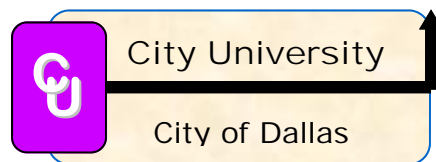


City of Dallas

Course Catalog

Fiscal year 2010 - 2011



Catalog developed and maintained

By
City of Dallas - Human Resources Department - City University Division

Human Resources - City University

City University is the centralized and systematic umbrella for continuous learning and development and performance in support of the City's Six Key Focus Areas. Specifically, City University is responsible for the design, development and implementation of training programs that support organizational goals and enhance the skills, knowledge and abilities of employees.

City University provides three services:

1. Training and employee development to ensure that our workforce has the skills needed to meet organizational goals and needs.
2. Consulting services to departments to assist with assessments, design, development, delivery and evaluation of specific training activities.
3. Administrative support that will provide registration, employee tracking and progress reports.

City University consists of the following components: Employee Development, Manager's Executive Institute, Succession Planning and Performance Management. These components are designed to provide employees at all levels with the skills and knowledge necessary to achieve business goals.

For more information regarding course information and schedules please contact **Deritte Fernandez, City University Manager at:**

ECO Park
5215 Simpson-Stuart Road, Room 130
Dallas, Texas, 75241

Cityuniversity@dallascityhall.com

Table of Contents

HOW TO USE THIS COURSE CATALOG.....	4
EMPLOYEE REGISTRATION	5
MANAGER’S REGISTRATION OF EMPLOYEES	7
TRAINING SCHEDULE AND TRAINING HISTORY	8
SCHOOL OF LEADERSHIP AND PROFESSIONAL DEVELOPMENT	10
ABOUT THE SCHOOL OF LEADERSHIP AND PROFESSIONAL DEVELOPMENT	11
SCHOOL OF LEADERSHIP AND PROFESSIONAL DEVELOPMENT COURSES	12
SCHOOL OF SAFETY.....	16
ABOUT THE SCHOOL OF SAFETY.....	17
OCCUPATIONAL SAFETY & HEALTH POLICY	19
SCHOOL OF SAFETY COURSES	20
SCHOOL OF CUSTOMER SERVICE.....	36
ABOUT THE SCHOOL OF CUSTOMER SERVICE	37
SCHOOL OF CUSTOMER SERVICE COURSES	38
SCHOOL OF TRAINING AND FACILITATION.....	42
ABOUT THE SCHOOL OF TRAINING AND FACILITATION.....	43
SCHOOL OF TRAINING AND FACILITATION COURSES	44
SCHOOL OF ENVIRONMENTAL QUALITY.....	46
ABOUT THE SCHOOL OF ENVIRONMENTAL QUALITY	ERROR! BOOKMARK NOT DEFINED.
SCHOOL OF ENVIRONMENTAL QUALITY COURSES	48
SCHOOL FOR PROFESSIONAL DEVELOPMENT FOR ENGINEERING / ARCHITECTURAL DESIGN AND CONSTRUCTION PROFESSIONALS.....	60
ABOUT THE SCHOOL FOR PROFESSIONAL DEVELOPMENT FOR ENGINEERING / ARCHITECTURAL DESIGN AND CONSTRUCTION PROFESSIONALS	61
SCHOOL OF HEALTH AND WELLNESS.....	64
ABOUT THE SCHOOL OF HEALTH AND WELLNESS	65
SCHOOL OF HEALTH AND WELLNESS COURSES.....	66

How to use this Course Catalog

The 2010 City of Dallas Course Catalog is the main source of City-wide training opportunities available for registration through the Lawson HRIS Career Management System. This is the resource for managing your City sponsored training information such as training registrations, training schedules and training history. This system is available to all City of Dallas employees. Only current and open training courses are available for registration in Lawson.

Training specific to your Department may also be available for registration on Lawson. Please contact your Department directly with any questions regarding training opportunities available through them.

Courses are offered by the department that sponsors that particular training course or program. The following are the departments and/or divisions that currently have City-wide training opportunities listed in this catalog:

- City University Courses
- All Defensive Driving Courses
- All Safety
- Office of Environmental Quality

If you would like to register for a training session offered in the Lawson HRIS Career Management System you must first know your User ID and password. If you do not know your User ID and password please call Desk Top Services at (214) 670.1234 option #1.

Employee Registration

How Employees Register for Training in Lawson HRIS Self Evident Application (SEA)

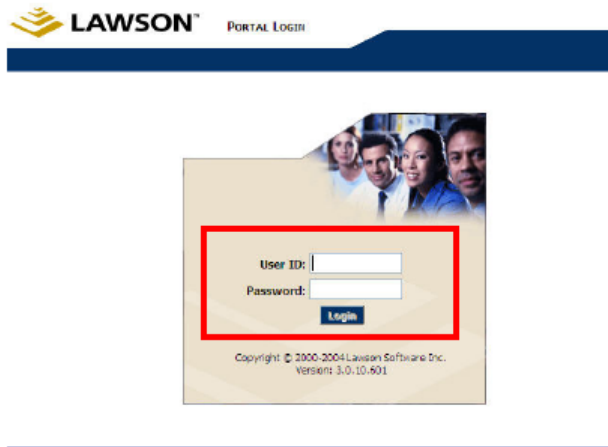
This is a “How To” for the employees of the City of Dallas to register for Training courses in the Lawson HRIS Self-Evident-Application SEA Training module. If Managers wish to enroll their employees in training using Lawson, please see page 7 of this catalog.

Step-by-Step Instructions

Step 1. To log into SEA, go to [Http://www.cod](http://www.cod) or [Http://www.dallascityhall.com](http://www.dallascityhall.com) and select the **Lawson HRIS** link.

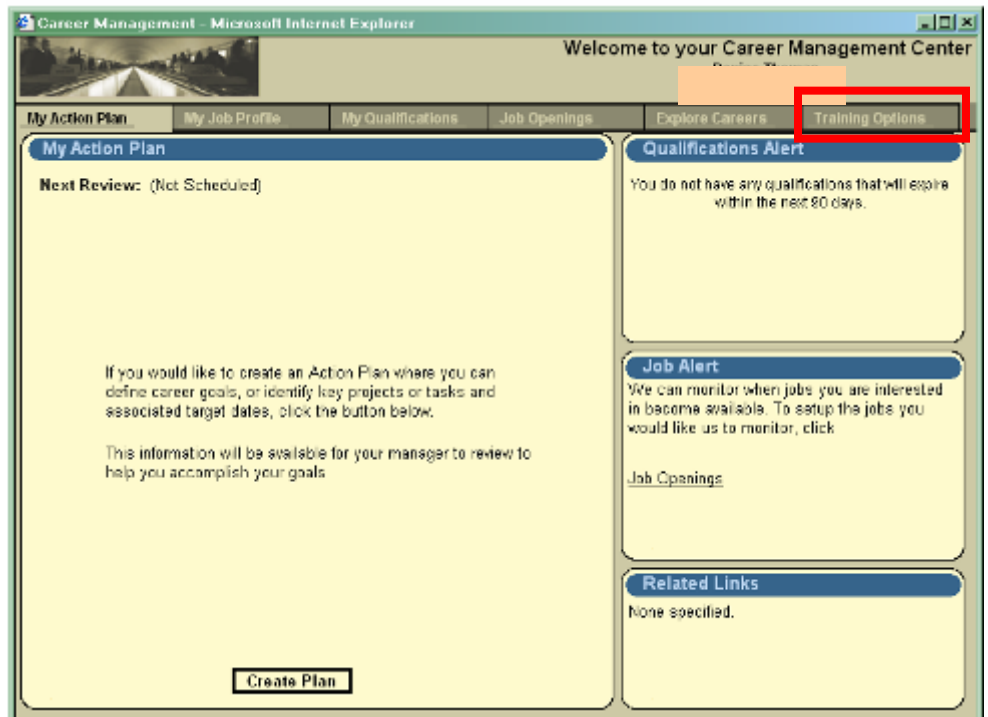
Step 1.a. Using your SEA User ID and Password, log into SEA.

If you have lost your SEA login or password, contact the HRIS Technical Support desk at 1 (866) 804-3884.

