



Santa Clara County
Office of Education



Re-Designing Delma Davis

Champions for Leadership

June 21, 2011

GOALS

“ Learn, embrace, and improve my leadership skills

“ Improve the technology training delivery methodology

“ Support SCCOE Goal#5: SCCOE will be the premier employer in Santa Clara County with an organizational culture that supports employee success

ACCOMPLISHMENTS

“ Created the concept of a One-Stop Shop for technology training resources

“ Created a project plan with SMART objectives

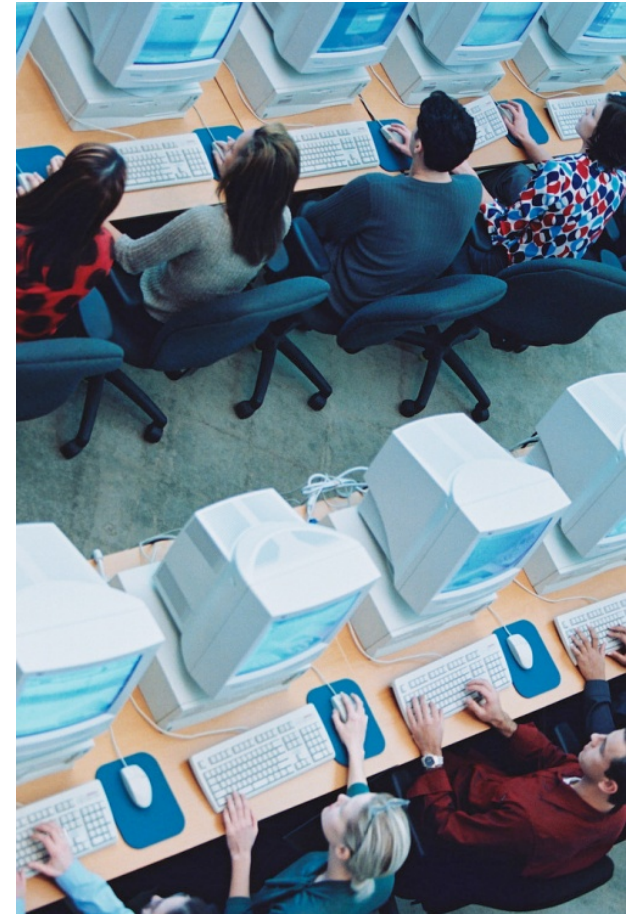
“ Improved my personal management & leadership style

ONE-STOP SHOP



ONE-STOP SHOP

- Old technology training methodology:
 - Instructor-led classroom training
 - One-on-one specialized or remedial training



ONE-STOP SHOP

- New training focus
 - Self-paced e-learning
 - Live virtual training
 - Traditional classroom
 - Small focus group



