

## 2021 FSP VIRTUAL WEEK COURSE TITLES, DESCRIPTIONS & HOURS

LAB COURSE TITLES	COURSE DESCRIPTIONS	HOURS OF LEARNING
<b>INDOOR AIR QUALITY TRAINING FOR FSPs (REQUIRED)</b>	This course is designed to review important information to help maintain the best possible Indoor Air Quality (IAQ) within our schools and facilities. You will see how your role as a Facility Service Person (FSP) provides essential services, and also functions as a source of first-hand knowledge regarding actions that are required to maintain healthy air quality in your buildings.	1.5
<b>BURROWING OWLS AT BCPS (REQUIRED)</b>	This course will cover, the whats and where(s) of burrowing owls, their protected status, FSP role in identifying, reporting, meeting compliance with State and District laws, and who to notify.	1.5
<b>GOING HOME UNINJURED: PREVENTING COMMON FACILITIES SERVICEPERSONS INJURIES (REQUIRED)</b>	This course will cover some of the most common reported FSP injuries at BCPS and simple behaviors that will prevent these injuries.	1.5
<b>GENERATORS TANKS FOR FSPs (REQUIRED)</b>	This course provides information to support the maintenance of Broward County Public School (BCPS) facilities, storage tank compliance, proper hazardous materials storage, and environmental stewardship related specifically to Emergency Generators and their associated non-regulated fuel storage tanks.	1
<b>RECYCLING, IT'S THE RIGHT THING TO DO! (REQUIRED)</b>	This course will review the why, fiscal impacts of recycling, BCPS's current program and incentives, and what and what not to recycle.	.5
<b>FACILITIES SERVICE PERSONNEL ROLE SPECIFIC EMERGENCY PROTOCOLS (REQUIRED)</b>	To ensure that all BCPS employees understand their roles regarding the emergency protocols as described in a crisis plan that deals with an emergency rather than a categorical crisis.	.5
<b>TIME AND STRESS MANAGEMENT *FSP Virtual Week 21 Course #39129528</b>	Time management and stress management are two key components to succeeding in life. Creating a system to identify, evaluate, and eliminate distractors and stressors will lead to a more productive and efficient life, inside and outside of work. In this course, you will learn how to earn more time and be less stressed. Participants will also be introduced to several time management tools and techniques that can be applied to most work and life situations.	12
<b>RESUME WRITING *FSP Virtual Week 21 Course #39129529</b>	A resume (or résumé) is a brief written account of personal, educational, and professional qualifications and experience that you prepare as part of your application materials for a prospective job. This course will help you effectively develop employment application materials for today's job market by honing your resume writing skills, providing you with tools to create an impressive resume (or to improve the one you already have), and giving suggestions on developing an effective cover letter.	5
<b>INTERVIEWING SKILLS *FSP Virtual Week 21 Course #39129530</b>	This course is intended to help you showcase your personality, strengths, interests, and abilities to potential employers through the interview process.	4
<b>PROFESSIONAL ETIQUETTE *FSP Virtual Week 21 Course #39129512</b>	The professional world can be full of challenging situations, including conflicting personalities, miscommunication, and cultural differences. In this course, you will learn about typical workplace etiquette protocols, communication standards, and cultural awareness strategies in order to navigate these common obstacles as smoothly as possible.	6
<b>GROUP COMMUNICATION *FSP Virtual Week 21 Course #39129513</b>	Learn principles of small group communication so you can function more effectively in groups, both in your personal life and in the workplace. This course will focus on the principles of small group communication to help us better navigate this important communication setting.	7

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<p><b>LEADERSHIP AND TEAMS</b> *FSP Virtual Week 21 Course #39129515</p>	<p>Explore topics including the leadership and management skills necessary in the different stages of group development, how to create an effective team, and how to harness a team's strengths. The concept of collaboration has evolved into the practice of creating teams with specific individuals with complementary skills who gather around a common purpose.</p>	7
<p><b>MANAGING EMPLOYEES</b> *FSP Virtual Week 21 Course #39129516</p>	<p>Explore aspects that are important to employee job satisfaction and well-being, including conflict management and resolution. This course covers one of your most important functions as a manager: motivating your employees to do their best while attempting to meet corporate goals.</p>	5
<p><b>DECISION-MAKING</b> *FSP Virtual Week 21 Course #39129517</p>	<p>Decision-making is about making choices between alternatives to reach a goal or objective. In this course you will learn about the decision-making process, including basic decision types, tools, methods, and insights that demonstrate how decision-making involves both logic and emotion.</p>	4
<p><b>COMMUNICATING FOR LEADERSHIP SUCCESS</b> *FSP Virtual Week 21 Course #39125613</p>	<p>This foundational course introduces leaders to the essential interaction skills that are used on a daily basis and that are critical to leadership success. Participants will also learn how to provide positive feedback that recognizes and motivates individuals and teams as well as developmental feedback that helps others get back on track when needed.</p>	4
<p><b>WHAT TO SAY WHEN- CONFLICT RESOLUTION</b> *FSP Virtual Week 21 Course #39129384</p>	<p>Conflict can be a problem for individuals and teams alike, but when handled constructively, conflict can spark important conversations and build relationships. This Conflict Resolution series presented by Telephone Doctor/Service Skills will provide "What to Say When™" solutions when conflict arises and how to resolve conflicts in a positive way. Scenario based situations will demonstrate both effective and ineffective responses to common workplace situations.</p>	6
<p><b>WHAT TO SAY WHEN - TEAM BUILDING</b> *FSP Virtual Week 21 Course #39129411</p>	<p>This Team Building series presented by Telephone Doctor/Service Skills will provide solutions to build and foster high-performing teams. Scenario based situations provide "What to Say When" responses when encountered with a difficult workplace scenario. Handling these encounters in a positive and productive way will result an increase in the individual's performance and the performance of the team as a whole.</p>	6
<p><b>DELIVERING FEEDBACK</b> *FSP Virtual Week 21 Course #39120527</p>	<p>Whether it's at an appraisal or part of everyday interaction delivering feedback is one of the most important yet difficult skills an effective leader needs to develop. Individuals will learn to use the C.E.D.A.R.(Clarify  Explain  Discuss  Agree and Review) feedback model to prepare for and engage in constructive feedback sessions. The C.E.D.A.R. feedback model allows for a balanced conversation to take place between individuals and groups.</p>	6
<p><b>WE ARE CUSTOMERS TO EACH OTHER</b> *FSP Virtual Week 21 Course #39132556</p>	<p>Broward County Public Schools is committed to improving customer service for our internal and external customers. It is safe to say that everyone understands the importance of treating our organization's customers with a high level of courtesy and service. But it's equally important to treat our coworkers (internal customers) with the same level of politeness, respect and civility. Whenever there's conflict, drama or a lack of respect within our organization it will negatively affect our ability to operate efficiently and hamper our efforts to deliver great service to our external customers. This series will raise awareness of the positive impact on external customer service when we focus on the improvement and support of our internal customers</p>	6
<p><b>BURNOUT PREVENTION: STRESS MANAGEMENT</b> *FSP Virtual Week 21 Course #39133125</p>	<p>This course is designed to emphasize the benefits of stress management to the success of school employees and the importance of a healthy lifestyle balance, educate participants in identifying trigger of stress as well as the physical, mental and emotional manifestations of stress and equip participants with healthy coping strategies to reduce negative effects of personal and work-related stress that can impact workplace performance.</p>	4