Welcome to the SFPUC Training Catalog

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Welcome to the SFPUC Training Catalog

To Our SFPUC Colleagues,

The HRS Learning & Development organization, like you, strives to support the SFPUC Mission and Values, and to support our overall business goals. We bring this catalog of learning events, resources and of employee development opportunities to you in order to further the SFPUC value of:

“Equal Opportunity: Provide opportunities to all staff to contribute and reach their potential. To achieve this, the SFPUC must be a learning organization.”

This catalog contains scheduled classes, unscheduled courses that can be requested and lists of other internal and external resources available to you to help fulfill your learning needs. In order for us to be a “Learning Organization” we must look at our own development from a different perspective, one where any resource or opportunity to learn is a way to further add to our knowledge, skills and abilities.

The Purpose of the Learning & Development Team

The purpose of the Learning & Development (L&D) team is to provide resources and services for you to be able to reach your learning & development needs. We do this with our own offerings as well as the offerings of our learning partners. We offer the following resources and services:

- Instructor-led classes focusing on leadership and management topics and professional and interpersonal skills development
- On-line learning opportunities covering project management, IT Skill development, desktop computer applications and over a thousand other topics
- Customized learning events
- Training research
- Training vendor management
- Competency and job modeling
- Team and organizational development
- Performance analysis
- Learning management system

Registration for instructor-led classes and launching e-Learning is performed through the Learning Management System except for customized classes and events. Other services should be requested through one of the L&D team.
Welcome to the SFPUC Training Catalog

Meet Our Team

**Sandy Ow**  
(415) 554-1630  
*sow@sfwater.org*  
Administrative and logistical support for our team

**Brenda Blankenship**  
(415) 554-1611  
*BBlankenship@sfwater.org*  
Learning management system and data support for our team and clients

**Linda Cole**  
(415) 554-1602  
*lcole@sfwater.org*  
Instruction, program design, coaching and consulting services

**Chad Thigpen**  
(415) 554-1648  
*CThigpen@sfwater.org*  
Instruction, program design, coaching, organizational development and consulting services

**Barbara Perman**  
(415) 554-1633  
bperman@sfwater.org  
Instruction, program design, organizational development and consulting services

**Diane Vornoli**  
(415) 554-1615  
*DVornoli@sfwater.org*  
Instruction, instructional and program design and e-Learning development services

**Carl Luckenbill**  
(415) 554-2455  
*cluckenbill@sfwater.org*  
Provides team direction, instruction, e-Learning and instructor-led instructional design and development, coaching, organizational development and consulting services

“Our mission is to facilitate the Learning & Development of the San Francisco Public Utilities Commission workforce using sustainable methods to meet and exceed organizational goals.”

Carl Luckenbill  
Chief Learning Officer
Welcome to the SFPUC Training Catalog

Learning Management System
The Learning Management System (LMS) is your main online learning resource at the SFPUC. It is used to:

- Track the status of mandatory learning that has been assigned to you
- Search and register for classes you are interested in (with supervisory approval)
- Launch and complete online learning
- Track learning you complete while working for the SFPUC

http://vm-puclms01:8080/learning/user/login.do

To access the LMS, find the link on Currents under Employee Info → LMS or simply type “LMS” into the browser bar of any SFPUC networked computer and push your “Enter” key.

Your User ID is typically your first initial followed by your last name and the default password if you have never signed in before is “student”. If you have signed in before, you will continue using the password you set up before to sign in.

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e-Learning Portal
Most of the online courses that were formerly accessible through the e-Learning Portal have now been moved into the LMS. The e-Learning Portal should now only be accessed for the following:

1) The Project Management and Microsoft Office 2010 Knowledge Centers
2) Books 24x7, containing thousands of searchable full text IT reference books

Before you can access the e-Learning Portal you need to have an account set up; you may request an account by sending an email to dhashemi@sfwater.org. To access the e-Learning Portal, find the link on Currents under Employee Info → Learning Portal.

http://sfpuc.skillport.com/skillportfe/login.action;jsessionid=3E0D0F3DF5063E744DF751BCFDDBAF2D
Tuition Reimbursement

The Tuition Reimbursement System helps you to manage any requests you make for employee development funds provided by your respective employee organization. To access the system and successfully complete your tuition reimbursement:

If this is your first request you must notify TuitionReimbursement@sfwater.org to have a system account created. Once created, your logon credentials will be emailed to you.