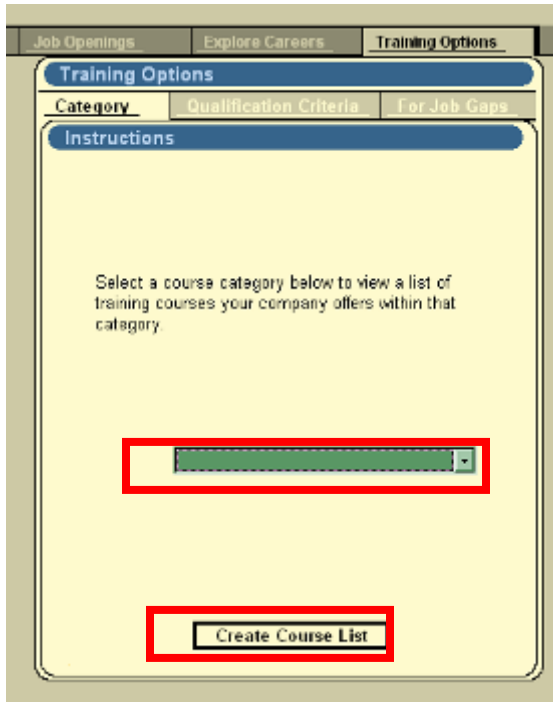


Step 2. Select the **Career Management** link

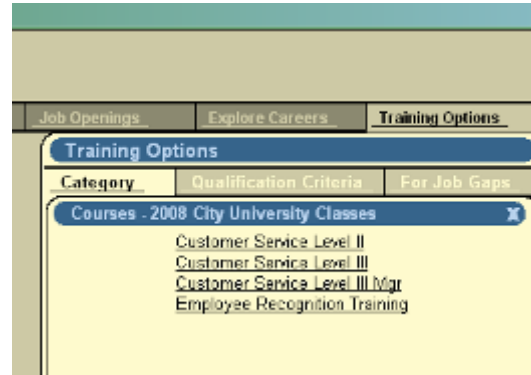
Step 3. Select **Training Options** link



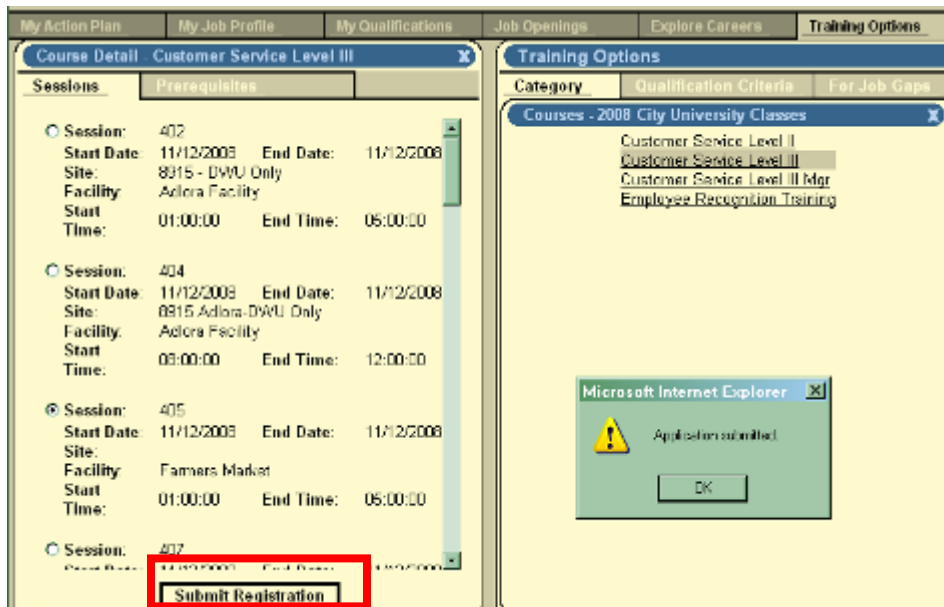
Step 4. In the drop down box, select the Department who is sponsoring the course you wish to register for. After selecting the Department, then click on **Create Course List**.



Step 5. Select the course you wish to register for



Step 6. Select the session you wish to attend and click on **Submit Registration**



Congratulations! You are now registered for your training session!

Manager's Registration of Employees

1. Log on the Self-Evident Application (SEA) of the Lawson Human Resource Information System (HRIS) – located on the Home page of the City's Intranet
2. On the left side of the screen under **Manager Self-Service** - select **Career Management**
Make sure the box is full screen by using the maximize button on the upper right hand corner of the screen
3. Select the **down arrow** in the "**Instructions**" box
4. Select an **employee**
5. Select **Training Options** – Scroll to the bottom
6. Select the **Department the course is being offered by from the drop-down menu**
The department information should be on related announcement(s) for the training course
7. Select **Create Course List** -
If you cannot see this box, hit your Tab key one time to see it – the click on Create Course List
8. Select the class of your choice
9. Select the employee you wish to register.
10. Select **Submit Registration**
11. Repeat # 7 thru # 9 as required.

Training Schedule and Training History

How to Check Your Training Registrations and Training History in Lawson HRIS Self Evident Application (SEA)

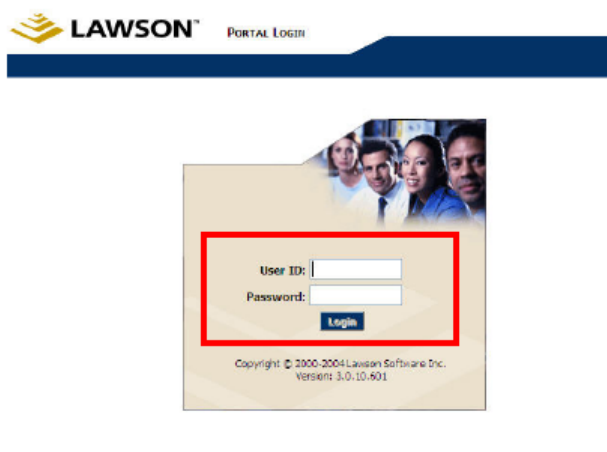
This is a “How To” for the employees of the City of Dallas to check their current Training Registration(s) or to review their Training History in the Lawson HRIS Self-Evident-Application SEA Training module.

Step-by-Step Instructions

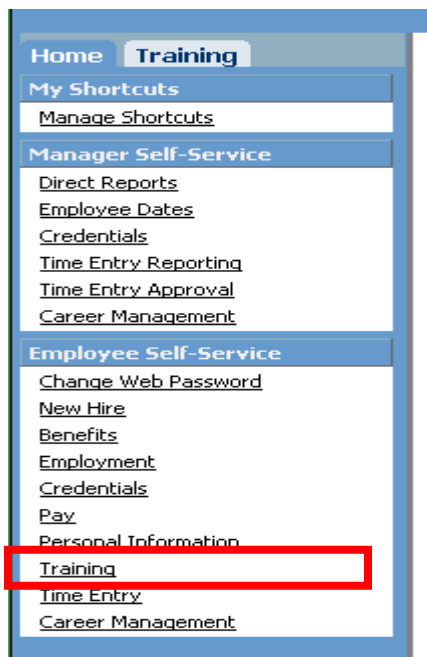
Step 1. To log into SEA, go to [Http://www.cod](http://www.cod) or [Http://www.dallascityhall.com](http://www.dallascityhall.com) and select the **Lawson HRIS** link.

Step 1.a. Using your SEA User ID and Password, log into SEA.

If you have lost your SEA login or password, contact the HRIS Technical Support desk at 1 (866) 804-3884.



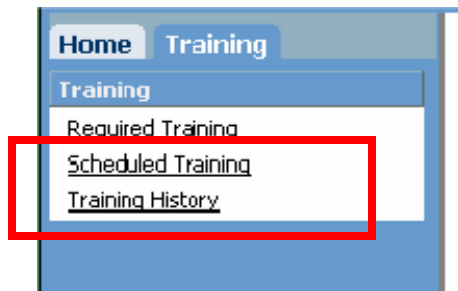
Step 2. Select the **Training** link



Step 3. Select **Scheduled Training** to see all the training sessions you have registered for in Lawson

Or

Select **Training History** to see all the training courses you have received credit for in Lawson. **PLEASE NOTE:** it may take up to 14 days from the date you attended training to when your training history is updated in Lawson.



This page intentionally left blank

School of Leadership and Professional Development



About the School of Leadership and Professional Development

The School of Leadership and Professional Development is centered on preparing the City of Dallas' Supervisors and Managers with increased leadership skills and implementing effective behaviors that coach, support, encourage, and develop today's employees resulting in Performance Improvement. Its primary purpose focuses on the following key areas:

- Preparing City of Dallas Leadership Teams and Potential Leaders with increased supervisory and managerial skill sets as well as equipping them to potentially take on advanced roles within the City
- Assisting in the management of employee performance improvement
- Helping to increase employee morale and productivity
- Aligning leadership competencies with competitive markets locally, regionally, and globally
- Implementing course curriculum that supports overall city-wide goals and initiatives
- Facilitating communication strategies that may decrease legal ramifications resulting in poor decision making and value judgments

Courses that are presented within the School of Leadership and Professional Development are interactive, engaging, and are based on the Adult Learning Theory model. Each participant has the opportunity to endorse personal accountability and commitment regarding one or more key components of each course offering in order to actively implement course concepts, theories, and strategies within their own work-place circle of influence.

