



Nationally Accredited By the American Correctional Association

July 2009

Orange County Corrections Department

Volume 2, Issue 10

A Message from Chief Michael A. Tidwell

Taking in Trust, Respect, Motivation, Engagement, Commitment, and ultimately Recognition, are some key elements for success. Leaving behind the negativity and not being self-centered are some of the things we need to set aside for success to happen.

No one has said it better than General George S. Patton, "If everyone is thinking alike, then somebody isn't thinking."

It's not often that we are given an opportunity to really make an impact on our day-to-day work environment, as well as help shape our organizational future by offering ideas that will help improve our organization. I am encouraging each of you to make all efforts to

(See "Chief's Message" on page 2)

Eleven Reasons we are using this model for strategic planning



- 1. To explore the culture of the department and bring change where it is needed--some are short-term and others are long-term.
2. To encourage people to think and make decisions strategically--that is taking many factors into consideration when decisions are made and changes are considered.
3. To improve communication throughout the department--hopefully for communication to be more timely, honest, direct and constructive.
4. To identify the aspects of the department that get in the way of your operating as effectively and efficiently as possible--those things that are easily and readily measurable and those that are more difficult to quantify.
5. To encourage staff to be innovative and share their ideas about how to make things better.
6. To diminish fear and apathy and a sense of powerlessness.
7. To identify supervisory and leadership behaviors that facilitate or hinder the most effective

(See "11 Reasons" on page 4)

Advertisement for Probation, Parole and Community Supervision Week, A Force for Positive Change, July 19-25, 2009. Recognition for the professionals working in our Community Corrections Division supervising more than 8,500 people. Community Supervision Week in Orange County.

Community Corrections Division series — Central Intake Unit operations

Foreword by Don Bjoring, Manager

This edition of the newsletter brings a little light to a unit most of you have probably never heard of, the Central Intake Unit of Community Corrections. As is frequently the case, as a support unit, versus an operations unit, Central Intake is

often overlooked, even by Community Corrections staff. However, like most support units, if they all failed to show up for work one day, the rest of the staff would quickly realize just how important the work done by Central Intake is. I hope you find the article by the Central Intake Unit Supervisor, Gary Bassa, interesting and educational.

By Gary Bassa, Unit Supervisor

When asked about the various programs that make up the Community Corrections Division, most people are

(See "Intake" on page 2)

personally join in with one another and be engaged in developing ideas and solutions that will ultimately help us feel good about where we work and what we do to serve our community and our families. I pledge to you that, you are in an environment that is supportive of what you are doing.

As you know, over the past two years, we have seen many changes in our department. Already, we have explored and learned how to handle some of the many challenges we have faced. But make no mistake, the challenges will continue as we tighten our belts and learn how to deal with reduced revenues to government. Additionally, we know that if we work together we will be able to improve upon the ideas and solutions to the many challenges we still face. One thing is for sure, with adversity and difficult times also comes great opportunities! We can choose to see the glass half full.

Right now, staff are being asked to provide input and ideas on ways to make a difference. There are seven teams, which have been meeting since spring and are currently gathering your input to some rather specific questions; all targeted at ending up with **“Your”** Agency Strategic Plan.

With that in mind, I am asking you to please support these teams and their members when they contact you for input. Better yet, please take the initiative to contact them and volunteer to assist with the process. Also, please take time to review the information that has been placed on the server by just clicking on the Rubik’s cube on your computer desktop. The more familiar you become with the information and the process, the better this organization will become.

We may have some potentially rough seas ahead, but please rest assured this strategic planning process of today will be the key to weathering the storm now and in the future.

From my heart, I thank you for your participation, your input and ideas as we embark on the new future of this organization!

Sincerely, Mike Tidwell

*(“Intake” continued from page 1)*

familiar with some of them; namely Probation, Home Confinement, Pretrial Diversion and Alternative Community Service. However, if someone asked about the Central Intake Unit, the response would probably be: “Never heard of that Unit. What is their function?” Even though Central Intake is not well known or publicized, most of the 8,000 offenders under Community Correction’s supervision have reported to Central Intake for processing into one or more of the Division’s programs.

The Central Intake Unit was formed in 1996 in response to a need to streamline the process of registering offenders. Prior to the inception of Central Intake, an offender would report to each program for an intake. This meant that two or three different program personnel would see an offender at different days or times and locations. Although the purpose of each program differed, they shared the same computer case management system and had similar policies regarding offender intake and supervision. It became apparent that the old process of registering offenders was a duplication of services, an inefficient use of staff time and an unnecessary burden to the offender. With the advent of the Central Intake Unit many of these inefficiencies were corrected or eliminated.