1) Complete an Employee Development Fund (EDF) pre-approval request form before spending any money on tuition or other materials. Review the balances of your individual and your employee organization’s EDF funds because you will only be eligible for a full reimbursement if sufficient funds are available.

2) Upon preapproval, proceed with registration and completion of course(s), purchasing material(s), etc.

3) When you have successfully completed your course(s), purchased material(s), etc., complete a tuition reimbursement request by submitting documents reflecting your payment for material(s), your successful completion of the course(s) and any other necessary information.

For more information on the tuition reimbursement process please see the City’s Department of Human Resources website at http://sfdhr.org/index.aspx?page=379
Mandatory Training

There is State, City and SFPUC mandated training to comply with many different requirements. This page breaks them down by the mandating body, who is required to take this training and how you can access it. If you have questions, please contact the Learning & Development group.

**State Mandated Training**

<table>
<thead>
<tr>
<th>Training</th>
<th>Who is mandated to receive the training</th>
<th>Where to get the training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harassment Prevention Training</td>
<td>This training is required by the state of California for all employees who supervise others. The city of San Francisco has expanded this requirement to all of those who may supervise others based upon their job description. The requirement specific two hours of training.</td>
<td><a href="https://slate.workplaceanswers.com/ccsf/Harrassment">https://slate.workplaceanswers.com/ccsf/Harrassment</a></td>
</tr>
</tbody>
</table>

**City Mandated Training**

<table>
<thead>
<tr>
<th>Training</th>
<th>Who is mandated to receive the training</th>
<th>Where to get the training</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 Hours of Supervisory Training</td>
<td>This mandate requires that new Supervisors receive a minimum of 24 hours of supervisory training within the first six months on the job.</td>
<td>This training can be completed through many resources. Please see the catalog for specific programs and classes.</td>
</tr>
<tr>
<td>Disaster Service Worker Training</td>
<td>Every full-time city employee is required to respond in case of disasters and so is required to take this training. This training must be retaken every two years.</td>
<td>This training can be completed through the SFPUC Learning Management System.</td>
</tr>
<tr>
<td>Personal Preparedness Training</td>
<td>This training is mandated by the city to help ensure that every employee is prepared in case disaster occurs.</td>
<td>This training can be completed through the SFPUC Learning Management System.</td>
</tr>
</tbody>
</table>
## SFPUC Mandated Training

<table>
<thead>
<tr>
<th>Training</th>
<th>Who is mandated to receive the training</th>
<th>Where to get the training</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Employee Orientation</td>
<td>This 12 -16 hour training (Longer for those who work in the field) is required for every employee.</td>
<td>Contact HRS Learning &amp; Development</td>
</tr>
<tr>
<td>Fraud Awareness and Prevention</td>
<td>This 30 minute training is required for all employees.</td>
<td>This training can be completed through the SFPUC Learning Management System.</td>
</tr>
<tr>
<td>Ethics and Conflict of Interest</td>
<td>This hour and a half class is for anyone required to file a Statement of Economic Interest (Form 700).</td>
<td>You can register for this training via the Learning Management System.</td>
</tr>
</tbody>
</table>
Basics of Supervision

This course introduces new supervisors to a different perspective on their relationship with their team and the organization. It helps them to understand the basic commitments they have made to the organization and their team by moving into a leadership role.

Who should attend?
Anyone new to a team lead, supervisory or management position.

Associated Competencies
Leadership, Management

Managing Generations in the Workplace

Working with multiple generations in one workplace can be difficult when each has their own way of working. This class offers a look at some of the differences and commonalities among these different generations and how to be effective in the mix.