School of Leadership and Professional Development Courses

Piloting the Flight Taking Management Training to a Higher Level

Piloting the Flight Leadership training program is a series of classes taught over five months. Each monthly class will focus extensively on one leadership topic with activities and assignments for the participants to practice and complete before the next month's class. It is designed as a professional development tool and is targeted for those employees who possess and exemplify leadership qualities. The purpose of the program is to prepare potential leaders to: expand his/her leadership role; enhance his/her leadership skills, and to transfer what is learned in the classroom to the job.

TARGET AUDIENCE: Employees who exhibit leadership skills and are: a member of the department's leadership team; regarded as an expert within his/her area of operations; training, coaching, and mentoring other employees; solving unique and challenging situations; demonstrating the City of Dallas' Nine Core Values; newly hired supervisor or manager; existing managers and supervisors who have not attended the Piloting the Flight Program; or existing managers and supervisors who have missed one or more classes.

PREREQUISITE: Must be a member of the target audience listed above

TIME COMMITMENT: One eight-hour course each month for five months

TRAINING SERIES FREQUENCY: The five-course training series is offered twice per fiscal year

TRAINING CONTACT: City University at: Cityuniversity@dallascityhall.com

The following courses are all modules within the Piloting the Flight training program series. In order to receive a certificate of completion for Piloting the Flight, participants must attend all five courses. Dates are subject to change.

Leading People

Leading People is the first module of the "Piloting the Flight" leadership development program. This module will prepare City of Dallas managers to lead teams of employees to accomplish organizational goals. Topics for this module include: Team Building, Understanding Communication Styles, and Coaching for Results.

Participants who attend Leading People will be able to:

- Build and manage a productive work team
- Communicate with direct reports, peers, and upper management more effectively
- Adjust your personal communication style to effectively handle high stakes conversations
- Coach each employee to successful performance by considering the employee's competence and commitment and applying a tailored leadership approach

Leading People

FY 09-10 SCHEDULE:

Quarter:	Date and Time:	Location:
Second Quarter	Thursday, January 27, 2011; 9:00AM to 5:00 PM	ECO Park Rm. 121
Third Quarter	Thursday, May 26, 2011; 9:00AM to 5:00 PM	ECO Park Rm. 121

Driving for Results

Driving for Results

Driving for Results is the second module of the "Piloting the Flight" leadership development program. Organizational success leading to customer satisfaction begins with establishing goals that are aligned with the City's strategic direction. Goals are managed through a robust performance management cycle and employees thrive in an environment of accountability rather than blame.

Participants who attend this course will be able to:

- Develop SMART goals
- Flex their management style to ensure employee success
- Change behaviors to shift from a culture of blame to one of accountability

FY 09-10 SCHEDULE:

Quarter:	Date and Time:	Location:
Second Quarter	Thursday, February 24, 2011; 9:00AM to 5:00 PM	ECO Park Rm. 121
Third Quarter	Thursday, June 23, 2011; 9:00AM to 5:00 PM	ECO Park Rm. 121

Building Coalitions

Building Coalitions is the third module of the "Piloting the Flight" leadership development program. Simply put, building coalitions is about influencing others do to what we need them to do, when we need it done. We must learn to build relationships and use those relationships to accomplish organizational, departmental, and individual goals. As leaders, you must influence others to act. Everything you do and say either enhances or harms your ability to influence. Building Coalitions will provide you with the knowledge and skills necessary to successfully influence others to action.

At the end of this class participants will be able to:

- Identify the need for a coalition
- Identify allies and supporters
- Build relationships with those in the coalition
- Effectively present the need for the coalition
- Appropriately communicate the goals

FY 09-10 SCHEDULE:

Quarter:	Date and Time:	Location:
Second Quarter	Thursday, March 24, 2011; 9:00AM to 5:00 PM	ECO Park Rm. 121
Fourth Quarter	Thursday, July 21, 2011; 9:00AM to 5:00 PM	ECO Park Rm. 121

School of Leadership and Professional Development

Leading Change

Leading Change is the fourth module of the "Piloting the Flight" leadership development program. This module will prepare City of Dallas managers to lead work teams through organization, department, division, and team change. Topics in this module include: strategic planning in preparation for change, phases of change, and how to successfully lead change initiatives.

Participants who attend Leading Change will be able to:

- Use a strategic planning model to prepare for change
- Lead work teams through the Four Phases in the Change Curve
- Create a Personal Strategy to Move You and others through the Change Curve

FY 09-10 SCHEDULE:

Quarter:	Date and Time:	Location:
Third Quarter	Thursday, April 21, 2011; 9:00AM to 5:00 PM	ECO Park Rm. 121
Fourth Quarter	Thursday, August 25, 2011; 9:00AM to 5:00 PM	ECO Park Rm. 121

Business Acumen

Business Acumen is the fifth and final module of the "Piloting the Flight" leadership development program. Leading teams require the leader to fairly apply policy and procedures. The Business Acumen module will provide City of Dallas supervisors and managers with the skills necessary to fairly and equitably apply City of Dallas processes and procedures.

Participants who attend this module will be able to:

- Apply Supervisor and City of Dallas Policy and Procedures (Administrative Directives)
- Locate City of Dallas policies and procedures

FY 09-10 SCHEDULE:

Quarter:	Date and Time:	Location:
Third Quarter	Thursday, May 26, 2011; 9:00AM to 5:00 PM	ECO Park Rm. 121
Fourth Quarter	Thursday, September 22, 2011; 9:00AM to 5:00 PM	ECO Park Rm. 121

Interviewing Skills

Hiring the right person for the job can save the organization money, recruiting costs, and lost training time from hiring the wrong person. This interviewing skills training provides guidance on preparing adequately, interviewing expertly and avoiding the legal pitfalls of an interview. Managers will walk away with a template for one of their specific jobs to aid them the next time they interview.

TARGET AUDIENCE: Hiring managers

PREQESITE: None

TIME COMMITMENT: 6 hours

TRAINING COURSE FREQUENCY: This course is offered quarterly per fiscal year

TRAINING CONTACT: City University at: Cityuniversity@dallascityhall.com

FY 09-10 SCHEDULE:

Quarter:	Date and Time:	Location:
Fourth Quarter:	Tuesday, August 16 2011; 9:00AM to 3:30 PM	ECO Park Room 127

Internal Control

Intermediate training provided to managers and supervisors on evaluation, improving, and reporting on internal control systems in accordance with Administration Directive 4-9 as authorized by City Council Resolution 883428. An internal control class exercise will be used to help managers and supervisors gain an understanding of the annual self-evaluation process.

TARGET AUDIENCE: Required training for managers and supervisors

PREREQUISITE: Read AD4-9: Internal Control

TIME COMMITMENT: 3 hours

TRAINING COURSE FREQUENCY: This course is offered quarterly per fiscal year at City Hall

TRAINING CONTACT: Janet Y. Williams at: janet.williams@dallascityhall.com

FY 09-10 SCHEDULE: Please contact Janet Williams at 214-670-3827

Date and Time:	Location:	Class Time
Friday, January 22, 2010	L1FN Conference Room B	9am - 12pm
Friday, March 26, 2010	L1FN Conference Room B	9am - 12pm
Friday, June 25, 2010	L1FN Conference Room B	9am - 12pm
Friday, September 24, 2010	L1FN Conference Room B	9am - 12pm

School of Safety



About the School of Safety

Our Safety & Loss Prevention Team provides comprehensive services that comply with regulatory requirements and current industry best practices. We are here to meet your short or long-term needs which include the following:

- Property & Hazard Analysis Surveys
- Job Safety Analysis
- Reporting & Monitoring
- Safety Audits
- Accident/Injury Investigation
- Driver Safety Training
- Safety Program Development & Implementation
- Customized Safety Training

The classes described in this catalog are designed primarily to provide employees with knowledge and tools needed to reduce or eliminate accidents and injuries. Some of the material presented will meet regulatory requirements and help ensure departmental compliance. For those presentations which require mandatory attendance, persons required to attend will receive prior notification.

Courses are open to all City of Dallas employees and will be coordinated by one of our Safety Officers.

