Steele County
Agenda Item

Subject: Training

Department: Auditor's Office

Committee Meeting Date: February 16, 2021

Board Meeting Date: February 23, 2021

Consent Agenda: ☒ Yes ☐ No **Resolution:** ☐ Yes ☒ No
Policy Committee Recommendation:

Committee Recommends approving training

Recommendation:

Approve training for the Land Records offices employees in an amount not to exceed $3,000 with funds provided by the Compliance fund.

Background *(Including Budget Impact)*:

We have been given an opportunity to provide training for the Land Records offices employees through Pryor Learning. The cost per employee will be $199 for unlimited access to their library including the following:

Interactive, Live-Virtual classes are free (over 80 different classes and hundreds of sessions to attend).
Over 5,000 online courses.
Over 3,000 micro classes that are 10 minutes or less.

These classes will be provided to enhance employee skills and knowledge including Excel, Word, PowerPoint, Outlook and Access.

The training sessions and courses will be online, require no additional travel or travel expenses and will require prior approval by the department head/supervisor.

Attachments: Online Course Sample

PRYOR Learning | FRED PRYOR SEMINARS | CAREERTRACK

TOP ONLINE COURSES

ADMINISTRATIVE ASSISTANT & FRONT DESK

- 50 Training Activities for Administrative, Secretarial, and Support Staff
- Assertiveness Skills for the Receptionist
- Effective Telephone Communication Skills for Receptionists
- Managing the Front Desk
- Professional Telephone Skills
- Safety and Security Begins at the Front Desk

BUSINESS SKILLS

- Ethics: An Employee's Perspective

BUSINESS WRITING & GRAMMAR

- Bad Email Habits: What Message Are You Sending?
- Business Writing and Editing for Professionals
- Write Effective and Appropriate Emails

COMMUNICATION

- Confronting Workplace Conflict
- How to Manage Emotions in the Workplace
- How to Overcome Disruptive Workstyle Differences
- Presentation Skills: Creating Slides
- The Secret to Effective Communication

COMPUTER SOFTWARE

- 60 Minutes of Adobe® Acrobat® Secrets
- 60 Minutes of Microsoft® Access® Secrets
- 60 Minutes of Microsoft® Excel® Secrets
- 60 Minutes of Microsoft® Excel® Secrets 2013
- 60 Minutes of Microsoft® Outlook® Secrets
- 60 Minutes of Microsoft® PowerPoint® Secrets
- Adjust Row Height and Column Width in Microsoft® Excel® 2013
- Advanced Tips and Techniques for Microsoft® Word Users
- Customize Your Environment in Microsoft® Excel® 2013
- Microsoft® Access® 2013 Basic
- Microsoft® Excel® 2013 Basic
- Microsoft® Excel® 2013 Intermediate
- Microsoft® Excel® 2013 Shortcuts, Tips, and Tricks
- Microsoft® Excel® Charts and Graphs Made Easy
- Microsoft® Excel® Formulas Made Easy
- Microsoft® Excel® Macros for Finance Professionals
- Microsoft® Outlook® 2013 Reading and Writing Email
- Microsoft® Project Tips and Tricks

CUSTOMER SERVICE

- A Customer Complains: Now What?
- Creating Great Customer Conversations
- Customer Service Basics
- Effective Techniques for Dealing with Difficult Customers
- How to Resolve Customer Complaints on the Spot
- Quality Customer Service: Four Basic Elements
- Quality Customer Service: Phone Calls
- Turning Around an Angry Customer
- What NOT to Say to Your Customers

FINANCE & ACCOUNTING

- 365 Ways to Live Cheap
- Bookkeeping Basics
- Effective Inventory Management
- How to Read and Understand Financial Statements
- QuickBooks® 2012
- QuickBooks®: A 60 Minute Crash Course

HUMAN RESOURCES

- An Introduction to HIPAA
- Conduct Effective Interviews and Hire the Right People
- Dos & Don'ts of Records Retention and Destruction
- Eliminate the Confusion of FMLA
- HIPAA Privacy and Security Basics
- HIPAA: What Health and Human Services Requires
- How to Succeed as a One Person HR Department
- How to Write Comprehensive Policies and Procedures
- Legally Terminate Employees: 10 Critical Things You Must Know
- The Minimum Requirements for HIPAA Compliance
- Understanding Sexual Harassment

INDUSTRY SPECIFIC

- Basics of Accounting
- Before School Starts: Things To Do
- Dealing with Difficult Patients
- Government Project Management
- Handling Complaints in the Medical Profession
- HIPAA Privacy and Security Basics for Employees in the Healthcare Sector
- How to Reduce Missed Medical Appointments
- Introduction to Bookkeeping and Accounting
- Leadership in Government Agencies
- Moving to a Paperless Office
- Plain Language for Government

IT

- Effective Network Security
- Protecting Your PC

MANAGEMENT & LEADERSHIP

- Assertive Communication Skills for Managers
- Budget Management
- Coaching Skills: Beyond Basic Supervision
- Creative Ways to Reward and Motivate Employees
- Criticism & Discipline Skills for Managers and Supervisors
- Effective Delegation Skills
- How to Avoid the Most Common Mistakes New Managers Make
- How to Deal with Employee Complaints and Concerns
- How to Supervise Bad Attitudes & Negative Behaviors
- How to Understand and Administer a Budget
- Organizational Behavior
- The Secret to Employee Motivation
- Transitioning from Staff to Supervisor

MARKETING

- 49 Marketing Secrets (that Work) to Grow Sales
- Easy E-Newsletters
- Great Layout & Design: Tips, Tricks and the Latest Trends
- Social Networking: Facebook®

OSHA & WORKPLACE SAFETY

- A Manager's Guide to Safety in the Workplace
- Indoor Air Quality: Carbon Dioxide
- Medical OSHA Compliance
- OSHA and Workplace Safety for HR Professionals
- OSHA Record-Keeping Compliance
- Safety First: Fire Extinguisher Use

PERSONAL DEVELOPMENT

- Control the Chaos and Clear Out the Clutter
- Improve Your Memory, Improve Your Productivity
- Stress Management - Managing Stress

PROJECT MANAGEMENT

- 10 Steps to Successful Project Management
- Fundamentals of Project Management
- Improve Your Project Management
- PMP® Certification: Project Management Basics
- Project Management
- Project Management Essentials
- Project Management: Advanced, 2nd Edition
- Project Management: Basic, 2nd Edition
- Project Management: Intermediate, 2nd Edition
- Stress-Free Event Planning

SALES

- Building GREAT Sales Relationships
- Conquering Sales Objections
- Selling Value Over Price
- Upsell With Confidence

TIME MANAGEMENT

- How to Manage Your Time Effectively
- The Secrets of Successful Time Management

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.