

# Local Government Training Schedule

For DSS, Public Health and LME-MCO's

August - December

2025



NORTH CAROLINA Office of  
***State Human Resources***

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LOCAL GOVERNMENT

# Course Descriptions

## Candidate Qualifications Training

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This class is designed to provide the participant with a thorough foundation of the candidate qualification process (*aka screening employment applications*) for a variety of DSS/PH classifications. This session will cover an overview of the application screening process, discussion of specific occupational classes, review techniques and strategies, forms and resources and other helpful tips. This class is required to be approved for delegated authority.

*Target Audience:*

Space is limited; therefore, priority will be given to:

1. Employees whose duties are directly related to the training subject
2. New employees and those who have not received training in this subject
3. Those agencies that have not yet been approved for delegated authority in candidate qualifications

**Timeframe: 3 hours, 9:00 am – 12:00 p.m.**

*Instructor: Dominick D 'Erasmus*

**Price: \$50 per person**

## Employee Relations Training

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This class is designed to provide the participant with a thorough understanding of the progressive disciplinary action policy and process for those staff subject to the State Human Resources Act. This session includes an overview of employee relations for local government; who is covered and why; terms and definitions; disciplinary actions, procedures, and requirements; documentation and appeals; as well as proactive and preventative best practices.

*Target Audience:*

Space is limited; therefore, priority will be given to:

1. Employees whose duties are directly related to the training subject
2. New employees and those who have not received training in this subject

**Timeframe: 2 days, 9:30 a.m. – 12:00 p.m. each day**

*Instructor: James Harris*

**Price: \$70 per person for the 2-day session**

# Workers Compensation Overview for Local Government

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The course will present a brief outline of the life cycle of workers' compensation claims from injury to return to work or other resolution as well as best practices for investigation, reporting, treatment, and communication.

Target Audience:

Space is limited; therefore, priority will be given to:

1. Employees whose duties are directly related to the training subject.
2. New employees and those who have not received training in this subject.
3. Counties subject to the State Human Resources Act

**Timeframe: 2 hours, 1:00 p.m. – 3:00 p.m.**

*Instructor: Cathy Pope*

**Price: \$40 per person**



## Managing Work for Supervisors *(In-Person)*

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In this immersive full-day course, you'll explore your personal working style, review proven productivity tools and techniques, and develop proficient strategies to boost performance and solve problems more effectively. Through discussion, activities, and practical tools, participants will:

- Evaluate leadership effectiveness and working style through the lens of seven core Leading at All Levels competencies
- Foster a culture of accountability by setting clear expectations and consistently upholding high standards
- Learn to maximize productivity and organization using proven tools and techniques that empower you to work more efficiently and deliver exceptional customer service
- Discover ways to break through decision-making barriers with confidence and clarity
- Apply a structured change management model to adapt proactively to new information, evolving priorities, and dynamic environments

*Target Audience:*

**In-Person class.** Space is limited to 24; therefore, priority will be given to:

- County agencies subject to the state human resources act
- Managers and supervisors responsible for organizing people, tasks and projects.

**Timeframe 8 hours, 8:30 a.m. – 4:30 p.m.**

*Instructor: Lance Lynch*

**Price: \$95 per person**



## Communication, Behavior and Respect: Appropriate and Professional Workplace Behavior

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This course examines workplace behavior and interpersonal relations with a focus on inclusive communication skills and respect. Attendees will gain an understanding of how the workplace experience is impacted by our behavior, experiences, collaborations, and address the importance of accountability. The session will include a summary of simple ways to recognize and mitigate communication and behavior challenges to help foster a welcoming, respectful, inclusive, and engaged work environment

### *Target Audience:*

Space is limited; therefore, priority will be given to:

- Employees whose duties are directly related to the training subject
- New employees and those who have not received training in this subject

**Timeframe: 2.5 hours, 9:00 a.m. – 11:30 a.m.**

*Instructor: Regina Streaty*

**Price: \$40 per person**



## Awareness, Inclusive Management and Workplace Sensitivity

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This training uses actionable guidance to focus on the pivotal role managers and employees have in strengthening EEO initiatives. It provides practical instruction on creating greater awareness (sensitivity) of the experiences and needs of others, the significance of emotional intelligence (EQ), and what is required to become truly inclusive as team members and leaders. Relatable scenarios and exercises are implemented in this module.

### *Target Audience:*

Space is limited; therefore, priority will be given to:

- Employees whose duties are directly related to the training subject
- New employees and those who have not received training in this subject

**Timeframe: 2.5 hours, 9:00 a.m. – 11:30 a.m.**

*Instructor: Regina Streaty*

**Price: \$40 per person**



## Customer Service in the Public Sector *(In-Person)*

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This half-day interactive course is designed for employees who are not in formal supervisory or managerial roles, including lead workers and informal leaders. As part of the Leading at All Levels individual contributor curriculum, this session focuses on the core competency of Customer Service—defined as consistently demonstrating a strong commitment to providing value-added service to both internal and external customers. Through discussion, activities, and practical tools, participants will:

- Understand the importance of quality customer service in the public sector
- Identify key customers, suppliers, and stakeholders, and clarify their expectations
- Apply the WARM service model to create more positive customer interactions
- Learn two practical strategies for managing challenging customer behavior effectively

*Target Audience:*

**In-Person class.** Space is limited to 24; therefore, priority will be given to:

- County agencies subject to the state human resources act
- Employees whose duties are directly related to the training subject
- New employees and those who have not received training in this subject

**Timeframe: 3.5 hours, 1:00 p.m. – 4:30 p.m.**

**Instructor: Anne Miesel**

**Price: \$60 per person**

# LG Training Schedule

## August 2025

**8/19/25 - Communication, Behavior and Respect - DSS, PH & LME's**

**Training ID: LG0182**

Live Version Web Ex  
9:00 a.m. – 11:30 a.m.