Who should attend?
Anyone new to a team lead, supervisory or management position.

Associated Competencies
Interpersonal skills, Communication

Taking Charge of Change

You will learn why each person may experience change differently, differentiate between change and transition and learn how to manage change as a positive process that your team can actually buy into instead of challenge it.

Who should attend?
Anyone in a team lead, supervisory or management position.

Associated Competencies
Communication, leadership, Change management

Win-Win Conflict Resolution

Conflict is a reality in the workplace, and learning to manage it is critical for those in leadership roles. It can be the difference between high performing teams and those just getting by. This course will equip you with the knowledge, skills and abilities to manage conflict effectively.

Who should attend?
Anyone in a team lead, supervisory or management position.

Associated Competencies
Communication, Problem Solving, Interpersonal Skills
<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
<th>Who should attend?</th>
<th>Associated Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety and Workers’ Compensation</td>
<td>Safety is always a concern in the workplace and remains an item of intense focus. Learn what you need to know as a manager concerning safety and workers’ compensation to protect your team members if something should happen.</td>
<td>Anyone in a team lead, supervisory or management position.</td>
<td>Safety</td>
</tr>
<tr>
<td>Situational Leadership II</td>
<td>Even your high performers may be assigned a task they have never done before and should receive the right mixture of direction and support. This course equips you to do just that by showing you how to recognize what direction and support they need to be successful at the tasks they are assigned.</td>
<td>Anyone in a team lead, supervisory or management position.</td>
<td>Coaching, Communication</td>
</tr>
<tr>
<td>Performance Management and Appraisal</td>
<td>Feedback on a team member’s performance is one of the key tools a supervisor has to promote superior performance and help people to understand where improvement is needed. This class will help you to understand how to have those critical conversations as well as how to meet your responsibilities for documenting team members performance measured against key business objectives.</td>
<td>Anyone in a team lead, supervisory or management position.</td>
<td>Performance Management, Communication</td>
</tr>
<tr>
<td>Managing Employee Performance and the Discipline Process</td>
<td>Even the best employee can get off track sometimes and our goal is to deal with it at the lowest possible level. This course teaches you the Progressive Discipline Process and how to use it to successfully manage problematic situations.</td>
<td>Anyone in a team lead, supervisory or management position.</td>
<td>Performance Management, Communication</td>
</tr>
</tbody>
</table>
Conducting Effective Meetings

Sitting through a meeting only to find that there was no reason for you to be there can be really frustrating. As a supervisor you will need to meet with your team regularly so make sure their time is being used effectively. Come learn how to make your meeting have meaning for everyone attending.

Who should attend?
Anyone in a team lead, supervisory or management position.

Associated Competencies
Communication, Interpersonal Skills, Planning

Team Building

The difference between high-performing teams and all others is that high-performing teams want to work together and know how to do so. This class will teach you how to develop your team to maximize their potential and put you on the track to high-performance.

Who should attend?
Anyone in a team lead, supervisory or management position.

Associated Competencies
Communication, Interpersonal Skills, Strategic Planning, Team Interaction

Prevention of Workplace Violence

We like to think of our workplace as a peaceful place where everyone does their job and gets along. Unfortunately that is not always the case. Tempers flare, feelings get hurt and something happens. Whether it is a fight, sabotage to someone’s work or even intimidation, this class will help you to understand what you need to do should something happen.

Who should attend?
Anyone in a team lead, supervisory or management position.

Associated Competencies
Communication, Motivation, Conflict Management

7 Habits for Highly Effective Managers

Built from the very popular 7 Habits of Highly Effective People by Steven Covey, this course teaches you how to apply the 7 Habits to your supervisory career. Learn to make yourself, and your team, highly effective at what they do by using this simple process.

Who should attend?
Anyone in a team lead, supervisory or management position.

Associated Competencies
Communication, Motivation, Employee Development, Prioritization
Supervisor Academy

What you will Learn
- Explore critical skills
- Develop better essential supervisory skills
- Practice and integrate an effective approach to the personal and interpersonal aspects of your job
- Learn from other supervisors

Who should attend?
Anyone in a team lead, supervisory or management position.