ONE-STOP SHOP



SUCCESSSES

“Implemented Phase One

“Staff using online training

“Lynda.com







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Bruce Heavin

Outlook 2007: Effective Email Management

Author: Gini Courter

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▼ Introduction

Welcome

02m 40s

01m 06s

Understanding effective email management

01m 34s

▼ 1. Strategies for Reviewing Email

10m 41s

Viewing messages by conversation

04m 31s

Using the Reading Pane

01m 51s

Marking messages

04m 19s

▼ 2. Changing Views

22m 40s

Arranging mail by date or sender

03m 19s

Adding a column to a view

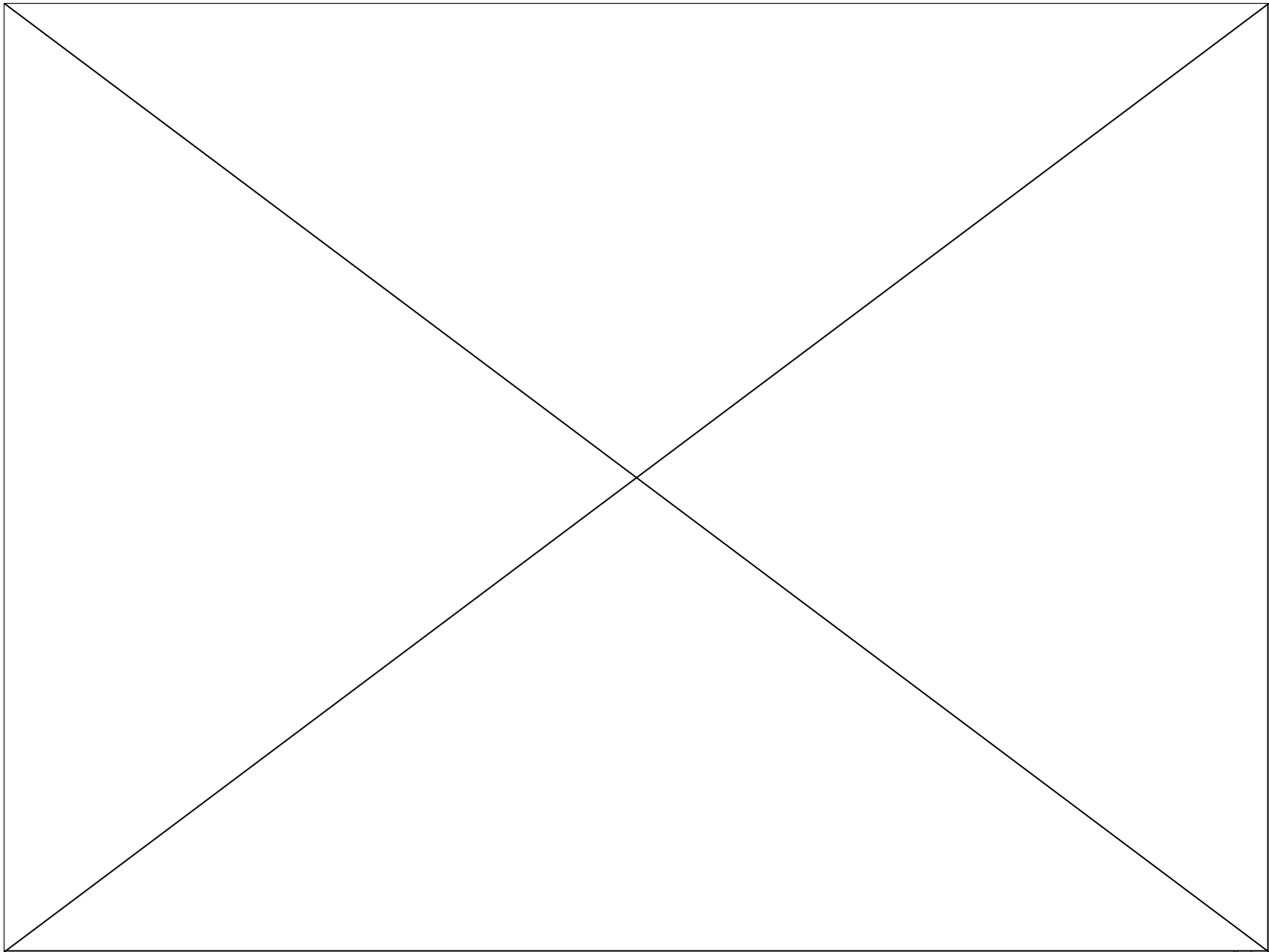
03m 50s

Sorting and filtering in a view

02m 35s

Saving the current view

03m 06s



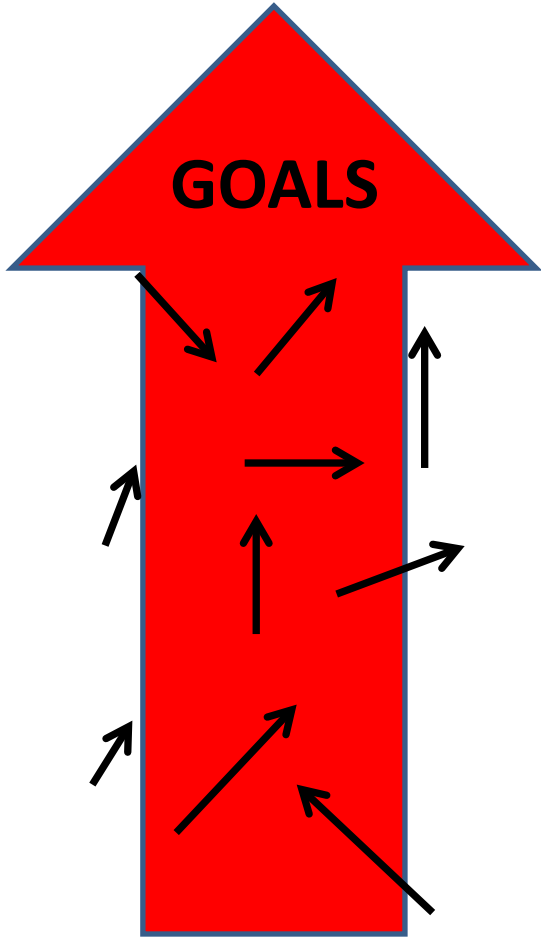
SUCCESSSES

- “Maximized Trainer’s Time
- “Focused training on groups
- “Improved use of face-to-face training time
- “Served larger class sizes
- “Fewer classes with few attendees
- Best return on investment

