



WELCOME TO THE CITY OF LAKELAND'S

CITY UNIVERSITY!

The information provided at this link will provide you with an overview of how our City University works for community participants who are *not* City of Lakeland employees. If you accessed this information and you *are* a COL employee, please use the link for City employees to be sure you follow the process correctly.

I. Why would I want to take City University courses?

The City of Lakeland provides training on key topics useful to people who supervise in any kind of environment, by trainers who are knowledgeable and experienced, at a cost that is highly affordable, and without a large time commitment or big travel expenses.

Our employees will also be taking the classes, so you have the chance to learn from others with experience and ideas. We encourage interaction and participant involvement, and we make learning interesting and sometimes even fun!

II. What courses can I take?

You can take any courses listed in Levels I, II, and III that appeal to you. The first link on this site's main page provides information on courses and levels, and can provide you with more information about each course (description, time, instructor, competencies addressed). You are free to complete as many as you would like. Level IV is the Certified Public Manager's certificate program provided through Florida State University and involves a separate registration process and is not offered on an on-going basis the way that the Level I, II, and III courses are. The course list for Levels I, II, and III are as follows [price of course in brackets]:

LEVEL I:

- Building Positive Employee Relations [\$35]
- Legal Aspects of Interviewing [\$35]
- Performance Shaping and Documentation [\$35]
- Myers-Briggs Type Inventory [\$35]
- Coaching for Performance Improvement [\$35]
- Ethics in the Workplace [\$35]

LEVEL II

Stress Management [\$35]
Process Improvement Workshop [\$35 + text]
Communication Effectiveness [\$35]
Goal Setting and Performance Measurement [\$35]
Team Leading and Building [\$35]
Ethics for Mid-Level Supervisors [\$35]
Meetings, Decision making, and Problem Solving Strategies [\$35]
Best Practices in Interviewing and Hiring [\$35]

LEVEL III

Sterling/Baldrige Criteria Overview [\$35]
Conflict Management and Dispute Resolution [\$35]
Strategic Planning [TBD]
Business and Professional Writing [TBD]
Project Management [\$150]
Developing Professional Presentations Using PowerPoint [\$35]
Ethics in the Workplace for Managers [\$35]

III. What do I get when I complete a course?

When you complete a course, you'll receive a certificate of completion for that course, and when you complete an entire level, you'll receive a certificate of completion for that City University level.

IV. How much do the classes cost?

Our base cost for a COL instructor-taught courses is \$35/course. However, some courses cost more if there is a materials cost that needs to be factored in or if an outside instructor teaches for us. We think you will still find the cost for those courses very reasonable as compared to many other outside vendor prices. If you are interested in a specific course, our staff can provide you with registration information including cost. You may contact us through the e-mail link at this site (trish.marteney@lakelandgov.net) or by calling us at **(863) 834-6741**.

V. How can I find out when classes are available?

The list below shows the month and the class offered in that month. Please request a current calendar from our training staff for exact dates (see the contact info above).

TENTATIVE C.U. SCHEDULE 2005

Downtown Lakeland training venues:

Fire Department Station #1 Training Room

730 E. Main Street, Lakeland
834-8200

Police Department Don Jones Community Room (2nd floor)

219 N. Massachusetts Ave., Lakeland
834-6900

Employee Relations Conference Room (3rd floor City Hall)

228 S. Massachusetts Ave., Lakeland
834-6007

Main training venue: Lakeland Electric Airside – Training Center

City of Lakeland Training Center
3525 Airside Drive, Lakeland 33811-8002
834-6741

(Contact Training for a map to training venues if needed.)

Courses are offered at Airside and then at a downtown venue on a rotating schedule. The planned schedule of class offerings follows:

Level I Courses include:

- **New Supervisor Orientation**
(November/July)
- **Building Positive Employee Relations**
(October/December and- bi-monthly)
- **Legal aspects of Interviewing**
(January/August)
- **Performance Shaping and Documentation**
(October/December and– bi-monthly)
- **Myers-Briggs Type Inventory**
(January/August)
- **Situational Frontline Leadership**
(January/September)
- **Introduction to Budgeting and Finance**
(February/August)
- **Coaching for Performance Improvement**
(October-December and-- bi-monthly)
- **Ethics in the Workplace for Supervisors**
(March/July)

Level II Courses include:

- **Stress Management**
(May/September)
- **Process Improvement Workshop**
(November/March/July)
- **Communication Effectiveness**
(March/August)
- **Goal Setting and Performance Measurement**
(May/July) – for the 05 year

- **Team Leading and Building**
(January/June)
- **Ethics in the Workplace for Mid-Level Supervisors**
(April/September)
- **Meetings, Decision making, and Problem Solving Strategies**
(March/May)
- **Best Practices in Interviewing and Hiring**
(April/September)

2005-06 CU Classes - Level III Courses include:

Dates TBD ~

- **Sterling/Baldrige Criteria Overview**
(October)
- **Conflict Management and Dispute Resolution**
- **Strategic Planning**
- **Business and Professional**
- **Project Management**
- **Ethics in the Workplace for Managers**
- **Developing and Providing Professional Presentations**
(October/January)

VI. How do I register?

You can register by contacting (phone or e-mail) the training center staff to reserve a seat. Payment for the course will be required upon date of attendance (see the contact info above).

VII. What else do I need to know?

We provide our training in a variety of COL locations so be sure to check for the exact location of the course you sign up for. There is no charge for parking at any of our training locations. You might want to bring a sweater for your own personal comfort. We provide light refreshments and most locations also have snack and soda machines on site.

If you have other questions, please feel free to call us at (863) 834-6741 or e-mail the Training Center at trish.marteney@lakelandgov.net.