Scheduled Dates
September 11 – November 6, 2014

Associated Competencies
(See individual Courses)

Graduation Criteria
- Attend on time and commit to participate fully in all classes
- In the event that you have to miss one of the sessions, make up that session at a later date.

Format
1 day a week for 9 weeks

Supervisor Academy Modules
- Day 1 – Basics of Supervision
- Day 2 – Managing generations in the Workplace Win-Win Conflict Resolution
- Day 3 – Safety & Workers Compensation Performance Management and Appraisals
- Day 4 & 5 – Situational Leadership II
- Day 6 – Equal Employment Opportunities Labor Relation
- Day 7 – Managing Employee Performance and the Discipline Process
- Day 8 – Conducting Effective Meetings Examinations & Recruitment Employee Hiring Process Leave Types
- Day 9 – Prevention of Workplace Violence Team Building Graduation
24-PLUS for Supervisors and Managers

In this workshop, you will examine your own personal strengths and management style, learn to set expectation and build a clear accountability system for your team, and coach to develop employees and improve performance. In addition, you will learn about when and how to address performance and conduct issues, while managing interpersonal relations honestly and respectfully. At the same time, you will share experiences and best practices with your City colleagues.

Who should attend?
New managers or Supervisors

Scheduled Dates

Associated Competencies
Communication, Motivation, Influence, Accountability, Performance Management

Project Management Essentials for the Unofficial Project Manager

This one day workshop session will help you to consistently complete projects successfully by teaching you to implement a disciplined process to execute projects and to master informal authority by learning to initiate, plan, execute, monitor and close a project. Attendees are encouraged to focus on their own current projects for a hands-on experience.

Who should attend?
Ideal for those with no previous project management training and those who are taking on an increasing number of project-oriented assignments

Scheduled Dates

Associated Competencies
Planning, Risk Management, Accountability, Communication, Employee Recognition
Interviewing Skills for Career Advancement

Interviewing for a new job can be nerve-racking at best. Join us for this class to gain the skills you need to present yourself effectively and successfully during your next interviewing opportunity.

Who should attend?
Anyone who will be interviewing for a new position.

Associated Competencies
Communication

7 Habits of Highly Effective People

Based upon the best-selling business book by Steven Covey, learn about the 7 habits that highly successful people display and how to incorporate them into your life and career.

Who should attend?
Anyone who wants to increase their personal and professional effectiveness.

Scheduled Dates
Not Currently Scheduled

Associated Competencies
Being Proactive, Vision, Planning, Conflict Management, Communication, Personal Development

Focus: Achieving Your Highest Priorities

Supercharge your productivity in today’s high demand work environment. This course is about personal effectiveness at work and in your personal life, about focusing and executing on the highest priorities.

Who should attend?
Anyone wanting to improve their productivity.

Associated Competencies
Planning, Time Management, Setting Priorities

Presentation Skills

Being able to present well, and have your audience hear what you want them to hear, is a skill that many aspire to but few master. This class will get you on your way to mastering this skill.

Who should attend?
Anyone who makes presentations and wants to do it better.

Associated Competencies
Communication, Personal Development, Self-Reflection
Conflict Management
Conflict is a reality in the workplace and in our private lives, but it isn’t always a bad thing. The only sure thing is that left unresolved, it will continue to be a problem. This course will help you learn to look at conflict differently, provide you with options and strategies to come to resolution and how to do it constructively.

Who should attend?
Anyone who deals with conflict.