Safety & Loss Prevention Team

- Assist departments with safety training needs
- Communicate required training to departments, supervisors and managers
- Monitor city wide compliance with safety training requirements
- Provide information on departmental compliance to the safety committees, administration, and departments
- Provide training materials, assistance, and programs to address departmental requirements
- Assist supervisors in the identification process and provide training for specific workplace hazards

Departments

- Work with the Safety & Loss Prevention Team and departmental supervisors to identify training needs for their departments
- Ensure that all departmental employees receive the appropriate safety training within established time frames
- Ensure that all departmental training records are transmitted to the Safety & Loss Prevention Team as appropriate
- Notify the Safety & Loss Prevention Team when new or unaddressed hazards are introduced into the workplace or procedure

Managers / Supervisors

- Being trained and knowledgeable in the safety and health hazards to which employees under their direction may be exposed
- Establish, implement, and maintain a system for communicating with employees about health and safety matters
- Provide workplace specific training for employees to include the specific hazards present in the workplace
- Request assistance with specialized training where needed
- Ensure that all employees under their supervision have completed all safety training requirements
- Employees are responsible for participating in the required training programs provided by the Safety & Loss Prevention Team and their supervisors

Occupational Safety & Health Policy

The City of Dallas strives to demonstrate excellence in protecting people and property, and minimizing exposure to financial loss. Every employee, contractor, and visitor or guest to our facilities will be encouraged to take personal responsibility for safety by adhering to the following principles:

- **Safety:** Maintain a safe workplace, plan our work, perform it safely and ensure accountability for the safety of ourselves, coworkers, and guests
- **Health:** Promote human health within our workplace and community
- **Compliance:** Achieve and maintain compliance with applicable occupational safety and health requirements
- **Community:** Maintain open, proactive and constructive relationships with our employees, neighbors, regulators, and other stakeholders
- **Continual Improvement:** Make continual improvements in occupational safety and health performance

The occupational safety and health program will undergo an annual review of the City's progress on meeting its goals and adherence to this policy and be sensitive to financial responsibility when reviewing compliance objectives.

School of Safety Courses

ACCIDENT-INJURY INVESTIGATION / REPORTING

Instruction is provided on how to conduct an accident investigation. The course also includes the workers' compensation forms and investigation reports required for reporting.

TARGET AUDIENCE: Managers, Supervisors and Crew leaders

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

ADA ACCOMMODATIONS / COMPLIANCE

Instruction is provided on how to ensure compliance with ADA requirements.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: Once

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

BACK INJURY PREVENTION / LIFTING

Instruction is provided on how to perform the proper technique to lift, injury prevention methods, and techniques to prevent injury.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

BATTERY & LOW VOLTAGE SAFETY

This class is for those employees who work with storage, backup batteries and related systems for communications, data processing and/or for batteries used for vehicles and motorized equipment. It explains battery servicing, maintenance, and proper disposal. Eyewash and appropriate Personal Protective Equipment (PPE) is explained.

TARGET AUDIENCE: Supervisors, Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

BLOOD BORNE / WATERBORNE PATHOGENS

This training is designed to provide a basic understanding of bloodborne and waterborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

CDL LICENSE ASSISTANCE

This class is designed to prepare City employees for the written CDL driver license test with the State of Texas. The actual driver training portion must be arranged for by the approving department.

TARGET AUDIENCE: Lateral or promotion to CDL driver position

TIME COMMITMENT: 1 hour

INTERVAL: Once

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

CDL TRUCKS AND TRAILERS TRAINING

This class is designed to prepare City employees for the written CDL driver license test with the State of Texas. The actual driver training portion must be arranged for by the approving department.

TARGET AUDIENCE: CDL drivers only

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

CITY OF DALLAS / DEPARTMENT SAFETY PLAN

This class covers the information included in both the City of Dallas Safety Plan and the Departmental Safety Plans.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 30 minutes

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

COLD / HEAT STRESS / EXHAUSTION RECOGNITION

This class covers the symptoms of heat, cold and exhaustion. It explains prevention and first aid treatment for these conditions.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: Annually

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

CONTAMINATION OF WORK CLOTHING

During the course of a work day, an employee's clothes are exposed to solids, liquids, and vapors. This class will train employees on how to prevent taking these hazardous contaminants back to their homes.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

CPR / FIRST AID / AED

This course teaches how to manage illness and injuries in the first few minutes until professional help arrives. Course content includes basic First Aid with Cardiopulmonary Resuscitation (CPR) and Automatic External Defibrillation (AED). This course does not include certification. Departments should provide funding and designate appropriate positions and personnel for certification as required for workplace exposures.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

CRANE / HOIST SLINGS

This course trains employees on proper inspection and use of equipment. It includes proper inspection and use of equipment. It includes proper safety procedures for crews and explains how hand signals are to be used.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

DEFENSIVE DRIVING FOR PRIMARY DRIVERS

The National Safety Council's Defensive Driving Course is a comprehensive driver improvement program with a basic 6 hour curriculum which offers practical knowledge and techniques to avoid crashes, and to choose safe, responsible and lawful driving behaviors. In addition, this course teaches the requirements for employees designated as a primary driver under Administrative Directive 3-3. Drivers are required to take the City's Defensive Driving Course class once every three years and are required to pass a physical every two years to remain in their job position.

TARGET AUDIENCE: Primary drivers

TIME COMMITMENT: 6 hours

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

DEFENSIVE DRIVING FOR NON-PRIMARY DRIVERS

The National Safety Council's Defensive Driving Course is a comprehensive driver improvement program with a basic 6 hour curriculum which offers practical knowledge and techniques to avoid crashes, and to choose safe, responsible and lawful driving behaviors. In addition, this course teaches the requirements for employees to drive a city vehicle or private vehicle on City Business. Drivers are required to take the Defensive Driving Course class a minimum of one time but can take it as allowed or as directed by their supervisor.

TARGET AUDIENCE: Non-primary drivers

TIME COMMITMENT: 6 hours

INTERVAL: Once

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

DRUG AND ALCOHOL CDL SUPERVISOR

The course is designed to train managers and supervisors on how to recognize employees when they are observed unfit for duty because of the effects of drugs or alcohol. Supervisors and Managers will be made aware of the various CDL regulatory requirements to ensure a drug free work environment. They will also become familiar with the procedures for testing and referring CDL employees who test positive for the presence of drugs or alcohol in their body.

TARGET AUDIENCE: CDL supervisors and managers, includes non-CDL licensed supervisors and managers if supervising CDL drivers.

TIME COMMITMENT: 2 hours

INTERVAL: Annual

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

DRUG AND ALCOHOL EMPLOYEE TRAINING

The course is designed to inform employees of City rules and regulations that prohibit the use or possession of drugs or alcohol while on duty on City property or in a City vehicle. The affects of drugs and alcohol usage will be discussed along with an emphasis on the disciplinary action for those who violate these policies. It identifies the four reasonable suspicion programs with the City of Dallas: DFD, DPD, Administrative Directive 3-49, and the CDL Random Program.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

DRUG AND ALCOHOL REASONABLE SUSPICION TRAINING (AD 3-49)

Participants will learn how to effectively and appropriately intervene in reasonable suspicion instances. This course will train executives, managers and supervisors on how to recognize behaviors that indicate an employee may have ingested, inhaled or injected a drug or alcoholic beverage. Students will become aware of the procedures that are required to be carried out when dealing with such situations under Administrative Directive 3-49 requiring collaboration (Pg. 3 of 10).

TARGET AUDIENCE: Executives, Managers & Supervisors

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

ELECTRICAL SAFETY FOR ELECTRICIANS

This course is a mandatory training that is designed specifically for electricians to maintain their current license.

TARGET AUDIENCE: Licensed Electricians

TIME COMMITMENT: 4 hours

INTERVAL: Annual

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

ELECTRICAL SAFETY FOR NON-ELECTRICIANS

Every year in the United States, tens of thousands of people are killed or injured from contact with electricity. This course covers the fundamental facts of electric safety as well as tips on reducing the probability of electric shock. The more one knows about how electricity works, the better you can keep yourself, friends and family safe.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

EMERGENCY / EVACUATION / WEATHER PLAN

This course is designed to train employees on the steps needed in the event of an emergency evacuation. Employees will become familiar with the City and their departments emergency contingency plans if a crisis situation arises. The objective of this class is to discuss procedures to ensure the safety of building occupants, minimize property damage and coordinate and complement emergency procedures of outside agencies.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

EMERGENCY RESPONSE VEHICLES

This course will review the standard operation procedures per DFD and DPD General Orders regarding Code One and Code Three responses. The objective of the class is to minimize collisions involving City employees and the general public by ensuring that employees are qualified and trained to safely operate City equipment.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

FACILITY INSPECTIONS AND SAFETY AUDITS

This course enables employees to recognize fire and safety hazards when conducting inspections of their facilities. It also includes the importance of ensuring corrective action and/or follow-up action is taken.

TARGET AUDIENCE: Managers and Supervisors

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

FALL PROTECTION / SCAFFOLDING

This course enables employees to recognize fall hazards, scaffold requirements, and the proper care and use of fall-arrest equipment.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

FIRE EXTINGUISHER & EXIT TRAINING

This course explains fire escape plans, the different types of fire extinguishers and proper use.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: Annual

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

FIRE PREVENTION, SPRINKLERS & ALARMS

This course explains the types and function of alarm systems and installed fire suppression equipment and the importance of keeping the systems in active condition.

TARGET AUDIENCE: Supervisors and Managers

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

FLEET SAFETY / SPOTTER

This course will enable vehicle and equipment operators and their spotters to effectively communicate intentions and directions while backing or maneuvering equipment in tight areas.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 2 hours

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

FORKLIFT CERTIFICATION / MATERIAL HANDLING

This course is mandatory for employees who operate forklifts with emphasis on safe operation and maintenance.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 4 hours

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

FUNDAMENTAL OF INDUSTRIAL HYGIENE

This course enables employees to recognize, assess and control chemical, physical or biological hazards in the workplace.

