

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
Alan Strauss
Chief Human Resources & Equity Officer

June 7, 2021

TO: Senior Leadership Team
Principals
Directors with Head and Assistant Head Facilities Servicepersons, Building Operations Supervisors,
and School Site Repairpersons

FROM: Alan Strauss 
Chief Human Resources & Equity Officer

Valerie S. Wanza, Ph.D.
Chief School Performance & Accountability Officer

**SUBJECT: MANDATORY - 2021 FACILITIES SERVICEPERSONS (FSP) LEADERSHIP
VIRTUAL TRAINING WEEK – JULY 12-23, 2021**

The Office of Talent Acquisition & Operations (Non-Instructional), in collaboration with Physical Plant Operations (PPO), Employee & Labor Relations and The Federation of Public Employees (FOPE), is pleased to announce the scheduling of the **2021 FSP Leadership Virtual Training Week**. The planning committee is aiming to offer participants a catalog of courses that contributes to their professional development. Participation by the employee groups listed below is required.

The 2021 FSP Leadership Virtual Training Week is intended for all Head and Assistant Head Facilities Servicepersons, Building Operations Supervisors, and School Site Repairpersons. **Please ensure that you coordinate schedules for these employees allowing them adequate time to participate and engage in the virtual sessions that will contain both required and self-selected content. Although the event is virtual, employees should participate during their scheduled work hours only, dedicating an estimated 18 hours towards the conference virtual events and courses.**

The virtual training sessions will provide professional learning activities and content to further enhance and build on practical, technical, supervisory, and occupational skills essential to the daily operations of schools and District departments. Due to the expected number of participants and virtual environment this year, the sessions will be hosted on the following days:

- **Opening Session Kickoff: Monday, July 12, 2021 beginning at 8:30 a.m.**
- **Virtual Events and Courses: Monday, July 12, 2021 through Friday, July 23, 2021**

Please distribute a copy of this memo to all appropriate Facilities staff at your location. If there are any questions concerning the conference and content, please contact Terrance Johnson, Talent Acquisition & Operations (Non-Instructional), at tdjohnson@browardschools.com. If you have any questions regarding the attendance and release of these employees, please contact Sherline Manzo, Employee & Labor Relations, at sherline.manzo@browardschools.com.

For your convenience, attached to this memo is information regarding the registration and course content for the 2021 FSP Leadership Virtual Training Week.

VSW/AS/SLC/AFM:am
Attachments

c: Board Members
Cabinet Members
Dan Reynolds, President, Federation of Public Employees (FOPE)
2021 Facilities Serviceperson Leadership Conference Committee Members

2021 FACILITIES SERVICEPERSONS (FSP) LEADERSHIP VIRTUAL TRAINING WEEK

REGISTRATION AND COURSE CONTENT INFORMATION

- All Head and Assistant Head Facilities Servicepersons, Building Operation Supervisors and School Site Repairpersons will be emailed the registration process, course content and descriptions, and any additional information that pertains to the conference.
- It is strongly recommended that Administrators discuss the courses offered with their Facilities leadership personnel to jointly determine which courses will most benefit the individual and the operations of the campus or site.
- Participants **must** be given access to a computer and time to complete their courses during their work hour days.
- Participants will also be pre-registered in the six (6) required courses highlighted below for the 2021 FSP Leadership Virtual Week (conveniently depicted with **Required** under the Lab Course Title and color coded in **orange** in the 2021 FSP Virtual Week Courses Descriptions document attached:
 - Indoor Air Quality Training for FSPs
 - Burrowing Owls at BCPS
 - Going Home Uninjured: Preventing Common Facilities Servicepersons Injuries
 - Generators Tanks for FSPs
 - Recycling, It's the Right Thing to Do!
 - Facilities Service Personnel Role Specific Emergency Protocols

Participants **must** complete all courses (required & optional) in their entirety in order to receive full participation hour's credit!

- All registration must also be done via Learning Across Broward (LAB). Below please find the list of courses available to register for in LAB.



2021 FSP VIRTUAL TRAINING WEEK COURSE TITLES & DESCRIPTIONS

LAB COURSE TITLE	COURSE DESCRIPTION
INDOOR AIR QUALITY TRAINING FOR FSPs REQUIRED	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.
BURROWING OWLS AT BCPS REQUIRED	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.
GOING HOME UNINJURED: PREVENTING COMMON FACILITIES SERVICEPERSONS INJURIES REQUIRED	This course will cover some of the most common reported FSP injuries at BCPS and simple behaviors that will prevent these injuries.
GENERATORS TANKS FOR FSPs REQUIRED	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.
RECYCLING, IT'S THE RIGHT THING TO DO! REQUIRED	This course will review the why, fiscal impacts of recycling, BCPS's current program and incentives, and what and what not to recycle.
FACILITIES SERVICE PERSONNEL ROLE SPECIFIC EMERGENCY PROTOCOLS REQUIRED	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.
TIME AND STRESS MANAGEMENT *FSP Virtual Week 21 Course #39129528	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.
RESUME WRITING *FSP Virtual Week 21 Course #39129529	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.
INTERVIEWING SKILLS *FSP Virtual Week 21 Course #39129530	This course is intended to help you showcase your personality, strengths, interests, and abilities to potential employers through the interview process.
PROFESSIONAL ETIQUETTE *FSP Virtual Week 21 Course #39129512	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.
GROUP COMMUNICATION *FSP Virtual Week 21 Course #39129513	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.

2021 FSP VIRTUAL WEEK COURSE TITLES & DESCRIPTIONS – Continue

LAB COURSE TITLE	COURSE DESCRIPTION
<p>LEADERSHIP AND TEAMS *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>
<p>MANAGING EMPLOYEES *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>
<p>DECISION-MAKING *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>
<p>COMMUNICATING FOR LEADERSHIP SUCCESS *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>
<p>WHAT TO SAY WHEN - CONFLICT RESOLUTION *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>
<p>WHAT TO SAY WHEN - TEAM BUILDING *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 in an increase in the individual's performance and the performance of the team as a whole.</p>
<p>DELIVERING FEEDBACK *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>
<p>WE ARE CUSTOMERS TO EACH OTHER *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>
<p>BURNOUT PREVENTION: STRESS MANAGEMENT *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>