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## WORKING MATTERS

by JACKIE DAVID, Public Information Director, Public Safety Division, Personnel

# Personnel Dept. Cares... These Courses Are Proof

■ Welcome back Jackie David, with her new column on issues relating to working for a living and the City's Personnel Dept.

Working for a new department is always a challenge. There are people to learn from, things to re-learn and places to go and while we, as employees do our best to assimilate and learn the information through diligent study and review, I, personally, have found that a lot of "know-its" and "know-hows" is what happens through the process of permeation.

Permeation? Yes, it is a physiological process that Webster defines as "to penetrate wholly, pervade, soak through, pass through." In other words, it is something that almost comes naturally as we soak into our new departments. It is the day-in and day-out small things and big things learned that, in a few months, permeates our being until we feel we have finally become a part of the new department. It gives you an appreciation for long-term employees who have valuable historical information and data that is not always easily found on record.

One thing has struck me about the Personnel Dept. in this process of permeation. As I become more familiar with the department, I am more and more impressed with the breadth and scope of the its services as well as genuine concern for City employees.

Having worked for the City for more than 15 years, I must admit to some cynicism about the Personnel Dept. I figured they were there to provide tests and support other departments to fill positions and to pretty much make sure all "i's" were dotted and "t's" crossed on both sides of the employment coin. Other than that, I felt they were there only to protect "the City" and that other than that, there wasn't anything there for me really - unless I got into trouble.

What a pleasant surprise then to sit in on meetings and be privy to conversation and to hear true concern for the well being of City employees - individually and as a group! What I have heard has not been just run-of-the-mill "bureaucrat-ese" but an actual caring about the safety, promotion and well being of employees. Talk about "it feels good to work for the City of Los Angeles!"

Aside from the usual services including recruiting, giving examinations and handling transfer and promotional opportunities, the Personnel Dept. does offer ongoing training opportunities. For May, for example, the Personnel Dept., Employee Development Section provides a schedule of classes and courses that you, as a City Employee, should take advantage of.

For example, Certification Interview Training is available to all levels of supervisory, administrative and personnel professionals who conduct interviews. What's the training all about and why would that be important to you? Let me put it this way: if you plan to move ahead, it is important that you understand the interview, the hiring process and what the "Rule of Three Whole Scores" is all about. It's good information. After all...that's how you and I got hired.

Other training offered for the month of May includes:

■ Frontline Supervision - If you are a supervisor and strive for efficiency then you will want to take this course that covers basic supervisory responsibilities, principles, and practices.

■ Public Speaking - This is a must for everyone, regardless of whether or not you will ever have to give a speech. The reason? It will help you with your job interviews and your day-to-day communications. Take this course and you will learn the basics from getting your thoughts together to practicing your presentations to giving the impression of confidence! You can't lose signing up for this one.

■ On-The-Job-Training - This one's for supervisors. It provides tips and techniques for effectively training employees.

■ First Aid/CPR - I love this course and try to take it regularly to keep the information fresh - just in case. The reason? While I do want to be in a position to help my fellow employees, I also strive to be a good mom. That means knowing the right thing to do in case of any accidents or emergencies. (I don't know about you but my kids love to tempt fate so much so that we wind up spending quality family time in the emergency room. It's to the point where I know the receptionist and some of the E.R. staff. We've been quality-timing it in emergency for years.) The class will also dispel quite a few "myths" about First Aid and CPR. It's open to all employees and I highly recommend it. If you are a mom or dad to some younger kids, then please do take this course. If you like outdoor activity, then this training will provide you some valuable know-how. Bottom line is: You'll never know when what you've learned in this class will help you save a life! Do it. Sign up.

■ Diversity in the Workplace - This four-hour course explores value differences to promote mutual respect in the workplace. After all, we work in one of the most cosmopolitan cities of the world!

■ Office Administrative Skills - If you are in a clerical support job classification, then this class will help you shine!

■ Equal Employment Opportunity classes - There are several of these classes offered both for supervisors and non-supervisors. Learn about non-discrimination policies, how to handle complaints, and employee rights and responsibilities. As a lawyer once said to me, "If you don't know your rights, then you don't have any."

■ "Windmills" - This program is designed to increase the quality and quantity of employment for persons with disabilities.

A more detailed description of these courses can be found in the Personnel Section of the City's website: [www.lacity.org/per/Training](http://www.lacity.org/per/Training).

There is much ado at the Personnel Dept. and, I must admit, still much for me to learn, digest and permeate. There are all these divisions (Safety, Recruitment, Medical, etc.) and programs and projects and as things move along, I will make sure and share all this interesting information with our *Alive!* readers.

In working to recruit police officers and firefighters, I have also visited their Websites and discovered a whole range of topics and issues to do with Public Safety. For example, did you know that Crime Prevention's focus for May is senior crime prevention? According to LAPD's Website ([www.lapdonline.org](http://www.lapdonline.org)), "Seniors currently comprise 4.5 percent of California's population" and (something to think about), while "seniors are victims of crime less often than younger people, the effect of crime on seniors is often severe." LAPD's Website offers tips on how to prevent senior crime along with other very practical "stay safe" information.

The LAFD's Website is equally interesting to browse. Do visit their Website for fire and other safety information: [www.lafd.org](http://www.lafd.org).

I must admit a little concern about needing more fodder for my column when I started with the Personnel Dept. As you can see, that has changed, and my fodder-box overfloweth. I can't wait until my next column as I dive right in, again and again, to speed up the permeation process.

In the meantime, think about moving your career and knowledge ahead by signing up for the courses I've mentioned. It will be worth your time!

Jackie is happy to answer personnel questions from *Alive!* readers, or direct you to the correct source for answers. E-mail her: [talkback@cityemployeesclub.com](mailto:talkback@cityemployeesclub.com)

## Tour de Cure

www.localfoodbank.com

### Join the City of Los Angeles and ANGEL CITY PEDALLERS

#### On the ROAD for a CURE!

**When:** Saturday, May 21, 2005

**Where:** El Dorado Park, Long Beach, CA

**What:** Southern California Tour de Cure is a cycling event for the entire family, from the non-cyclists to the pro road racers. It's a fun-filled day of riding, socializing, and fundraising for the American Diabetes Association. The ride will start and end at El Dorado Park. 2. Family Fun Ride (200, easy & Hatterglen South Trail (100, moderate) 3. Mountain Climb (Hatterglen South Adventure (200K, challenging))

**Why:** Get your team, who joins together for Tour de Cure Challenge all year long, including the City of Los Angeles and ANGEL CITY!

**Why:** To raise awareness and to raise funds for a cure - for a disease that affects 18 million Americans.

Get Involved!!! Sign-up TODAY!

**How to Sign-Up:**

- 1. Please register me on the Angel City Pedallers TEAM!
- 2. I would like to Volunteer for the SoCal Tour de Cure!
- 3. I cannot participate, but would like to make a donation to benefit the Angel City Pedallers TEAM in the fundraising competition!

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Call at Los Angeles American Diabetes Association 2005 Website Web Site at 310 556 2600, CA 90001, ATTN: SoCal Tour de Cure

Phone: 800-368-2282 ext 2007-08 310-556-2600 ext 2007-08 Toll: 800-868-0700

For Donations, please make checks payable to the American Diabetes Association and reference "Angel City Pedallers Team" as your credit card bill goes to the TEAM!

For more information, please contact: Kim Rogers, ADA Public Manager at the number 800-868-0700 Ext: 2007-08 Website: [www.localfoodbank.com](http://www.localfoodbank.com)