



November-December



2020

Mobile County Personnel Board CLASSROOM & REMOTE TRAINING SCHEDULE

| Merit System | | Date | Class Time |
|---------------------|---|--------------------------|--------------|
| Online | MCPB New Employee Orientation Online MCPB Training Department will invite your new employees to this training. Any Merit System employee may also review this online training. See: personnelboard.org/employees/training/training-forms/ | Available Now | On-demand |
| Location | Computer | Date | Class Time |
| MCPB | MS Excel Basic Review and practice of basic functions and terms. Applicable for those using Microsoft 2007-2019 versions. Class size limited due to social distancing. | Tuesday November 10 | 1:00-4:00 pm |
| MCPB | MS Excel Basic Review and practice of basic functions and terms. Applicable for those using Microsoft 2007-2019 versions. Class size limited due to social distancing. | Thursday November 19 | 1:00-4:00 pm |
| MCPB | MS Excel Basic Review and practice of basic functions and terms. Applicable for those using Microsoft 2007-2019 versions. Class size limited due to social distancing. | Thursday December 3 | 1:00-4:00 pm |
| MCPB | MS Word Basic Review and practice of basic functions and terms. Applicable for those using Microsoft 2007-2019 versions. Class size limited due to social distancing. | Thursday December 10 | 1:00-4:00 pm |
| Location | Skills | Date | Class Time |
| Live Online Webinar | Customer Service Fundamentals - Customer service is a major component of virtually every job, and providing exceptional customer service is essential for individual and organizational success. Presented by Mary White, MTI Business Solutions | Wednesday November 18 | 1:00-3:00 pm |
| Live Online Webinar | Dealing with Difficult Customers - When you work with the public, you will work with people from all kinds of backgrounds and with all kinds of temperaments. It does require taking steps to ensure customer needs are met. Presented by Mary White, MTI Business Solutions | Tuesday December 8 | 1:00-3:00 pm |
| Location | Supervisory | | Class Time |
| MCPB | Managing Meetings Online and In Person Learn how thorough preparation makes the meeting experience worthwhile and productive. Class size limited due to social distancing. | Wednesday December 16 | 1:00-3:00 pm |

See all training offerings and forms at <https://www.personnelboard.org/employees/training/>
Please submit training requests by email at least one week before the training session to:
training@personnelboard.org