



# Learning & Development

# COURSE CATALOG

## 2024



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## Training Delivery Types



**Classroom/In-Person,  
Instructor-Led**



**Virtual Instructor-Led  
(WebEx or Zoom)**



**Online/Self-Paced**

**\*Blended Learning Format is a combination  
of multiple training delivery types.**





## From the Desk of the Training Manager

Hello,

Soon after joining the Human Resources Team in 2017, senior leadership shared their vision for top organizational training priorities for Metro Government. Among those priorities was a focus on increasing learning and development opportunities for Metro employees, supervisors, managers, and future leaders.

Over the years, the Training Division has answered the call to identify the critical skills, information, and best practices that empower employee performance, build employee and supervisor confidence, develop essential leadership skills, and increase mandatory training compliance.

As you will see, we have a host of online/self-paced course offerings that can be completed within the Learning Management System (LMS) as the employee's schedule allows.

Here at Metro Nashville Government, we offer several different training opportunities for our employees. Whether it be leadership training, including the Supervisor Development Institute and Metro Management Institute, mandatory training, including Diversity & Inclusion, Sexual Harassment Prevention, and Drug-Free Workplace, or soft skills training, the Training Division manages and provides growth and development opportunities for our Metro employees and leaders.

We are adding new courses to our catalog on an ongoing basis, and we are proud to stand beside our fellow employees and leaders in providing growth opportunities in their career journeys.

Regards,

*Wanda Hadley*


Training and Talent Acquisition Manager



# Metro Central HR Training Division Information & Practices

## **Registration for Courses:**

Courses are provided via online, instructor-led, or virtual instructor-led offerings.

Register for online courses by clicking on your desktop LMS icon  or by logging in directly at <https://einv.fa.us6.oraclecloud.com/> via Chrome.

Please note that the instructor-led and virtual instructor-led courses may require certain criteria be met prior to registration, so you should contact your department's Human Resources (HR)/Training Coordinator for more information.

## **Training Website:**

Additional information can be located at <https://www.nashville.gov/departments/human-resources/training>.

## **Course Capacity:**

Most instructor-led courses are limited to 35 employees.

## **15-Minute Rule:**

To be considerate of everyone's schedules, please understand that we work hard to start all courses on time. As a result, we do not allow anyone to join an instructor-led course 15 minutes after the start time, and you will need to reschedule your course.

## **Inclement Weather Policy:**

Check for Metro Nashville Public School (MNPS) closings on local television channels. If MNPS is closed due to inclement weather, then Metro Government courses are cancelled. However, if MNPS delays opening due to inclement weather, then Metro Government courses will not delay and will begin at their scheduled time.

## **Training Locations:**

Metro Southeast (Genesco Park) is located at 1417 Murfreesboro Pike Nashville, TN 37217.

- Enter the main driveway and pass the four-story building nearest Murfreesboro Pike.
- Proceed to the blue Metro sign and turn right; we are in the brown brick building on your right.
- Enter the building through the south entrance under the brown awning that is marked "Main Entrance".

Lentz Public Health Center is located at 2500 Charlotte Avenue Nashville, TN 37209.

Virtual instructor-led trainings are delivered via WebEx or Zoom.



## Meet the Instructors

### **Metro Central HR Training Division at (615) 862-6640:**

Wanda Hadley, Central HR Training & Talent Acquisition Manager  
Monti McClellan, Human Resources Administrator  
Pamela Burgess, Human Resources Analyst Sr.  
Sarah Ferrin, Human Resources Analyst Sr.  
Dr. Charles Gibson, Human Resources Analyst Sr.  
Emma Reinbold, Human Resources Analyst Sr.

*Courses: Leadership Development Series, Mandatory, Conditional Mandatory, & Special Interest Courses*

### **Metro Central HR Employee Relations Division at (615) 862-6640:**

Stephen Cain, Manager of Employee Relations, Safety, and Injury on Duty (IOD)

*Courses: Drug-Free Workplace Policy and Sexual Harassment Prevention (Supervisor versions)*

### **Office of Family Safety at (615) 862-1100:**

LaToya Townsend, Director of Outreach & Development

Heather Herrmann, Assistant Director of Education & Strategic Initiatives

*Courses: Domestic Violence & Workplace Response (Employee and Supervisor versions)*

### **Metro Central HR Finance, Payroll, & System Support Division at (615) 862-6640:**

William (Eric) Carroll, Human Resources Administrator

*Course: Defensive Driving Course (Instructor-led delivery)*

### **Metro Central HR Pension Services Division at (615) 862-6640:**

Ron Denton, Pension Specialist

*Presentation: Metro Nashville Government Pension Plan (Retirement: 5 Years and Out)*

### **Metro Central Workforce Diversity at (615) 862-6640:**

Razel Jones, Workforce Diversity Manager

Erica Conn, Human Resources Analyst Sr.