TARGET AUDIENCE: Supervisors

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

GENERAL WORK / SHOP SAFETY / HOUSEKEEPING

This course discusses the importance of how a clean and orderly work area and equipment are fundamental to accident, injury, and fire prevention.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

HAZARDOUS COMMUNICATION

This course is referred to as "Right-to-know" or "Hazcom". The underlying premise of the standard is that workers have a right-to-know the following: the names of chemicals they may be exposed to in the workplace, the hazards involved, and how to protect themselves against these hazards. The standard includes purpose of labeling containers and how to read and understand the information on the Material Safety Data Sheet (MSDS).

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: Annual

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

HAZARDOUS MATERIAL RESPONSE / CLEANUP

This is an awareness course for employees that are not specifically involved in the handling, storage, and disposal of hazardous waste but provide the ability to recognize and alert the appropriate responding parties when encountering such situations.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: Annual

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

HAZARDS / LASER, RADIO, MICROWAVE & RADIATION

This course explains the hazards inherent with radiofrequency (RF), microwave (MW) radiation, lasers, infrared light, ultraviolet light and radiation. This includes training on safety precautions and Personal Protective Equipment (PPE) used while working with each type of hazard.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

HOME & RECREATION SAFETY

This course explains what off-the-job injuries costs the City, how injuries tie in your well-being, and the effects that it can have on your family. This training will enable the employee to recognize hazardous conditions around the home which can cause accidents and injury or time off-the-job.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

JOB SAFETY ANALYSIS / HAZARD RECOGNITION

Job hazard analysis is a technique that focuses on job tasks as way to identify hazards before they occur. This course explores the relationship between the worker, the task, the tools, and the work environment. In addition, this course explains the benefits of a written analysis of job positions that are inherently dangerous. Also, it covers how to perform a safety survey and how to apply the information obtained to employees for training and re-training.

TARGET AUDIENCE: Supervisors and Crew Leaders

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

LAB / CHEMICAL SAFETY

This is a chapter in the Lab Safety Manual that is directed specifically toward the hazards involved in handling laboratory chemicals. Each class of chemicals has specific requirements for use of ventilation hoods, other safety equipment, and Personal Protective Equipment (PPE).

TARGET AUDIENCE: Lab personnel

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

LADDER / STAIRWAY TRAINING

Ladders and stairways are a major source of injuries and fatalities among industrial workers. This course will identify the safety hazards and the proper use of ladders and stairways.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

LIFT TRUCK / BOOM / SCISSOR / INDUSTRIAL TRUCK

This course provides participants with a general understanding of the safe and efficient operation of an Industrial Powered Fork Truck. Onsite forklift certification will teach employees how to identify specific health and safety hazards in the workplace associated with operating a powered industrial lift truck. In addition, it covers inspections and required Personal Protective Equipment (PPE).

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 4 hours

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

LOCKOUT / TAGOUT

This course reviews the Lockout / Tagout Program. It explains the proper program procedures to prevent potential injury or death from electrical, mechanical, hydraulic, kinetic, or potential energy hazards from release during maintenance of equipment.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hours

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

MENTAL HEALTH DISORDER RECOGNITION

This course provides an overview and training in the recognition and proper handling of individuals with mental disorders that affects the employee in the performance of their job duties.

TARGET AUDIENCE: Police, Fire, and designated employees

TIME COMMITMENT: 1 hour

INTERVAL: Annual

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

MOTORIZED EQUIPMENT REFUELING PROCEDURES

This course identifies the procedures for safe handling of fuel during the fueling process. It includes procedures for diesel, gasoline, and alternative fuels such as CNG.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

OCCUPATIONAL NOISE EXPOSURE

This course identifies the procedures of safety hazards and equipment causing noise levels requiring ear protection. It includes the requirement for posting of signs and the measurement of sound pressure levels.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

OFF-ROAD CONSTRUCTION EQUIPMENT / DOZERS

This course identifies the proper procedures when operating off-road construction equipment and dozers.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

OFF-ROAD GRADERS, FRONT-END LOADERS, BACKHOES & TRACKHOES

This course identifies the proper procedures when operating off-road graders, front-end loaders, backhoes, and trackhoes.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

OFF-ROAD TRACTORS & MOWERS

This course identifies the proper procedures when operating off-road tractors and mowers.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hours

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

OFF-ROAD WORK CARTS

This course identifies the proper procedures when operating off-road work carts.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

OUTDOOR SAFETY (WEATHER, ANIMALS, INSECTS, PLANTS, ETC.)

This course identifies the effects of extreme weather conditions and health hazards associated with animals, insects, and plants.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

PARK / PLAYGROUND SAFETY INSPECTION

This course identifies the proper handling procedures when operating off-road construction equipment and dozers.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: Annual

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

PERSONAL PROTECTIVE EQUIPMENT (PPE)

You can't eliminate all physical hazards through engineering or administrative control. Personal protective equipment provides a last line of defense. However, data shows that most workers who suffer eye, head and foot injuries aren't wearing PPE. These injuries can be lessened or avoided altogether with proper PPE. This course will enable all employees to assess their workplace for hazards and apply the proper PPE for a particular job task.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

PLUMBING SAFETY (LICENSED PLUMBERS)

This is a mandatory training which enables plumbers to maintain their license.

TARGET AUDIENCE: Licensed plumbers

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

POWER & HAND TOOLS

This course provides an employee with the skills and knowledge necessary to properly use power and hand tools in a safe and confident manner.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

RESPIRATOR USE / QUANTITATIVE FIT TESTING

Any employee who wears a respirator including some paper masks must be trained prior to wearing the respirator. The course helps to explain the requirements and provides information to help you select the correct equipment, understand how to protect yourself, clean and maintain your equipment. This course will work as either the initial training or annual refresher course that is required.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 4 hours

INTERVAL: Annual

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

SAFETY MEETINGS / TAILGATE SESSIONS

This course provides guidance and direction on how to conduct a monthly safety meeting. Safety meetings enable employees to recognize, understand and make aware safety oriented topics with job specific tailgate sessions being a reinforcement reminder.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: Once

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

SEXUAL HARASSMENT

This course defines sexual harassment in the workplace and educates all employees that it is the policy of the City of Dallas to provide a work environment that is free from sexual harassment.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1.5 hours

INTERVAL: Once

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

SLIPS, TRIPS AND FALLS, WORK SURFACE

This course will provide employees with the knowledge on what to look for in the workplace to avoid an unwarranted slip/trip or fall. Also, it will provide understanding on how different work surfaces and footwear may affect how their footage may be affected.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

TRAFFIC BARRICADING / FLAGGER TRAINING

This course will enable employees to set up traffic barricading as required under the Manual of Uniform Traffic Devices as required by the City of Dallas, along with showing flaggers the correct way to direct traffic.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 4 hours

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

TRENCHING AND SHORING

This course covers the requirements for conducting trenching and shoring operations as well as when such operations are necessary. Upon completion, the employee will have a better appreciation of the discipline.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 6 hours

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

VEHICLE PRE-TRIP INSPECTIONS, PASSENGER & LIGHT TRUCKS

This course covers the requirements described in Administrative Directive 6-2 when conducting a pre/post trip inspection of vehicles. Upon completion, the employee will have a better appreciation of what is required and have a basis of understanding of how to complete the inspection process.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: Once

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

WELDING & CUTTING HOT WORK PERMIT

This course covers the requirements for documentation and operation during the welding and cutting process.

TARGET AUDIENCE: Affected employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

WELLNESS, HEALTH, AND PHYSICAL FITNESS

This course details the strategies of proper eating habits balanced with medically approved exercise, weight management, stress reduction, and time management in order to provide information and assistance to employees to improve their health and wellness. In addition, mind, body and spirit will be addressed.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Safety

WORKERS' COMPENSATION TRAINING

This course will provide the proper procedures and requirements for filing workers compensation paperwork for on-the-job injuries and illnesses resulting from employment with the City of Dallas.

TARGET AUDIENCE: Supervisors and Managers

TIME COMMITMENT: 1 hour

INTERVAL: 3 Years

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

WORKPLACE ERGONOMICS

This course enables and facilitates the abilities of employees to recognize, understand, and engage in operational efficiencies that fit the workplace conditions and job demands to the capabilities of the employee.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: Once

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

WORKPLACE VIOLENCE

This course details the necessary basics of the issue of workplace violence to the employee. It will enable them to identify situations that may constitute such conditions and what the appropriate response should be.

TARGET AUDIENCE: All employees

TIME COMMITMENT: 1 hour

INTERVAL: Once

CONTACT: Lavor Thornton at lavor.thornton@dallascityhall.com or 214-670-5602 or Rod Beck Rodney.beck@dallascityhall.com for schedule

School of Customer Service



About The School of Customer Service

As customer service continues to be one of the City Manager’s top priorities, The School of Customer Service is focused on improving the customer service provided by City of Dallas employees. The School of Customer Service is dedicated to providing courses that improve the service experienced by both internal and external customers.

