



Professional Development

7 Ways to Build a Growth Mindset

Introduction:

A growth mindset is simply the belief that our basic abilities can be developed and improved through dedication and hard work. This course helps you to learn to develop powerful strategies to improve basic abilities, and build new thinking into lifelong habits.

Who should attend?

Fulton County employees who wish to strengthen personal and professional development.

What we will cover:

Developing and Embracing a Growth Mindset

Growth Mindset Strategies

Key Differences between “Fixed” and “Growth” Mindset

2023 Schedule

Class Code

October 11	9:00am - 1:00pm	Zoom Meeting	7WV10
December 14	9:00am - 1:00pm	Zoom Meeting	7WV11



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; please bring a writing pen. 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



2023 Schedule

August 25 & 28
September 29 & October 02
October 20 & 23

8:30am - 4:30pm
8:30am - 4:30pm
8:30am - 4:30pm

Class Code

Zoom meeting DDV14
Zoom meeting DDV15
Zoom meeting DDV16

Professional Development

Effective Meeting Facilitation

Introduction:

What is the purpose of a business meeting? There are lots of great reasons to have a business meeting. If done correctly, meetings can be an excellent way to address important business concerns. Unfortunately, poorly run meetings and meetings that waste valuable time are far too common. To have an effective meeting, you must have an outline and a purpose. This sets the foundation, establishes the parameters, and tells everybody in the room why they are there, for how long, and what they need to accomplish to have an excellent business experience.

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:

Planning and facilitating effective meetings

The challenging attendee

Preparing a meeting agenda

Roles and responsibilities for effective meetings

Recording meeting minutes



2023 Schedule

Class Code

August 09	9:00am – 1:00pm	Zoom Meeting	MFV10
October 05	9:00am – 1:00pm	Zoom Meeting	MFV11



Professional Development

Email Etiquette in the Workplace

Introduction:

The main purpose of your work email is to facilitate clear communication about the work that you do. So why is it (that in many cases) our work email can be the source of a lot of miscommunication? Maybe the tone was off. Or perhaps the wrong people received the message. Could it be that you did not respond to the email with enough information? Whatever the problem is, an understanding and adherence to good workplace email etiquette can reduce or eliminate most issues related to digital communication.

Who should attend?

Fulton County employees who wish to learn more about workplace email etiquette. This class is ideal for all levels of the organizational chart including and not limited to: assistants, support staff, supervisors, managers, and senior leadership.

What we will cover:

Determine the purposes for writing business emails

Describe the components of a business email

Recognize best practices of business email etiquette



2023 Schedule

Class Code

September 06	9:00am - 1:00pm	Zoom Meeting	EEW1
November 01	9:00am - 1:00pm	Zoom Meeting	EEW2



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

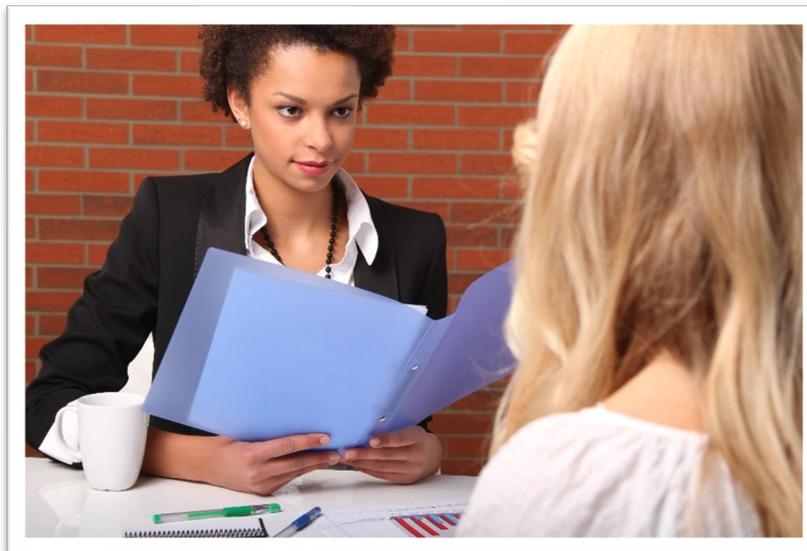
Your interview day

Post interview tips



2023 Schedule

August 29	9:00am - 1:00pm	Zoom Meeting	PI32
December 01	9:00am - 1:00pm	Zoom Meeting	PI33



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	BreAnna Rowland	(404) 613-5360
Community Development	Danyelle Norah /Gwendolyn Hunter	(404) 613-3663 (404) 612-3647
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	Marsha McCracken/ Donna Bates	(404) 612-0446/ (404) 612-8585
DREAM	April Pye/Barnette Jones	(404) 612-7028/ (404) 612-0894
Emergency Services- 911	Latisha Mattox	(404) 612-7902
External Affairs	Douglass Bell	(404) 612-1388
Finance	Rronda Sanchez	(404) 612-7695
Housing and Community Development	Gwendolyn Hunter	(404) 613-3647
Human Resources Management	Simeal Moore	(404) 613-0887
Information Technology	Yvonne Hanniford	(404) 613-0656
Internal Audit	Queena Jenkins	(404) 612-1020
Juvenile Court	Maria DeLong	(404) 612-4459
Library	Peggie Watson/ Cassandra Turnipseed	404) 730-1976 (4) 808-3457
Magistrate Court	Chrishanna Desrosiers	(404) 612-5890
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	(404) 612-6595
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	Ashley Jones	(404) 612-2877
Tax Assessor	LaGaylir Bennett	(404) 612-3142
Tax Commissioner	Demetria Anthony	(404) 613-0786



BECAUSE WE CARE, WE SERVE!