Leigh Anne Lee, Human Resources Analyst Sr.

*Course: Conscious Inclusion*

### **VOYA Financial Services:**

Seth Crosby, (615) 627-5938 or Whit Gorham, (615) 627-5935

*Presentation/Enrollment: Metro Nashville Government 457(b) Plan*

### **Metro Public Health Department, Behavioral Health and Wellness Division at (615) 340-8603:**

Nichelle Foster, MMFT, LADAC II Behavioral Health Assessment and Education Coordinator

*Course: QPR Suicide Prevention Awareness*





# Mandatory Courses for Employees

## New Hire Orientation

Training Method: LMS, Online/Self-Paced  
Completion Deadline: Within thirty (30) days of start date  
Expected Effort Hours: 1.5–3 hours  
Compliance Renewal Cycle: One time only



The New Hire Orientation is comprised of six (6) modules that provide basic information about Metro Government and its practices: Welcome to Metro Government, Sustainable Practices, Civil Service Rules, ITS Information, Social Media Responsibilities, and Ethics in the Workplace.

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## Cybersecurity Awareness

Training Method: LMS, Online/Self-Paced  
Completion Deadline: Within thirty (30) days of start date  
Expected Effort Hours: 1–2 hours  
Compliance Renewal Cycle: Every two (2) years



The Cybersecurity Awareness online course will provide learners with principles of data and technology that frame and define cybersecurity. Learners will gain insight into the importance of cybersecurity and the integral role each of us plays. The interactive, self-guided format will provide a dynamic learning experience where users can explore foundational cybersecurity principles, risk management, attacks, and incidents. Learners will become aware of how to apply these principles and practices to help keep Metro a safe and secure organization. Topics include: Data protection, General Phishing, Malicious Links, Malware, Mobile Devices, Passwords, Physical Security, Security Outside of the Office, and Social Engineering.

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## Cybersecurity Fundamentals

Training Method: LMS, Online/Self-Paced  
Completion Deadline: Within thirty (30) days of start date  
Expected Effort Hours: 1.5–2.5 hours  
Compliance Renewal Cycle: Every two (2) years



The Cybersecurity Fundamentals online course will provide learners with principles of data and technology that frame and define cybersecurity. Learners will gain insight into the importance of cybersecurity and the integral role each of us plays. The interactive, self-guided format will provide a dynamic learning experience where users can explore foundational cybersecurity principles, risk management, attacks, and incidents. Topics include: Advanced Spear Phishing, BEC Scams, Insider Threats, Ransomware, Social Networking, and Surfing the Web.



# Mandatory Courses for Employees

## Sexual Harassment Prevention

Training Method: LMS, Online/Self-Paced

Completion Deadline: Within ninety (90) days of start date

Expected Effort Hours: 1–2 hours

Compliance Renewal Cycle: Every four (4) years



This course defines sexual harassment and builds on the legal foundation of harassment and the precedent-setting Supreme Court decisions. It discusses the two forms of sexual harassment, unwelcome behaviors, and third-party liability. It concludes with the explanation of the process for handling harassment and how to make an official claim as stated in Civil Service Policy 3.1.

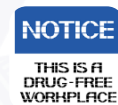
## Drug-Free Workplace Policy

Training Method: LMS, Online/Self-Paced

Completion Deadline: Within ninety (90) days of start date

Expected Effort Hours: 1–2 hours

Compliance Renewal Cycle: Every four (4) years



This course explores drug abuse trends in the American workplace with a focus on Metro's Drug-Free Workplace Policy. You will learn the practices and procedures on testing, including pre-appointment, random, reasonable suspicion, critical incident, and return-to-work. It provides statistics on substance abuse in the national workplace. This training also covers Tennessee's drug situation and key substances of concern for Tennessee and trends of abuse identified in the state.