The School of Customer Service uses City of Dallas employees as class facilitators who deliver top notch customer service courses to the entire City of Dallas employee population.

School of Customer Service Courses

Customer Service Level I

Customer Service Level I introduces employees to the basic tenets of customer service. This course identifies qualities of service that are important to customers and details how City employees can implement these qualities. Attendance in this course is required upon entering employment with the City of Dallas.

TARGET AUDIENCE: All City of Dallas newly hired employees

TRAINING SERIES FREQUENCY: This course is offered during New Employee Orientation throughout the fiscal year

TIME COMMITMENT: 45 minutes

TRAINING CONTACT: LaKesha Braggs at lakesha.braggsES@dallascityhall.com

Customer Service Level II – Attaining Excellence

Customer Service Level II will help employees better understand what comprises excellence in customer service and how to deliver service to internal and external customers. This course provides the tools to help reduce employee stress that arises from conflict or negative situations. Attendance in this course is required within six (6) months of entering employment with the City of Dallas.

TARGET AUDIENCE: All City of Dallas employees

TRAINING SERIES FREQUENCY: This course is offered once every other quarter during the fiscal year

TIME COMMITMENT: 4 hours

TRAINING CONTACT: City University at: Cityuniversity@dallascityhall.com

FY 09-10 SCHEDULE:

Quarter:	Date and Time:	Location:
Second Quarter:	Tuesday, February 8, 2011; 9:00 AM to 1:00 PM	ECO Park Auditorium
Fourth Quarter:	Tuesday, August 9, 2011; 9:00 AM to 1:00 PM	ECO Park Auditorium

School of Customer Service

Customer Service Level III – It Starts with Me!

Customer Service Level III is a customer service program that emphasizes the importance of personal accountability when providing customer service to internal and external customers. Attendance in this course is required with one (1) year of entering employment with the City of Dallas.

TARGET AUDIENCE: All City of Dallas non uniformed employees

TRAINING SERIES FREQUENCY: This course is offered once during the third quarter of the fiscal year.

TIME COMMITMENT: 3 hours

TRAINING CONTACT: City University at: Cityuniversity@dallascityhall.com

FY 09-10 SCHEDULE:

Quarter:	Date and Time:	Location:
Third Quarter:	Tuesday, April 5, 2011; 9:00 AM to 12:00 PM	ECO Park Auditorium

Customer Service Level III for Managers – It Starts with Me!

Customer Service Level III for Managers is a customer service program that emphasizes the importance of personal accountability when providing customer service to internal and external customers. Customer Service Level III for Managers also provides supervisors and managers with tools and skills necessary to empower employees to be accountable for the service provided to City of Dallas customers. Attendance in this course is required with one (1) year of entering employment at the manager or supervisor level with the City of Dallas.

TARGET AUDIENCE: All City of Dallas managers and supervisors

TRAINING SERIES FREQUENCY: This course is offered once during the fourth quarter of the fiscal year.

TIME COMMITMENT: 3 hours

TRAINING CONTACT: City University at: Cityuniversity@dallascityhall.com

FY 09-10 SCHEDULE:

Quarter:	Date and Time:	Location:
Fourth Quarter:	Tuesday, September 6, 2011; 9:00 AM to 12:00 PM	ECO Park Auditorium

Customer Service Level IV – Including You!

Customer Service Level IV is a customer service program that emphasizes the importance of inclusion in the workplace between internal customers and external customers. This course details personal strategies and tactics that will increase your awareness of your role in making your workplace inclusive. Being intentional about cultural competence helps to foster a good relationship and reputation with your external customers and the community around you.

TARGET AUDIENCE: All City of Dallas managers and supervisors

TRAINING SERIES FREQUENCY: This course is offered once during the third quarter of the fiscal year.

TIME COMMITMENT: 3 hours

TRAINING CONTACT: City University at: Cityuniversity@dallascityhall.com

FY 09-10 SCHEDULE:

Quarter:	Date and Time:	Location:
Third Quarter:	Thursday, June 7, 2011; 9:00AM to 12:00 PM	ECO Park Auditorium

Employee Recognition Training – Carrot a Day

“A Carrot a Day” recognition training was implemented as part of the Customer Service Initiative to encourage the daily recognition of employees’ behaviors and actions that support the City’s Core Values and help achieve organizational goals. This course is intended to help managers and supervisors: understand why recognition is needed; learn how to recognize more effectively; and commit to create a Carrot Culture, also known as a Culture of Recognition, in their teams.

TARGET AUDIENCE: All City of Dallas managers and supervisors

TRAINING SERIES FREQUENCY: This course is offered once per quarter during the fiscal year

TIME COMMITMENT: 4 hours

TRAINING CONTACT: City University at: Cityuniversity@dallascityhall.com

FY 09-10 SCHEDULE:

Quarter:	Date and Time:	Location:
Third Quarter:	Thursday, May 12, 2011; 9:00AM to 12:30 PM	ECO Park Room 121
Fourth Quarter:	Thursday, September 15, 2011; 9:00AM to 12:30 PM	ECO Park Room 121

New Employee Orientation

New Employee Orientation (NEO) is designed for all newly hired City of Dallas employees. This course introduces new employees to the City of Dallas organization, City of Dallas vision and goals, City of Dallas benefits, Customer Service Level 1 training, and required compliance courses such as Violence in the Workplace and Sexual Harassment Prevention.

TARGET AUDIENCE: All newly hired City of Dallas employees

TRAINING SERIES FREQUENCY: This orientation program is offered bi-monthly throughout the fiscal year

TIME COMMITMENT: 16 hours over two days

TRAINING CONTACT: LaKesha Braggs at lakesha.braggsES@dallascityhall.com

School of Training and Facilitation



About The School of Training and Facilitation

The School of Training and Facilitation offers courses to City of Dallas employees who currently facilitate meetings or conduct training courses. The School of Training and Facilitation's main objective is to offer skill development that improves facilitators and trainers skill levels and ensures consistency of trainers across the City of Dallas.

Courses offered by the School of Training and Facilitation offer professional development to City of Dallas employees through a certification process that includes adult learning theory, presentation skills, and facilitation skills.

School of Training and Facilitation Courses

Effective Training Skills

Effective Training Skills is a course designed to provide the classroom trainer with the skills necessary to deliver a training program to City of Dallas employees. Topics in this course include: Adult Learning Theory, Presentation Skills and Facilitation Skills.

TARGET AUDIENCE: Anyone who will provide classroom training to City of Dallas employees

TRAINING SERIES FREQUENCY: This course is offered once per quarter throughout the fiscal year

TIME COMMITMENT: 8 hours

TRAINING CONTACT: City University at: Cityuniversity@dallascityhall.com

FY 09-10 SCHEDULE:

Quarter:	Date and Time:	Location:
Third Quarter:	Thursday, June 16, 2011; 9:00AM to 4:00 PM	ECO Park Room 127

This page intentionally left blank

School of Environmental Quality



About The School of Environmental Quality

The Office of Environmental Quality (OEQ) is committed to protecting and improving the environment by leading and guiding the City of Dallas in our efforts on environmental compliance, pollution prevention and continual improvement.

The purpose of the Office of Environmental Quality's Training Program is to provide initial and on-going training to comply with city, state and federal environmental regulations and requirements. Through Department specific tracking and facility specific training assessments, every City Department will have the ability to gain and offer the appropriate knowledge and skills for staff to comply with and exceed environmental regulatory expectations.

OEQ's Training Program is committed to providing the highest level of educational support through reoccurring training sessions which include, but are not limited to, the following topics: Clean Air Act, Clean Water Act, Hazard Communication, Spill Response, Waste Management, Environmental Management System and Tank Requirements. Additionally, classes on sustainability, such as composting, gardening using native plants, global climate change and use of alternative energy in Texas, are offered through OEQ's Program to help further reduce the environmental impact of attendees on a personal level.

School of Environmental Quality Courses

Right to Know Train the Trainer (TT RTK 301)

Right to Know regulations protect employees from possible adverse effects of any potentially hazardous chemicals that they may encounter in the workplace. This class will discuss the components of Right to Know regulations and prepare attendees for site-specific training development and implementation. This class is intended for EMRs and employees who conduct site-specific Right to Know training.

TARGET AUDIENCE: EMRs and employees who conduct site-specific Right to Know training

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Hazard Communication Plan Train the Trainer (TT RTK 302)

The Worker's Right to Know regulations require an employer to develop a facility specific written Hazard Communication (HazCom) Plan for workplaces where employees may be exposed to chemicals. This class will cover how to design a HazCom Plan, labeling requirements, MSDSs, and other forms of warning. This course is intended for employees who conduct site-specific HazCom training.

