

Knox County Government Human Resources Training

Winter Quarter 2012 — Class Times 10:00 a.m. – 12:00 p.m.	January	February	March
<p><u>Employee Ethics and Standards</u> Discusses the necessity of ethics, the directive of legislation and guidelines for accepting gifts and revealing conflicts of interest also reviews related Knox County Policy.</p>	05 Thu	23 Thu	29 Thu
<p><u>Customer Service “Service That Shines”</u> Learn how to focus on customers and deliver quality service. Includes components of customer service, dealing with customer problems, and evaluating your own service delivery.</p>		02 Thu	13 Tue
<p><u>Diversity in the Workplace</u> Recognize the impact of diversity; learn how to manage and use diversity to prepare for a strategic and competitive advantage.</p>	17 Tue		04 Thu
<p><u>Eliminating Workplace Harassment</u> Learn how to recognize, to respond, and to prevent harassment in the workplace. Reviews federal regulations and Knox County policy.</p>	26 Thu	14 Tue	

To Register — Complete a registration form and forward to: Anthony Smith – Training Coordinator
 Forms — Available through Fax, E-mail, Internet or at the Human Resources Window CCB Rm. # 360
 Classes — Held in Room 361 of the CCB.

-  Fax: 215-3242
-  E-mail: anthony.smith@knoxcounty.org
-  Internet: <http://www.knoxcounty.org/hr/training.php>
-  Phone: 215-3463

Upon receipt you will receive confirmation completing your registration.