## Diversity and Inclusion

Training Method: LMS, Online/Self-Paced

Completion Deadline: Within ninety (90) days of start date

Expected Effort Hours: 1–2 hours

Compliance Renewal Cycle: Every four (4) years



This course is designed to create an inclusive environment that capitalizes on today's complex and dynamic workplace by providing opportunities for students to explore the various aspects of diversity. Attendees of Metro's Diversity and Inclusion will: learn legal requirements such as Title VII — including the 7 protected classes — and Metro Civil Service Rules; explore the influences of conscious and unconscious bias; discover the importance and need for inclusivity; discuss how to communicate in a diverse community; and examine the cultures and customs that make up our diverse workplace and community.

Learners will be encouraged to examine interpersonal behavior in the workplace, discover its impact, and enhance skills necessary to set a positive example and foster a respectful environment that maximizes employee productivity.





# Mandatory Courses for Employees

## Domestic Violence & Workplace Response

Training Method: LMS, Online/Self-Paced

Completion Deadline: Within ninety (90) days of start date

Expected Effort Hours: 1.25–1.75 hours

Compliance Renewal Cycle: Every four (4) years



This course is developed by Office of Family Safety and focuses on domestic violence and how it affects the workplace. During this training, we will discuss what domestic violence is, how Metro Government responds, and identify services available to support Metro employees who may be experiencing domestic violence. You will learn how to create and promote a safe and supportive workplace environment in which employees feel comfortable discussing domestic violence issues and seeking assistance for domestic violence situations.

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## Conditional Mandatory Courses for Employees

\*Conditional mandatory courses are courses that employees are required to complete *depending upon their job responsibilities*. Departmental HR/Training staff are responsible for identifying eligible employees. Metro Central Human Resources bears no responsibility regarding compliance.

### HIPAA Compliance

Training Method: LMS, Online/Self-Paced  
Completion Deadline: Within thirty (30) days of start date  
Expected Effort Hours: 1–2 hours  
Compliance Renewal Cycle: Annually



If employees work with Protected Health Information (PHI/ePHI), then they are required to complete HIPAA. To learn more about HIPAA requirements, click here: [HHS.gov/HIPAA](https://www.hhs.gov/HIPAA)

What is PHI? Protected Health Information (“PHI”) is any oral, electronic, or paper record that contains any individually identifiable information as it relates to: the individual’s past, present, or future physical condition or mental health; the provision of health care to the individual; and the past, present, or future payment for the provision of health care to the individual.

This includes: patient names and treatment information, billing information from a doctor, and patient’s appointment reminder with treatment alternatives.

What is ePHI? Electronic Protected Health Information (ePHI) is PHI that is created, stored, transmitted, or received electronically: medical insurance claims information, Explanations of Benefits (EOBs), medical providers’ bills, demographic information about a patient, a digital photograph of a patient stored on a hard drive, patient names, procedures, and/or times on an electronic calendar, etc.

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### Defensive Driving Course (DDC)



Training Method: \*\*Hosted on External Vendor Website; must contact Coordinator to schedule  
Completion Deadline: Prior to operating a Metro vehicle or receiving mileage reimbursement  
Expected Effort Hours: 4–6 hours  
Compliance Renewal Cycle: Every three (3) years

Per Ordinance 12.08.120: If an employee operates a Metro vehicle or receives mileage reimbursement from Metro, then they are required to complete *and pass* DDC *prior* to operating a Metro vehicle or receiving mileage reimbursement. Upon successful completion, employees receive a certificate of completion from the National Safety Council (NSC).

Ordinance 12.08.120: “From and after July 1, 1974, no person shall operate a vehicle owned by the metropolitan government, or a vehicle the operation of which is reimbursable by the Metropolitan Government unless and until such person has completed the defensive driving course of the National Safety Council, or any equivalent program, and is in possession of proof of such completion.”

DDC reinforces good driving skills and habits. This training offers practical strategies to reduce collision-related injuries, fatalities, and costs associated with motor vehicle crashes.