TARGET AUDIENCE: EMRs and employees who conduct site-specific HazCom training

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Spill Prevention, Control, and Countermeasure (SPCC) Train the Trainer (TT SPL 304)

The Spill Prevention, Control and Countermeasure (SPCC) rule includes requirements for oil spill prevention, preparedness, and response to prevent oil discharges to navigable waters and adjoining shorelines. The rule requires specific facilities to prepare, amend, and implement SPCC Plans. This course will discuss requirements and regulations behind the plan, necessary actions, recordkeeping, structural regulations, and recent changes in regulations. This course is intended for EMRs and employees who conduct site-specific SPCC training.

TARGET AUDIENCE: EMRs and employees who conduct site-specific SPCC training

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Universal Waste Train the Trainer (TT RCRA 304)

Universal waste is hazardous waste that can be recycled, such as batteries, pesticides, mercury-containing equipment (e.g., thermostats) and lamps (e.g., fluorescent bulbs). This class covers state requirements for storage, labeling and shipping universal waste. This course is intended for EMRs and employees who conduct site-specific Universal Waste training.

TARGET AUDIENCE: EMRs and employees who conduct site-specific Universal Waste training

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Right to Know – Site Specific (RTK 101)

This class will be developed per request and upon submission of a workplace chemical list. It is designed to provide safety guidelines for commonly used chemicals and to educate employees on recognizing and safely working with hazardous materials at their facility.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Hazard Communication Plan – Site Specific (RTK 102)

The Worker's Right to Know regulation requires an employer to develop a facility specific written Hazard Communication (HazCom) Plan for workplaces where employees may be exposed to chemicals. This class will cover how to design a Hazcom Plan, labels, other forms of warning, and MSDSs.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Tier II Reporting (RTK 103)

Facilities covered by Emergency Planning and Community Right-to-Know Act (EPCRA) requirements must submit an Emergency and Hazardous Chemical Inventory Form to the Local Emergency Planning Committee (LEPC), the State Emergency Response Commission (SERC), and the local fire department annually. This course will include a hands-on activity on compiling reporting information and completing Tier II reporting forms based on quantities on hand and MSDSs.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Proper Waste Management (RCRA 101)

This course provides a general introduction to the Resource Conservation and Recovery Act (RCRA) and waste management regulations, including an overview of waste identification, generator status and associated regulations and requirements, and management of waste. Course topics will include proper storage, handling, labeling, manifesting, recordkeeping, and disposal of hazardous, non-hazardous, and universal wastes.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Used Oil (RCRA 102)

Used oil is exactly what the name implies; any petroleum based or synthetic that has been used. Used motor oil is insoluble, persistent, slow to degrade, and can contain toxic chemicals and heavy metals. This course will cover proper storage, labeling, recordkeeping and disposal requirements of used oil for departments who do not require RCRA training.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Universal Waste (RCRA 204)

Universal waste is hazardous waste that can be recycled, such as batteries, pesticides, mercury-containing equipment (e.g., thermostats) and lamps (e.g., fluorescent bulbs). This class covers state requirements for storage, labeling and shipping this waste.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Underground Storage Tanks (UST) (TK 101)

This course provides an introduction to Underground Storage Tanks (USTs), associated equipment, regulations, labeling, recordkeeping, and self certification.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

School of Environmental Quality

Aboveground Storage Tanks (AST) (TK 102)

This course provides an introduction to Aboveground Storage Tanks (ASTs), associated equipment, regulations, labeling, recordkeeping and self certification.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Stage I & II Gasoline Vapor Recovery (TK 103)

Gasoline Vapor Recovery – Stage I and Stage II – are two strategies helping Texas achieve its goals for air quality. This course provides an introduction to Stage I and II, associated equipment, regulations, labeling, recordkeeping, completion of daily checklists and delivery certificates.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Fire Code (FIRE 101)

The Fire Code is adopted and enforced by fire prevention officers. This class will cover set of rules prescribing minimum requirements to prevent fire and explosion hazards arising from storage, handling, or use of dangerous materials. Course is available upon request.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 3 Hours

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Clean Air Act (CAA 101)

The Clean Air Act (CAA) is the law that defines the EPA's responsibilities for protecting and improving the nation's air quality and the stratospheric ozone layer. This course provides a general introduction to the Clean Air Act, State Implementation Plan (SIP) and associated permitting requirements, and Permits By Rule (PBRs).

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

School of Environmental Quality

Clean Water Act (CWA 101)

The objective of the Clean Water Act (CWA) is to restore and maintain the chemical, physical, and biological integrity of the nation's waters by preventing point and non-point pollution sources, providing assistance to publicly owned treatment works for the improvement of wastewater treatment, and maintaining the integrity of wetlands. This course includes a general introduction to the Clean Water Act (CWA) and the City's involvement.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Stormwater Checklist (CWA 102)

The Storm Water daily pollution prevention checklist demonstrates the City's commitment to environmental stewardship and assists with tracking daily monitoring activities. This class will cover pollution prevention, compliance with regulations and continual improvement of our operations.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Department of Transportation (DOT) Requirements (DOT 101)

The USDOT requires training for anyone who handles hazardous materials including individuals who ship or receive hazardous materials, prepare hazardous materials for transportation, mark and label containers, complete shipping documents, select packaging and load or unload hazardous materials. This course is designed to meet the training requirements as specified in 49 CFR 172.700 Subpart H, which specify that employees must be trained at least once every three years. Participants will learn how to classify hazardous materials, select proper packaging, mark and label containers, and prepare required shipping documents, all in accordance with the USDOT regulations. New requirements enacted over the past year are highlighted throughout the course. This course is intended for employees who sign manifests, waste profiles or bills of lading, or prepare or receive hazardous materials or waste for shipment.

TARGET AUDIENCE: Employees that sign manifests, waste profiles or bills of lading, or prepare or receive hazardous materials or waste for shipment.

TIME COMMITMENT: 8 Hours

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Refrigerant (SPL 101)

The EPA has issued regulation under Section 608 of the Clean Air Act to minimize the emission of refrigerants by maximizing the recovery and recycling of such substances during the service, repair, or disposal of refrigeration and air-conditioning equipment. This course will cover the proper handling, storage and disposal of refrigerant and the necessary certifications and registrations.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

School of Environmental Quality

Herbicides / Pesticides (SPL 102)

This course will cover proper handling, regulatory certification, storage, and disposal requirements for herbicides and pesticides.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Spill Response & Reporting (SPL103)

This course will cover the proper procedure to respond to and report a spill at your facility.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Spill Prevention, Control & Countermeasures (SPCC) (SPL 104)

This course will discuss requirements behind the SPCC plans, regulations, necessary actions, record keeping, structural regulations, and changes in regulations.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Environmental Management System (EMS) Awareness (EMS 101)

This course provides an introduction to the EMS for all city employees and includes a viewing of the EMS video and will cover the Consent Decree and the City's Environmental Policy.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Environmental Recordkeeping (EMS 104)

Thorough and accurate environmental records are essential for compliance with state, federal, and local environmental regulations. This class is an overview of the document types that should be kept at your facility, examples of good and bad recordkeeping, & suggestions for setting up an environmental recordkeeping system.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

School of Environmental Quality

Designing a Training Program (EMS 105)

A training design is a detailed plan for what you will do, why you will be doing it, and the best ways to reach your objective. This class will cover training goal, objectives, methods, documentation and evaluation.

TARGET AUDIENCE: EMRs and trainers

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Root Cause Analysis (EMS 106)

This training is for EMRs and other employees responsible for investigating and closing a nonconformance and covers how to conduct root cause analysis using the "5 Whys" technique.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

EMS Refresher (EMS 201)

This course provides an in-depth review of particular aspects of the EMS for those employees who have worked with the EMS for approximately one year. Focus is on Do, Check, & Act and City's current progress.

TARGET AUDIENCE: EMRs, Environmental Coordinators, Environmental Specialists, Trainers

TIME COMMITMENT: 7 Hours

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Lead Auditor (EMS 202)

The course curriculum follows the basic steps of an EMS audit, from Preparation and Evaluation, to Reporting and Corrective Action. Attendees learn auditing processes and procedures using the Guidelines for ISO 14001 EMS Auditing ISO standard.

TARGET AUDIENCE: EMRs, Environmental Coordinators, Environmental Specialists, Trainers

TIME COMMITMENT: 8 Hours

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

School of Environmental Quality

Objectives & Targets (EMS 203)

Objectives and targets are at the heart of effectively managing an EMS. An objective and a target are set for each significant aspect and an environmental management program (EMP) is prepared. The EMP identifies the performance indicators that will be monitored and measured to demonstrate that progress is being made in achieving the objective & target.