Associated Competencies
Communication, Managing Conflict
**e-Learning Course Work**

The SFPUC is using many methods of professional and skills development, including online learning. Below are some categories of online learning that are available to you.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business Skills</strong></td>
<td>As a professional we can always find areas to improve ourselves, whether its learning some new business skills or getting guidance on dealing with difficult people. This section gives you all of that as well as 1500 other topics.</td>
<td>These classes can be accessed through the Learning Management System</td>
</tr>
<tr>
<td><strong>Information Technology</strong></td>
<td>As an information technology professional you know that you need to update your skills as fast as the technology changes. This section is for you. Learn to develop using a new programming language or learn how to administer the latest Windows server environment.</td>
<td>These classes can be accessed through the Learning Management System</td>
</tr>
<tr>
<td><strong>Desktop Applications</strong></td>
<td>Each of us uses desktop applications such as the Microsoft Office Suite, but how many of us are experts at all of them. These courses are great for those just beginning to use these applications as well as those who have a lot of experience but just need a question answered and you can’t find anyone who knows the answer.</td>
<td>These classes can be accessed through the Learning Management System</td>
</tr>
<tr>
<td><strong>Job-specific Training</strong></td>
<td>The SFPUC is working to use the efficiency of the online learning environment. There are courses continuously being developed in-house to help you do your job. As these courses are developed, those who are affected by them will be contacted when they are available.</td>
<td>These classes can be accessed through the Learning Management System</td>
</tr>
</tbody>
</table>
The 5 Choices to Extraordinary Productivity: One Day Essentials

This work session will introduce you to five fundamental choices that dramatically increase your ability to focus on your most important outcomes so you can reclaim your attention, time and energy. You will learn how to balance your most important roles and goals and turn technology tools, like MS Outlook, into productivity tools. Best practices for maintaining energy and renewal will also be discussed.

Who should attend?
Anyone responsible for balancing multiple projects and priorities.

Scheduled Dates

Associated Competencies
Prioritization, Planning, Time Management

Crucial Conversations: Tools For Talking When Stakes Are High

When the stakes are high, opinions differ, and emotions run strong, the ability to talk honestly to the right people about the right issues is what sets successful people apart from the rest of the pack. It’s time to step up to a crucial conversation! Based on the New York Times bestselling book of the same title, this powerful two day program from Vital Smarts includes a comprehensive workbook.

Who should attend?
Anyone who wants to improve vital communication skills for professional growth and development

Scheduled Dates

Associated Competencies
Communication

Managing Conflict Constructively

Conflicts are not all bad, but unresolved conflicts can cause stress, low morale, and decrease productivity in any workplace environment. Unresolved conflicts can be unsettling, and in most cases a shift in thinking is needed prior to approaching resolutions. This workshop provides strategies for identifying conflicts before they arise and methods to prevent them from escalating. Come learn constructive tools for settling unresolved workplace issues.

Who should attend?
Anyone experiencing conflicts with interpersonal relationships at work

Scheduled Dates

Associated Competencies
Conflict Management, Communication

24-PLUS for Supervisors and Managers

24-PLUS for Supervisors and Managers, DHR’s flagship performance management program integrates standard models for supervision with the basics of administering City policies and procedures. In this workshop, you will examine your own personal strengths and management style, learn to set expectation and build a clear accountability system for your team, and coach to develop employees and improve performance.

Who should attend?
Managers and Supervisors

Scheduled Dates

Associated Competencies
Conflict Management, Communication
Professional organizations are an excellent way to keep abreast of new and continuing developments in certain professions. It is also an excellent way to advance your knowledge, skills and abilities through classes, conferences and other networking opportunities provided by the organization. Finally, participating within a professional organization can provide research and information resources such as white papers. The following are a few that we have found. If you have one you would like to share, please provide us with the information to research it so that it may be included.