# Mandatory Courses for Supervisors

## Sexual Harassment Prevention for Supervisors

Training Method: Virtual Instructor-Led Training (WebEx)  
Completion Deadline: Upon course availability  
Expected Effort Hours: 1.5–2 hours  
Compliance Renewal Cycle: Every four (4) years



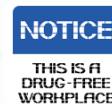
This course defines sexual harassment and builds on the legal foundation of harassment and the precedent-setting Supreme Court decisions. It discusses the two forms of sexual harassment, unwelcome behaviors, and third-party liability. It concludes with the explanation of the process for handling harassment and how to make an official claim as stated in Civil Service Policy 3.1.

This course contains additional information and guidance on necessary actions when a claim is filed, rules for investigation, and the supervisor's responsibilities.

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## Drug-Free Workplace Policy for Supervisors

Training Method: Virtual Instructor-Led Training (WebEx)  
Completion Deadline: Upon course availability  
Expected Effort Hours: 1.5–2 hours  
Compliance Renewal Cycle: Every four (4) years

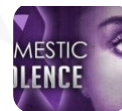


This course explores drug abuse trends in the American workplace with a focus on Metro's Drug-Free Workplace Policy. You will learn the practices and procedures on testing, including pre-appointment, random, reasonable suspicion, critical incident, and return-to-work. It provides statistics on substance abuse in the national workplace. This training also covers Tennessee's drug situation and key substances of concern for Tennessee and trends of abuse identified in the state. It also contains additional information and discussion on reporting issues and responsibilities.

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## Domestic Violence & Workplace Response for Supervisors

Training Method: Virtual Instructor-Led Training (Zoom)  
Completion Deadline: Upon course availability  
Expected Effort Hours: 1.5–2 hours  
Compliance Renewal Cycle: Every four (4) years



This course is developed and delivered by Office of Family Safety and focuses on domestic violence and how it affects the workplace. It also provides tools and resources to empower supervisors and appointing authorities in developing responsive procedures for employees who are affected by domestic violence and equips them with referral resources. Finally, this course addresses disciplinary action, in accordance with applicable civil service rules, for employees who are perpetrators of abuse.





## Leadership Development Series

*Class schedules are announced to departmental HR/Training Coordinators. Please contact your department's HR/Training Coordinator for more information.*

### **Supervisor Development Institute (SDI)**

Eligibility Requirements: Supervisors must have at least one (1) direct report per [FLSA guidelines](#), and the ability to meet the time commitment for completion.

Training Method: Blended learning (LMS, Online/Self-Paced and Virtual Instructor-Led Training)

Expected Effort Hours: Approximately 20–24 hours total

Compliance Renewal Cycle: None

Supervisor Development Institute (SDI) is an interactive series for first-time or new-to-Metro supervisors. This series provides the tools necessary to successfully transition from an individual contributor role into a supervisory role. In each course, participants work through a series of activities where they will demonstrate an understanding of the basics required of a skilled supervisor. Topics include: Leadership Styles, Effective Communication, Coaching, Delegation, Conflict Management, Difficult Conversations, and Performance Management.

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### **Metropolitan Management Institute (MMI)**

Managers must meet one of the following eligibility requirements:

1. Managers with no previous leadership series completion (SDI or MMI): two (2) direct reports as defined by [FLSA guidelines](#) plus a minimum of two (2) years as a manager with Metro
2. Managers with a previous completion of SDI: at least one (1) year since completion of SDI plus two (2) direct reports as defined by FLSA guidelines
3. Managers with a previous completion of MMI: two (2) direct report as defined by FLSA guidelines

Training Method: Instructor-Led, Classroom/In-Person

Expected Effort Hours: Approximately 18–20 hours total

Metropolitan Management Institute (MMI) is an interactive series for Metro managers.

This series provides the tools necessary for experienced managers.

In each course, participants work through a series of activities where they will demonstrate an understanding of the basics required of a skilled manager.

Topics include: Emotional Intelligence, Change Management, Difficult Conversations, Conflict Management, and Performance Management.



## Business Ethics

Training Method: LMS, Online/Self-Paced  
Expected Effort Hours: 20–30 minutes  
Compliance Renewal Cycle: None



The Business Ethics course will explain why business ethics are essential to our organization. Learners will be made aware of how ethical decisions can impact business and our organization. Topics covered in this course are: ethics and business ethics definitions, ethical pressure, ethical boundaries, personal code of ethics, and making an ethical decision with the R.E.A.P method.