TARGET AUDIENCE: EMRs, Environmental Coordinators, Environmental Specialists, Trainers

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

EMS Internal Auditor (EMS 204)

This course is for City of Dallas employees within the EMS fence line who will participate in the Internal EMS Audits. This session will cover the basics of EMS auditing with special focus on:

- a) Compliance/safety with EMS
- b) Interviewing technique
- c) Document review

TARGET AUDIENCE: EMRs, Environmental Coordinators, Environmental Specialists, Trainers

TIME COMMITMENT: 2 Hours

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Management of Change (EMS 301)

This course includes a review of the City's identification & consideration process for legal requirements and environmental aspects during the planning and design of new and/or changes to buildings, operations, processes, equipment, maintenance activities, and products. The Management of Change Procedure including the accompanying forms, checklists, and other information will be reviewed.

TARGET AUDIENCE: EMRs, Environmental Coordinators, Environmental Specialists, Trainers

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Table Top Exercise on Emergency Management (EMS 302)

Table Top Exercises are designed to be interactive classes where participants are given an environmental emergency scenario. Class participants work in groups to determine the best way to respond to the situation. This training is required for employees within the EMS fence line per OEQ Emergency Preparedness and Response Procedure.

TARGET AUDIENCE: EMRs, Environmental Coordinators, Environmental Specialists, Trainers

TIME COMMITMENT: 3 Hours

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

School of Environmental Quality

Environmental Competency (EMS 303)

Employees must be competent to perform tasks associated with significant environmental impacts. The necessary knowledge, skills and abilities, and training needs associated with the environmental aspects and EMS will be identified during this course. Appropriate training or other action to meet these needs will be provided and documented.

TARGET AUDIENCE: EMRs, Environmental Coordinators, Environmental Specialists, Trainers

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Intelex Data Entry (INT 101)

This course will teach students how to enter activities, inputs and impacts into Intelex as well as rate them in order to determine Significant Aspects. Data entry of Legal/Other Requirements and how to link the legal to activities will be included. **Attendees must have an Intelex license and password in order to attend the class.** Hands on exercises are included.

TARGET AUDIENCE: EMRs, Environmental Coordinators, Environmental Specialists, Trainers

TIME COMMITMENT: 4 Hours

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Intelex Non-Conformances (INT 102)

This course will cover the Intelex nonconformance process. This includes nonconformance reporting, investigation and closure. **Attendees must have an Intelex license and password in order to attend the class.** Hands on exercises are included.

TARGET AUDIENCE: EMRs, Environmental Coordinators, Environmental Specialists, Trainers

TIME COMMITMENT: 4 Hours

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Sustainability Brown Bag (ENV 100)

Special monthly topic to teach attendees how to live more sustainably and in harmony with the environment.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

School of Environmental Quality

Managing Contractors (ENV 101)

This course will cover the information that should and must be portrayed to contractors regarding the City's environmental commitments and the possible City liability associated with contractor actions.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Green Building (ENV 102)

Green building describes a complete life cycle of planning, designing, constructing, operating and maintaining a building through energy, water, and materials efficiency, thus reducing negative human health and the environmental impact. This informative session will cover the specifics of the Green Building approval process and related requirements.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Green Purchasing (ENV 104)

Green purchasing includes the acquisition of recycled content products, environmentally preferable products and services, biobased products, energy and water efficient products, alternate fuel vehicles, products using renewable energy, and alternatives to hazardous or toxic chemicals. This course will discuss the benefits of green procurement and the available resources to assist with environmentally preferable purchasing.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Municipal Settings Designation (MSD) / Phase I & II Environmental Site Assessments (ESA) (ENV 104)

An MSD is an official state designation given to a property that certifies that designated groundwater is not used as potable water and is contaminated in excess of the applicable potable water protective concentration level. Phase I & II Environmental Site Assessments (ESA) are instrumental reports prepared for real estate holding that identify potential or existing environmental contamination liabilities. This course will discuss HB 3152, covering Municipal Setting Designations and the associated requirements as well as Phase I & II ESAs.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 2 Hours

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

School of Environmental Quality

Green House Gas Emissions / Climate Change (ENV 105)

Climate change refers to changes in the Earth's atmosphere, which is caused due to the emissions of greenhouse gases like CO₂ into the atmosphere as a result of burning of fossil fuels & anthropogenic activities. This class will cover the science of climate change, its impact on our ecosystems and our health, and a wide range of impacts on plants and wildlife.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Ozone Action Plan (ENV 106)

This plan is designed to recognize the continuing need to achieve the national ozone standard and the ozone requirements of the State Implementation Plan. This class will cover plans to help in reducing Volatile Organic Compound (VOC) and Nitrogen Oxide (NO_x) emissions during Ozone Season.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Recycling (ENV 107)

Recycling is the reprocessing of materials into new products. It prevents the waste of potentially useful materials, reduces the consumption of raw materials and reduces energy usage. This class will provide information about how to recycle, why to recycle and what you can recycle.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

Energy Conservation (ENV 108)

Energy conservation helps preserve our planet's rich natural resources and promote a healthy environment by reducing pollution. This class covers the alternative or renewable sources of energy like solar, wind, geothermal, biofuels, and hydro.

TARGET AUDIENCE: All city employees

TIME COMMITMENT: 1 Hour

TRAINING CONTACT: kevin.lefebvre@dallascityhall.com

This page intentionally left blank

School for Professional Development of Engineering/Architectural Design and Construction Professionals.

School for Professional Development for Engineering / Architectural Design and Construction Professionals



***About The School for Professional Development for Engineering
/ Architectural Design and Construction Professionals***

The City of Dallas has an Engineering Professional Development program that provides our Engineers, Architects, Surveyors, Planners, and other design and construction professionals with technical knowledge and skills necessary to effectively manage design and construction projects and teams. Staff also applies the professional development hours towards their required license renewals.

City University has partnered with Freese and Nichols Inc. for participation in the Freese Nichols University training program which provides professional development coursework for professional staff to ensure the capital improvement projects are designed, built and in service within budget and schedule to meet departmental goals. Capital improvement projects include facilities, street improvements including utilities, streetscapes, structures, flood control, parks, and hike and bike trails.

In addition to the FNU program, the City has partnered with other professional entities to provide further continuing education opportunities for our staff involved in the planning, design and construction of projects.

The School for Professional Development for Engineering / Architectural Design and Construction Professionals

The F.Y. 2010 - 2011 classes include the following:

- Storm Water Management with Plastic
- Gabion Retaining Walls
- Field Demo, Concrete Raising
- ADS HDPE Pipe
- Aerial Surveying
- Pre-cast Concrete
- Smart Ditch
- The Art of Managing Construction
- Green is Mainstream
- Lessons Learned: Design-Build for Public Utilities
- Technical Document Writing
- Stormwater 404 Permit Workshop
- Pump Station Design
- Engineering Ethics
- Project Team: Becoming an Effective Team Member
- Complex Drainage Analysis Using InfoWorks
- Earthlok, Soil Stabilization
- Digital Flood Risk Technology
- Storm Drainage Design
- Managing Multiple Priorities (Time and Stress Mgmt)
- Water & Wastewater Pipeline Design
- Power Point 2007 – Start to Finish
- Presentation Skills
- Sustainable Right-of-Way

Participation is by Invitation and those interested must apply to participate and receive approval by City University.

Engineers, Architects, Surveyors and other design and construction professionals who wish to participate must meet with their direct Supervisor to discuss their career development needs prior to attending.

For more information, please contact cityuniversity@dallascityhall.com

This page intentionally left blank

School of Health and Wellness



About the School of Health and Wellness

The School of Health and Wellness offers courses to City of Dallas employees who seek to improve and who wish to develop other necessary life skills. The School of Health and Wellness' main objective is to offer skill development that improves employee's functionality in a variety of topics and areas.

Courses and training offered by the School of Health and Wellness offer skill development to City of Dallas employees through in-house training on a variety of in-house developed programs or consultant-based presentations and training. Participants will gain basic skills development to improve their functionality in a variety of everyday situations.

School of Health and Wellness Courses

Every Child Ready to Read @ Dallas



The Dallas Public Library's early literacy program, Every Child Ready to Read @ Dallas, is one of Mayor Leppert's initiatives to improve education in Dallas. Through this program, parents and caregivers will learn about the 6 pre-reading skills that will help children be ready to learn how to read when they enter school. Learning to read and write is essential to school success. Children who are proficient readers are usually the most successful learners. Studies point to a relationship between shared reading experiences, language development and reading achievement. Children who are read to from an early age have more advanced language skills at age four. They also have a greater interest in books and enjoy reading activities to a greater extent. A child's interest in reading is an important predictor of later reading achievement. Participants will receive information about early literacy, a list of recommended books, a craft activity, and a free children's book.

TARGET AUDIENCE: Anyone who has children in their life or work with parents and caregivers

PREREQUISITE: None

TIME COMMITMENT: 90 minutes

TRAINING SERIES FREQUENCY: Quarterly

TRAINING CONTACT for FY09-10 Schedule: Cyndie Stanley, Communications Coordinator for Dallas Public Library 214-671-8291 office or email at Cynthia.stanley@dallascityhall.com

This page intentionally left blank