<table>
<thead>
<tr>
<th>Professional Organization</th>
<th>Contact Information</th>
<th>Brief Description</th>
<th>Provides training?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Environment Federation (WEF)</td>
<td><a href="http://www.wef.org">http://www.wef.org</a></td>
<td>Founded in 1928, the Water Environment Federation (WEF) is a not-for-profit technical and educational organization of 36,000 individual members and 75 affiliated Member Associations representing water quality professionals around the world. WEF members, Member Associations, and staff proudly work to achieve our mission to provide bold leadership, champion innovation, connect water professionals, and leverage knowledge to support clean and safe water worldwide.</td>
<td>Yes</td>
</tr>
<tr>
<td>California/Nevada American Water Works Association (CA/NV AWWA)</td>
<td><a href="http://www.ca-nv-awwa.org/canv/web">http://www.ca-nv-awwa.org/canv/web</a></td>
<td>AWWA &amp; The California – Nevada Section of AWWA are two associations linked together by a common belief and a common passion – Safe and Reliable Drinking Water. Our passion is to support the drinking water professionals that provide safe and reliable water to millions of people throughout California and Nevada. We do this by providing trusted resources to the drinking water community. Specifically, CA-NV AWWA hosts over 400 technical sessions and educational offerings each year, certifies thousands of water professionals in 6 disciplines, publishes Source Magazine and helps members connect to colleagues, friends, ideas and technology.</td>
<td>Yes</td>
</tr>
<tr>
<td>Professional Organizations</td>
<td>Website(s)</td>
<td>Description</td>
<td>Yes/No</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>American Water Works Association (AWWA)</td>
<td><a href="http://www.awwa.org">http://www.awwa.org</a></td>
<td>Established in 1881, the American Water Works Association is the largest nonprofit, scientific and educational association dedicated to managing and treating water, the world’s most important resource. With approximately 50,000 members, AWWA provides solutions to improve public health, protect the environment, strengthen the economy and enhance our quality of life.</td>
<td>Yes</td>
</tr>
<tr>
<td>Government Finance Officers Association (GFOA)</td>
<td><a href="http://www.gfoa.org">http://www.gfoa.org</a></td>
<td>The purpose of the Government Finance Officers Association is to enhance and promote the professional management of governments for the public benefit by identifying and developing financial policies and best practices and promoting their use through education, training, facilitation of member networking, and leadership.</td>
<td>Yes</td>
</tr>
<tr>
<td>American Public Power Association (APPA)</td>
<td><a href="https://www.publicpower.org/">https://www.publicpower.org/</a></td>
<td>The American Public Power Association (APPA), based in Washington, D.C., is the service organization for the nation’s more than 2,000 community-owned electric utilities. Collectively, these utilities serve more than 47 million Americans.</td>
<td>Yes</td>
</tr>
<tr>
<td>California Association of Sanitation Agencies (CASA)</td>
<td><a href="http://www.casaweb.org">www.casaweb.org</a></td>
<td>The California Association of Sanitation Agencies provides leadership, advocacy and information to our members, legislators and the public, and promotes partnerships on clean water and beneficial reuse issues that protect public health and the environment.</td>
<td>Yes</td>
</tr>
<tr>
<td>American Society of Civil Engineers</td>
<td><a href="http://www.asce.org">http://www.asce.org</a></td>
<td>Founded in 1852, the American Society of Civil Engineers (ASCE) represents more than 145,000 members of the civil engineering profession worldwide and is America’s oldest national engineering society.</td>
<td>Yes</td>
</tr>
<tr>
<td>Project Management Institute</td>
<td><a href="http://www.pmi.org">http://www.pmi.org</a></td>
<td>We serve practitioners and organizations with standards that describe good practices, globally recognized credentials that certify project management</td>
<td>Yes</td>
</tr>
<tr>
<td>Professional Organizations</td>