## Coaching Others

Training Method: LMS, Online/Self-Paced  
Expected Effort Hours: 20–35 minutes  
Compliance Renewal Cycle: None



The Coaching Others course will provide learners with the skills to be great coaches. Learners will be given tools to assist with proper coaching techniques. Topics are: the definition of coaching, the difference between coaching and training, the ACE model and how to use it, and coaching mistakes to avoid.

## Communicating Effectively

Training Method: LMS, Online/Self-Paced  
Expected Effort Hours: 20–30 minutes  
Compliance Renewal Cycle: None



The Communicating Effectively course will provide learners with the basics of effective communication. The learner's confidence will be built around ways communication skills can be improved. Topics are: the definition of effective communication, benefits of effective communication, preparing for effective communication, and avoiding communication issues.

## Conflict Resolution

Training Method: LMS, Online/Self-Paced  
Expected Effort Hours: 20–30 minutes  
Compliance Renewal Cycle: None



The Conflict Resolution course will provide learners with basic information for resolving conflict. Learners will be guided through the C.A.T.C.H. method for resolving conflict. Topics are: the definition of conflict and conflict resolution, the impact of unresolved conflict, and the C.A.T.C.H. method for resolving conflict.

## Soft Skills

### Creative Problem Solving

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–35 minutes

Compliance Renewal Cycle: None



The Creative Problem Solving course explores the differences between traditional and creative problem-solving techniques, identifies steps to creatively solve a problem, and teaches learners to apply facilitation and evaluation techniques that lead to a creative solution.

---

### Customer Service

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



The Customer Service course will introduce learners to customer service concepts that can be used. Learners are reminded that excellent customer service requires patience and attention in each new situation. Topics covered in this course are: the definition of customer service, learning how to wow customers, and the AIM approach to handling difficult customers.

---

### Handling a Difficult Customer

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–35 minutes

Compliance Renewal Cycle: None



The Handling a Difficult Customer course will introduce learners to the benefits of engaging with difficult customers, for employees, organizations, and customers themselves. Topics covered in this course are: the importance of engaging with difficult customers, traits exhibited by a difficult customer, and the AIM to please process to manage difficult customers.

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### Interpersonal Skills

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–35 minutes

Compliance Renewal Cycle: None



Interpersonal skills are the 'soft skills' we use every day when we communicate and interact with other people, both individually and in groups. They're a person's ability to interact with others in a positive and cooperative way. This course raises awareness and provides beneficial practice focused on improving workplace communication, trust, and the ability to give and receive feedback. After completing this course, you will be able to: define interpersonal skills, utilize tools to improve your interpersonal skills, and learn how to ask for feedback from others and potentially connect with a mentor. All of the content discussed, while important at work, also applies to your life outside of work.





## Soft Skills

### Meeting Management

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



The Meeting Management course will focus on learning about how to facilitate effective meetings. In general, meetings should be a collaborative work process designed to answer the who, why, how, when, and what of a particular objective. In addition, meetings are often used to share information and generate ideas. It takes commitment and practice to manage meetings effectively. This course offers participants the opportunity to plan and prepare to lead a focused, effective meeting. The investment in this course will pay dividends every time employees meet. After completing this course, you will be able to: develop a SMART meeting objective, prepare a comprehensive and realistic meeting agenda, and describe the elements of an effective meeting.

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### Negotiation Skills

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



The Negotiation Skills course will remind learners that negotiation is not about conflict, it's about reaching an agreement. Topics covered in this course are: understanding the power of negotiating for agreement rather than conflict, the PEACE model to approach negotiation, and what negotiation mistakes to avoid.

---

### Presentation Skills

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



The Presentation Skills course will assist learners in creating more compelling presentations. Learners will also be guided through strategies to recover when a presentation problem occurs. Topics covered in this course are: how to maintain a positive presentation mindset, pitfalls to avoid, the AID process, and the four B's.



## Soft Skills

### Stress Management

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



This course will help you discover the sources of stress in your own life and help you better limit their effects on you. Once you understand where stress comes from and how it can be harmful, you'll learn various techniques you can employ to help manage your stress.

You'll learn to recognize your own stress triggers and identify tools to better manage stress in your work and personal life. After completion of this course, you should be able to: define stress, identify types of chronic and acute stress, list your personal stress triggers, describe the negative impacts of stress in your life, discuss various lifestyle changes and behaviors that can help to minimize stress, and develop your personal plan for reducing stress and its impact in your life.

