

The Learning Center



**Internal Certification Program
2011-2012 Brochure**

I.C.P. Mission and Goals

Mission

The Columbus Consolidated Government's Internal Certification Program (I.C.P.) is designed to develop and enhance employees talents, abilities and advancement potential by increasing their knowledge of the technical, managerial, cultural and day to day functional aspects of local government administration.

Goals

In order to fulfill its mission, the I.C.P. has set forth the following goals:

- To provide quality instruction that encourages the professional growth and continuing excellence of employees
- To provide employees with a range of instructional programs that complement and increase to their knowledge of local government management
- To offer programs that develop the cultural and intellectual potential of employees
- To create a pool of qualified candidates for promotional opportunities

Admission and Selection Process

Admission

Individuals seeking admission into the I.C.P must submit an official nomination form to the Learning Center to be reviewed by the Selection Committee. An annual schedule of classes will be distributed before each term begins. The matriculation period runs August through April.

Selection

After the nomination form has been received, the ICP Selection Committee will review each form for admission to the program. The committee will determine if those who are applying are qualified based upon the following criterion:

- Recommendation and approval from their department's director; information provided on completed nomination form
- Exceptional attendance and performance evaluation
- Full-time employment with the Columbus Consolidated Government for a minimum of one year for Level I and two years for Level II
- Potential for exceptional performance at either level of the Internal Certification Program

Employees whose job requires a certification (i.e. Appraiser, Inspector, or GFOA) as part of their job description and performance may be exempted from taking some courses based on the curriculum. This curriculum should be submitted to the Selection Committee to determine which course if any will be exempted. These courses will need to be taken within the same calendar year of attending Level I or II Certification.

Employees who have attended any technical training (i.e. Word, PowerPoint) required at any level of the certifications may be exempted from attending these course if their proficiency level is at 70% , based on an assessment administered by the Learning Center. In the event that the employees does not satisfy the 70% requirement, they will be required to attend that specific course in its entirety.

Completion of Program

Upon completion of each course, candidates will be tested and/or evaluated for proficiency and/or aptitude of that specific subject matter. These tests or evaluations will be administered by the course instructors.

At the conclusion of each level, a formal ceremony will be held to honor those students who have successfully matriculated through the I.C.P. Employees will be recognized and issued official certificates of completion, and official pin.

Those who successfully complete Levels I or II will be categorized as Level I or Level II Certified. These individuals will be highly considered when positions conducive to their qualifications and training are available within the Columbus Consolidated Government.



Quality People Providing Quality Service

Level II

Level II Certification is designed for potential or existing supervisors/managers. This training explores topics critical to developing effective management skills. Participants will be exposed to different facets of human resources law and policy, project management, motivation and team building, communication skills and much more.

The objective of Level II is to enhance an employee's ability to manage employee performance, and create a positive work environment. Employees will have the opportunity to explore new ideas and approaches through group interaction, case studies, group discussion, and experiential activities.

Expected Outcomes:

- Identify and understand self and other's behavior patterns
- Motivate their employees and co-workers to achieve organizational goals
- Address stress, and conflict management.
- Resolve employee conflicts
- Effectively manage workforce diversity

Legal Environment of Government

HR Law I

HR Law II

Harassment and Discrimination

Interviewing and Hiring

Performance Reviews and Documentation

Discipline and Termination

Organizational Management

Dealing with Difficult People

Ethics and Integrity

Teamwork

Government and Budgeting

Generational Gaps

Leadership Development

Myer-Briggs

Effective Leadership

Project Management

Effective Presentations

Meeting Planning

Media Relations

Total Hours: 72

Level I

Level I certification focuses on the fundamental principles of employees developing their customer service, interdepartmental knowledge and technical skills. This certification program is designed to prepare the employee for the high level of proficiency required to manage and operate effectively within the Columbus Consolidated Government.

Employees will learn how to effectively incorporate the knowledge obtained in the day-to-day operations required for the fast-pace and continuously evolving work-force in local government.

At the conclusion of the Level I Program, be level I certified and recognized by the State of Georgia's Department of Adult and Technical Training as a Certified Customer Service Specialist.

Expected Outcomes

- Communicate effectively with internal and external customers
- Operate more efficiently within their office
- Preparation for Level II
- Sensitivity to customer, citizen and employee needs.

An Introduction to being a Public Servant

Positive Work Ethics

Working Together

Customer Service Overview

Language of Government and Business

Managing Difficult Situations/Face to Face Customer Service

Critical Thinking & Telephone Skills

Government and Business Principles

Technical Training

Managing Change

Effective Presentations

Business Writing I

Business Writing II

Business Math

Time and Stress Management

24 Hours of Technical Training

Total Hours: 74

Attendance

The Internal Certification Program supports the philosophy that the instructional curriculum is vital in making this program successful. Experience has shown that a high quality of work is virtually impossible with irregular attendance.

Those who are enrolled are expected to attend each class. It is required that each person enrolled in the ICP attend **80%** of the courses needed to successfully complete the program. Classes that are missed are to be made up by completing course work assigned by the instructor. Each absence will be considered as either excused or unexcused.

Excused: An excused absence, tardiness or early departure may be excused if due to personal illness, illness or death in the family, impassable roads due to inclement weather, religious observance, quarantine, required court appearances, military obligations, medical appointment (documented), work obligations and vacations approved prior to beginning

Unexcused: An absence, tardiness or early departure is considered unexcused if the reason for the lack of attendance does not fall into the above categories (i.e. hunting, hair cut, tanning, shopping, oversleeping).

Any person missing more than 80% of the courses, without the proper make-up of class work, will be automatically discharged from the program.

If an individual is discharged from the program due to excessive absences; consideration for readmission to the program can be done by submitting a written justification to the Selection Committee. Any person missing more than 80% of the courses, without the proper make-up of class work, will be automatically discharged from the program.

Make Up Work

Any person enrolled in the ICP must make up any missed classes with appropriate assignments. Satisfactory make-up work will be determined by instructor, which may include a research paper.

Level II Class Schedule

Class	Date
HR Law I	August 4, 2011
HR Law II	August 10, 2011
Harassment and Discrimination	September 1, 2011
Interviewing and Hiring	September 14, 2011
Performance Reviews and Documentation	October 6, 2011
Discipline and Termination	October 12, 2011
Dealing with Difficult People	November 3, 2011
Ethics and Integrity	November 9, 2011
Myers-Briggs	December 1, 2011
Government and Budgeting	December 7, 2011
Workplace Violence and Personal Security	January 5, 2012
Generational Gaps	January 10, 2012
Teamwork	February 2, 2012
Effective Leadership	February 8, 2012
Project Management	March 1, 2012
Effective Presentations	March, 14, 2012
Meeting Planning	April 11, 2012
Media Relations	April 25, 2012

All classes are 8am-12pm and are held in The Learning Center

Level I Class Schedule

Class	Date
An Introduction to being a Public Servant	August 23, 2011
Positive Work Ethics	August 17, 2011
Working Together	September 21, 2011
Customer Service Overview	September 7, 2011
Language of Government and Business	October 5, 2011
Managing Difficult Situations/Face to Face Customer Service	October 19, 2011
Critical Thinking & Telephone Skills	November 2, 2011
Government and Business Principles	November 16 & December 7, 2011
Technical Training	January 18, 2012
Managing Change	February 1, 2012
Effective Presentations	February 15, 2012
Business Writing I	March 7, 2012
Business Writing II	March 21, 2012
Business Math	April 4, 2012
Time and Stress Management	April 18, 2012

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