<td></td>
<td>expertise, and resources for professional development, networking and community.</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>American Society for Training and Development (ASTD)</td>
<td><a href="http://www.astd.org/">http://www.astd.org/</a></td>
<td>ASTD (American Society for Training &amp; Development) is the world’s largest association dedicated to the training and development profession. Yes</td>
<td></td>
</tr>
<tr>
<td>American Payroll Association (APA)</td>
<td><a href="http://www.americanpayroll.org/">http://www.americanpayroll.org/</a></td>
<td>The American Payroll Association is the leading advocate for the advancement of payroll professionals and a catalyst for connecting the payroll industry with employers and government. Our vision is to create opportunities and forge a community by providing the education, skills, and resources necessary for payroll professionals to become successful leaders and. Yes</td>
<td></td>
</tr>
<tr>
<td>Association of California Water Agencies (ACWA)</td>
<td><a href="http://www.acwa.com/">http://www.acwa.com/</a></td>
<td>ACWA’s mission is to assist its members in promoting the development, management and reasonable beneficial use of good quality water at the lowest practical cost in an environmentally balanced manner. No</td>
<td></td>
</tr>
<tr>
<td>California Association of Public Information Officials (CalPIO)</td>
<td><a href="http://www.capio.org/">http://www.capio.org/</a></td>
<td>California’s only professional association especially for communications professionals. Because good government requires good communicators. Yes</td>
<td></td>
</tr>
<tr>
<td>Professional Organizations</td>
<td>Website</td>
<td>Description</td>
<td>Active Learning [Yes]</td>
</tr>
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<td>International Association of Business Communications (IABC)</td>
<td><a href="http://www.iabc.com/">http://www.iabc.com/</a></td>
<td>Founded in 1970, The International Association of Business Communicators provides a professional network to help advance your career.</td>
<td>Yes</td>
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<tr>
<td>International Public Management Association for Human Resources (IPMA)</td>
<td><a href="http://ipma-hr.org/">http://ipma-hr.org/</a></td>
<td>IPMA HR is the leading public sector human resource organization in the world.</td>
<td>Yes</td>
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<td>International Society for Performance Improvement (ISPI)</td>
<td><a href="http://www.ispi.org">http://www.ispi.org</a></td>
<td>Founded in 1962, the International Society for Performance Improvement (ISPI) is the leading international association dedicated to improving productivity and performance in the workplace.</td>
<td>Yes</td>
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<td>Organizational Development Network (ODN)</td>
<td><a href="http://www.odnetwork.org/">http://www.odnetwork.org/</a></td>
<td>an international, professional association whose members are committed to practicing organization development</td>
<td>Yes</td>
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<td>Society for Human Resource Management (SHRM)</td>
<td><a href="https://www.shrm.org">https://www.shrm.org</a></td>
<td>Founded in 1948, is the world’s largest HR membership organization.</td>
<td>Yes</td>
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<tr>
<td>Society for Industrial and Organizational Psychology (SIOP)</td>
<td><a href="http://www.siop.org">http://www.siop.org</a></td>
<td>The Society for Industrial and Organizational Psychology is a division within APA that is also an organizational affiliate of APS. The Society’s mission is to enhance human well-being and performance in organizational and work settings by promoting the science, practice, and teaching of industrial-organizational psychology.</td>
<td>No</td>
</tr>
<tr>
<td>Public Relations Society of America (PRSA)</td>
<td><a href="http://www.prsa.org/">http://www.prsa.org/</a></td>
<td>Nation’s largest community of public relations and communications professionals.</td>
<td>Yes</td>
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</table>
Basic Driving Review