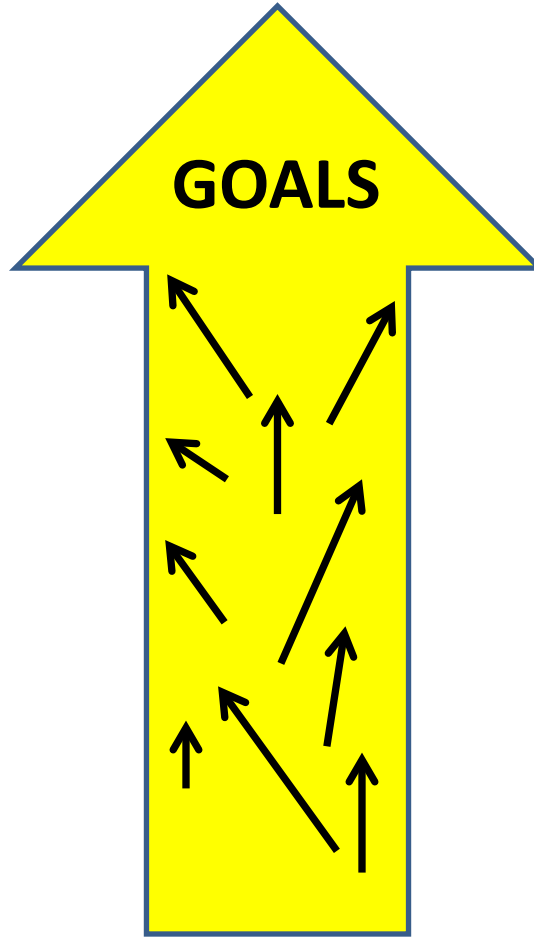
SUCCESSSES

- “ Created personal strategic plan for my work
- “ Establish goals
- “ Break down goals into manageable tasks with timelines

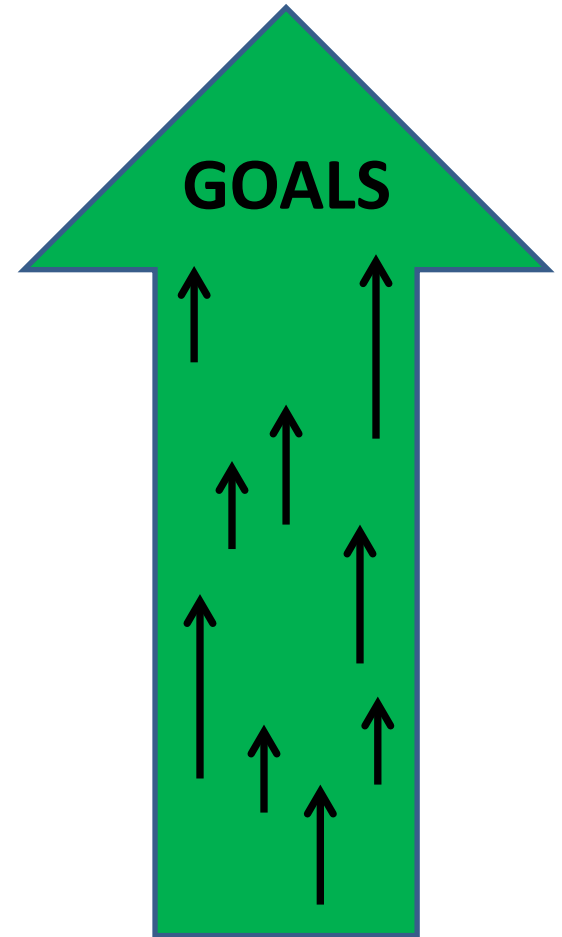
Random/On-Demand



Managing Requests



Managed Services



KEY LEARNINGS

“ Create reasonable, attainable goals

“ Commit to timelines

“ Network with others to achieve results

“ How to effectively institute CHANGE