**8/26/25 - Customer Service in the Public Sector - DSS, PH & LME's**

**Training ID: LG0183**

**In-Person Location: Alamance County, Burlington NC**

Available seats: 24  
1:00 p.m. – 4:30 p.m.

**8/27/25 - 8/28/25 - Employee Relations- DSS, PH & LME's**

**Training ID: LG0184**

Live Version Web Ex  
9:30 a.m. – 12:00 p.m. each day

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## September 2025

**9/16/25 – Qualifications – covering DSS job titles**

**Training ID: LG 0185**

Live Version Web Ex  
9:00 a.m. – 12:00 p.m.

**9/24/25 – Managing Work for Supervisors - DSS, PH & LME's**

**Training ID: LG 0186**

**In Person Location: Wilson County DSS**

Available seats: 24  
8:30 a.m. – 4:30 p.m.

## October 2025

**10/07/25 – Qualifications – covering PH job titles**

**Training ID: LG 0187**

Live Version Web Ex  
9:00 a.m. – 12:00 p.m.

**10/23/25 – Worker's Compensation - DSS, PH & LME's**

**Training ID: LG 0188**

Live Version Web Ex  
1:00 p.m. – 3:00 p.m.

**10/28/25 – Awareness, Inclusive Mgmt. & Workplace Sensitivity - DSS, PH & LME's**

**Training ID: LG 0190**

Live Version Web Ex  
9:00 a.m. – 11:30 a.m.

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## December 2025

**12/10/25 - 12/11/25 - Employee Relations- DSS, PH & LME's**

**Training ID: LG0189**

Live Version Web Ex  
9:30 a.m. – 12:00 p.m. each day

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# Registration Process

The following recommendations are made to assist you in determining who and how to register your employees for these training events.

1. Managers should review the training content and target audience to determine the best candidates from their office to register for each session. Make sure that each candidate meets one or more of the target audience priorities. Think about what you want to see as a result of each candidate's participation in this training.
2. Talk with the individuals you've identified for the training. Share your expectations for their participation in this training event. Determine their availability to **fully\*** attend and participate in the session. (***\*Participants are strongly discouraged from leaving early, coming in late or otherwise limiting their training involvement due to other commitments, work related or otherwise.***)
3. Have the applicant complete the **electronic Training Registration Form** located in the training section at <https://oshr.nc.gov/state-employee-resources/local-government-support> in a timely manner well before the event is scheduled to take place. **Pay close attention as each class has a unique training ID code that must be entered on the form referenced above.** Please use the above LG Training Schedule to obtain the correct training ID code.
4. Once the applicant completes the training registration form, you will receive a notification from Smart Sheet. View the request and approve the registration form.

James Harris via Smartsheet <automati...>  
To: Harris, James

If there are problems with how this message is displayed, Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Unsubscribe

Your employee [REDACTED] has requested to attend a duration of 4 hours. Please review and approve questions about this training please contact OSHF.

**View Request**

Row 8

Employee Name	[REDACTED]
Training Title	Employee Relations
Cost	\$30.00
Training Date	11/17/20

**Employee Name**  
[REDACTED]

**Training Title**  
Employee Relations

**Cost**  
\$30.00

**Training Date**  
11/17/20

**Training Description**  
This class is designed to provide the participant with a thorough understanding of the progressive disciplinary action policy and process for those staff subject to the State Human Resources Act. This session includes an overview of employee relations for local government; who is covered and why; terms and definitions; disciplinary actions, procedures and requirements; documentation and appeals; as well as proactive and preventative best practices.

**Comments**  
Add a comment

**Deny** **Approve**



Please notify the fiscal officer or person handling the invoice and payment that they will receive an e-mail after your approval. Alert them that they will approve in the same manner you did. Please reference the screen shots above for the approval process. The invoice will be directed to the person approving as the fiscal officer. They should be prepared to process this payment. Your agency will be invoiced immediately following the training and payment is expected within 30 days of invoice.

All registrations will be reviewed and prioritized based on the target audience priorities. Approximately two weeks prior to the training event, all applicants will be notified of their status by email, as well as their manager and the fiscal officer. The accepted applicants will be given additional training details at that time.

**Any unpaid balances from previous training sessions must be paid prior to new registrations.**

**Cancellations:** As soon as an accepted participant becomes aware that they cannot fully participate in the training they are scheduled to attend; they should contact their manager and Tammie Dame at [tammie.dame@nc.gov](mailto:tammie.dame@nc.gov) or (984-236-0871) at OSHR to cancel. Failure to cancel in a timely manner may result in the agency's responsibility for payment.

At the discretion of the instructor and local government program manager any class may be postponed or cancelled if enrollment numbers are low.