This three-hour classroom basic driving review course covers the Defensive Driving Curriculum. It teaches you driving techniques to adjust to your driving circumstances and to anticipate other driver’s actions.

Who should attend?
All employees who drive the City and County of San Francisco (CCSF) vehicle or my personal vehicle to conduct CCSF official business.

Scheduled Dates
Contact Tina Tang for more information.

Regulations/Policy
This course fulfills the requirement of the Cal-OSHA Regulations Title 8 Section 3203. Injury and Illness Prevention Program which requires employers to institute programs to control recognized hazards. SFPUC BFMO policy.

Confined Space Entry Entrant Level

This 4-hour Confined Space Entry Entrant Level course reviews the definition of confined spaces including a description of confined spaces commonly found in the SFPUC.

Who should attend?
Engineers who will be conducting a low hazard inspection in a confined space with a low hazard atmosphere.

Scheduled Dates
Contact Tina Tang for more information.

Regulations/Policy
This course fulfills the requirement of the Cal-OSHA Regulations Title 8 Sections 5156-5158 and the SFPUC Confined Space Entry policy.

Confined Space Entry Performance Level for the Competent Person

This 8-hour training will prepare the learners for the planning and execution of a confined space entry.

Who should attend?
Employees who will lead a confined space entry or conduct a high hazard inspection of a confined space or generate a hazardous atmosphere in the confined space.

Scheduled Dates
Contact Tina Tang for more information.

Regulations/Policy
This course fulfills the requirement of the Cal OSHA Regulations Title 8 Section 5156-5158 and the SFPUC Confined Space Entry policy.

First Aid CPR AED

This course will prepare you to recognize and provide basic care for injuries and sudden illnesses until advanced medical personnel arrive. This training certifies individuals for First Aid, Cardiopulmonary Resuscitation (CPR), and Automatic External Defibrillator (AED) for two years.

Who should attend?
All field employees involved in construction activities, in confined space entries, electricians, etc. Recommended for all emergency evacuation first responders and office workers. Refresher training required every two years.

Scheduled Dates
Contact Tina Tang for more information.

Regulations/Policy
This course fulfills the requirement of the Cal-OSHA Regulations Title 8 Section 3203. Injury and Illness Prevention Program.
Individual Behind the Wheel Driver Evaluation/Coaching

This one-hour behind the wheel evaluation/coaching session allows the instructor to identify a driver’s ability to apply defensive driving techniques including covering the brakes, following distance, delayed acceleration, safe passing, proper scanning techniques, backing, and more.

Who are required to attend?
Employees involved in a preventable accident or identified by their supervisor or manager with a need to improve defensive driving skills.

Scheduled Dates
Contact Dan Suriaga if you have employees in need of improving defensive driving skills.

Regulations/Policy
California Code of Regulation, Title 8, Section 3203. Injury and Illness Prevention Program which requires employers to institute programs to control recognized hazards.
The below courses are assigned by employee responder levels, which are assigned by organization management. Once a specific course is assigned, you need to complete the training via the Learning Management System (LMS), or through the FEMA website. After a lesson is completed, you will get an e-mail from FEMA confirming a pass or fail. If you passed the course, you will receive an e-mail of the “Certificate of Achievement“ from FEMA, which you will forward to icstraining@sfwater.org, where it will then be cataloged. You will then receive a confirmation that your certificate was received and filed. Course completion will also be recorded in the LMS.

### ICS 100: Introduction to the Incident Command System
- This independent study course introduces ICS and provides the foundation for higher level ICS training. It describes the history, features and principles, and organizational structure of the system. This course also explains the relationship between ICS and NIMS.
- As assigned, completed online

### ICS 700: National Incident Management System (NIMS), an introduction
- This independent study course introduces the NIMS concept. NIMS provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents.
- As assigned, completed online

### ICS 200: ICS for Single Resources and Initial Action Incidents
- This independent study course is designed to enable personnel to operate efficiently during an incident or event within the ICS. ICS-200 provides training and resources for personnel who are likely to assume a supervisory position within the ICS.
- As assigned, completed online

### ICS 800: National Response Framework (NRF), and Introduction
- The course introduces participants to the concepts and principles of the NRF. This course is intended for government executives, private-sector and nongovernmental organization (NGO) leaders, and emergency management practitioners. This includes senior elected and appointed leaders, such as Federal department or agency heads, State Governors, mayors, tribal leaders, and city or county officials – those who have a responsibility to provide for effective response.
- As assigned, completed online
<table>
<thead>
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<th>Emergency Planning</th>
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<tr>
<td>ICS 300: Intermediate ICS for Expanding Incidents</td>
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<tr>
<td>- ICS 300 provides training and resources for personnel who require advanced knowledge and application of the ICS. This course expands upon information covered in the ICS-100 and ICS-200 courses.</td>
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<td>- As assigned</td>
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<tr>
<td>ICS 400: Advanced ICS</td>
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<tr>
<td>- This course provides training and resources for personnel who require advanced application of ICS. This course expands upon information covered in ICS-100 through ICS-300.</td>
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<td>- As assigned</td>
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