---

### Time Management

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



This course will cover the basics of time management as well as a few more in-depth techniques that may help you manage your time. While there are many different time management strategies out there, the core ideas are largely the same. You will be given a solid base to start from, and you can then explore different time management techniques on your own to find what works best for you.

Practicing the principles of time management will help your organization reap the benefits of a more productive and efficient workplace. Upon completion of this course, you should be able to: define time management, use the 3 Ps to manage time, and identify ways to address time management issues.

---

### Work-Life Balance

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–40 minutes

Compliance Renewal Cycle: None



This course will help employees hone in on what matters most to them and develop strategies for setting priorities for using time in personally meaningful ways. This content is intended to cover the basics of work-life balance, but, of course, it takes time to find an approach that will work best for you. The goal is that what you learn today will help you see the benefits of work-life balance as well as ways you can improve a sense of balance in your life.

After completing this course, you will be able to: explain what work-life balance looks like in your life, recognize the signs when your life is out of balance, and find personal solutions to create more balance.



### Workplace Harassment Prevention

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 0.5–1 hour

Compliance Renewal Cycle: None



In simple terms, we can define workplace harassment as “verbal or physical conduct that affects an individual’s employment; unreasonably interferes with his/her work performance; or creates an intimidating, hostile, or offensive work environment.” The Equal Employment Opportunity Commission (EEOC) defines harassment as, “unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.”

After completing this course, you will be able to: recognize and identify workplace harassment, explain why it is important to maintain a harassment-free workplace, and formulate an informed response when faced with a harassment violation.

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## Special Interest Courses

### Welcome to Metro Nashville Government

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–40 minutes

Compliance Renewal Cycle: None



This course provides a high-level overview of the history of Metro Nashville Government, the organizational structure, and resources available to you as an employee, including Civil Service Rules and Policies.

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### Sustainable Practices in Metro Government

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 3–5 minutes

Compliance Renewal Cycle: None



Learn what Metro General Services is doing to save energy, water, and reduce waste in its facilities. Then, find out how you can get involved in “going green” through Socket, Nashville’s Sustainability Outlet.

---

### Metro Nashville Government Civil Service Rules

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



This course will provide an overview of Civil Service Rules, including scope and effect, differences between civil service and non-civil service, the history of the rules, and high-level content within each chapter.

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### Metro Nashville ITS

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–35 minutes

Compliance Renewal Cycle: None



In this video from Information Technology Services (ITS), you will learn the information technology uses that are permissible and which are prohibited. You will also be made aware of your responsibility as a Metro employee to the security of your hardware, software, and passwords, including virus, malware, and spyware protection. Lastly, you will learn about the permissible use of information that is deemed confidential, limits and boundaries within social media and social networking, and how to store information. Compliance with this policy drives the Metropolitan Government’s ability to protect government services, government employees, and the citizens of Nashville and Davidson County.



# Special Interest Courses

## Social Media Responsibility

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–40 minutes

Compliance Renewal Cycle: None



The Social Media Responsibility course will explain Metro Government’s social media policy. It will guide learners through the don’ts of social media and how it can affect them in the workplace. Topics covered in the course are: the definition of social media, social media statistics, social media in the workplace, social media ‘behavior’, and how social media is linked to your position, organization, and career.

## Ethics in the Workplace

Training Method: LMS, Online/Self-Paced

Expected Effort Hours: 20–35 minutes

Compliance Renewal Cycle: None



In this course, employees will learn about workplace ethics and how it pertains to Metro Nashville Government. We will cover topics such as Mayoral Executive Orders, Metro Workplace Conduct Policy, Standards of Conduct, and other practical information that funnels into ethical decision-making.



## Special Interest Courses

### Foundations of Conscious Inclusion: Part 1

Training Method: In-Person, Instructor-Led

Expected Effort Hours: 2 hours

Compliance Renewal Cycle: None



This course is for employees and is Part 1 of laying the foundation to promote a culture of conscious inclusion within Metro Nashville Government. Participants will be led through a dynamic interactive learning experience, beginning with “why” Diversity, Equity, and Inclusion (DEI) is critical for Metro Nashville Government. Through exploratory and social learning activities focused on the core competencies essential to building a culture of inclusion, participants uncover their strengths, challenges, and identify opportunities to promote inclusion in the workplace.

Objectives: understand the value of DEI to Metro Nashville Government, examine unconscious bias and the bias continuum, and making a personal commitment to modeling inclusive behaviors at Metro Nashville Government.

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### Foundations of Conscious Inclusion: Part 2

Training Method: In-Person, Instructor-Led

Expected Effort Hours: 2 hours

Compliance Renewal Cycle: None



This course is for employees and is Part 2 of laying the foundation to promote a culture of conscious inclusion within Metro Nashville Government. Participants will be led through a dynamic interactive learning experience, beginning with “why” DEI is critical for Metro Nashville Government. Through exploratory and social learning activities focused on the core competencies essential to building a culture of inclusion, participants uncover their strengths, challenges, and identify opportunities to promote inclusion in the workplace.

Objectives: explore the power of conscious inclusion through behaviors required to create and sustain a culture of inclusion, demonstrating empathy, communicating authentically with respectful truth, and making a personal commitment to modeling inclusive behaviors at Metro Nashville Government.





## Special Interest Courses

### **Leading with Conscious Inclusion: Part 1 — for Supervisors**

Training Method: In-Person, Instructor-Led

Expected Effort Hours: 2 hours

Compliance Renewal Cycle: None



This course is for supervisors and managers at all levels and is Part 1 of laying the foundation to promote a culture of conscious inclusion within Metro Nashville Government.

Participants will be led through a dynamic interactive learning experience, beginning with “why” Diversity, Equity, and Inclusion (DEI) is critical for Metro Nashville. Through exploratory and social learning activities focused on the core competencies essential to building a culture of inclusion, participants uncover their strengths, challenges, and identify opportunities to promote inclusion in the workplace.

Objectives: understand the value of DEI to Metro Nashville and the role of the leader, examine unconscious bias and the bias continuum, learn how to identify and embrace differences, how to demonstrate and lead with empathy, and making a personal commitment to leading inclusion at

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### **Leading with Conscious Inclusion: Part 2 — for Supervisors**

Training Method: In-Person, Instructor-Led

Expected Effort Hours: 2 hours

Compliance Renewal Cycle: None



This course is for supervisors and managers at all levels and is Part 2 of laying the foundation to promote a culture of conscious inclusion within Metro Nashville Government.

Participants will be led through a dynamic interactive learning experience, beginning with “why” DEI is critical for Metro Nashville. Through exploratory and social learning activities focused on the core competencies essential to building a culture of inclusion, participants uncover their strengths, challenges, and identify opportunities to promote inclusion in the workplace.

Objectives: explore the power of conscious inclusion through the five competencies and behaviors required to create and sustain a culture of inclusion, how to communicate authentically, understand and manage privilege, how to act courageously, and make a personal commitment to leading inclusion at Metro Nashville Government.



## Special Interest Courses

### **QPR: Suicide Prevention Awareness**

Training Method: In-Person, Instructor-led (Lentz Health Department)

Expected Effort Hours: 1.25 hours

Compliance Renewal Cycle: None



This course is offered by the Behavioral Health and Wellness Division of the Metro Public Health Department. This presentation equips participants with statistical information and a three-step process to assist someone in crisis and resources. Most individuals who attempt or die by suicide demonstrate warning signs. Many people do not know how to recognize the signs or what to do if they do encounter someone in emotional distress. This course focuses on how to recognize warning signs and how to talk to someone who is exhibiting warning signs and refer the person for help.

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### **Retirement: 5 Years and Out**

Expected Effort Hours: 0.5–2 hours

Compliance Renewal Cycle: None



Preparing for retirement is unknown territory for most Metro employees. Professional financial planners tell us that we should be exploring all the options and gathering information when we are about five years from our expected retirement date. This class is open to Metro employees who want to begin to prepare for retirement.

Topics covered include: factors that go into your Metro pension calculation for General Government and Police & Fire pension plans, DROP plan elections, insurance benefits for retirees, the application process, and information about other considerations during this critical decision-making time. There will be time devoted to answering your questions and materials for potential retirees, including a helpful booklet from our Pension Benefits area entitled “Retirement Guide-Division B.”



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