The primary function of Central Intake is to register, orient and assign offenders to each applicable Community Corrections Program. During the orientation phase the program requirements and conditions are explained to the offender to ensure a better chance of successful completion. During

the calendar year of 2008 the Central Intake Unit completed a total of 16,720 intakes.

Today, Central Intake primarily works with Probation, Alternative Community Service, Home Confinement and some Work Release offenders. When an offender reports to Central Intake for one of these programs, the court order and basic demographic information is collected; a complete criminal history is obtained and per the Jessica Lunsford Act his/her name is run through the National Sex Offender Registry. After this information is collected, the offender meets individually with a Community Corrections Officer.

The following describes the specific duties the Intake Officer completes depending upon the particular Program:

### **Probation**

Intake Officers have an additional tool at their disposal to help them evaluate the offender for the most appropriate assignment. This tool is the Risk/Needs assessment. The Intake Officer will reference the offender’s prior criminal history, current charge, and answers to interview questions when conducting the Risk assessment. The offender is then asked a series of specific questions and based upon the answers the officer selects the most appropriate response. The offender’s answers are entered in a database that automatically scores the responses. At the conclusion, the officer uses the numerical score, the type of offense, and other information (such as language spoken by the offender) to assign the offender to a probation officer. The score that is derived from this

*(See “Intake” continued on page 3)*

# Deputy Chief Bradstreet honored

## Sheriff, Public Safety Director, and Chief speak at OCCD Awards Ceremony

Friday, June 26, 2009 was the department's awards ceremony. It was also the last working day for Deputy Chief Scott Bradstreet.

At the ceremony, there were many presentations commemorating the Deputy Chief Bradstreet's service to Corrections and Public Safety.

On hand to honor Bradstreet's service were Orange County Sheriff Jerry Demings and Public Safety Director Michael McCoy. Chief Michael Tidwell also had a few words to say about DC Bradstreet's retirement.

**NOTE: Each picture has a video associated with it.**



Scott Bradstreet, Deputy Chief (Retired)  
May 26, 2009

**VIDEO**  
Click on photos



**VIDEO**  
Click on photos



**Proclamation  
Deputy Chief  
Scott Bradstreet**  
Delivered by Director of Public Safety Michael McCoy

*("Intake" continued from page 2)*

assessment will also determine the supervision level and frequency of contact with their assigned Probation Officer.

### Alternative Community Service

Intake officers are responsible for determining the most appropriate community service worksite assignments. Public safety is an important consideration when making assignments. Officers refer to the offender's criminal history, current offense, transportation, residence, work schedule, and physical ability to determine the most suitable and appropriate worksite assignment. A computerized database is used to generate a list of worksite choices that meet the criteria. The offender is then given the opportunity to

select from the list of worksites. These steps help to ensure that the assignment is beneficial to the community and to the offender.

### Home Confinement

Offenders report to Intake to be pre-screened for eligibility to the Home Confinement program based upon an Administrative Order of the Court. The criteria

include a list of acceptable offenses and prior criminal history as well as a landline home telephone and verifiable residence in the tri-county area.

### Work Release

Intake also pre-screens offenders for Work Release according to an Administrative

*(See "update" continued on page 4)*

("11 Reasons" continued from page 1)

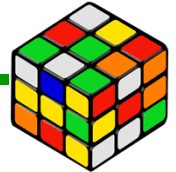
tive and efficient operation of the department and morale.

8. **To bring people together** from all aspects of the department, on teams, to increase understanding among them, to break down barriers that exist among various parts of the department, to increase staff's responsibility and power in idea-producing, decision-making, and more.

9. **To develop the capacity** throughout the department to bring change so the perception (and perhaps reality) that it has to come top-down can be changed.

10. **To provide the opportunity** for all staff to be involved in planning strategically rather than a plan being developed by "the top" and then handed down for people to follow.

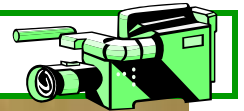
11. **To institutionalize change** so that there is greater stability even when leadership changes.



## The seven teams from the six-sided cube

Each month we will publish information from different teams representing the different colors of the cube.

VIDEO  
Click on photo



### The Green Team:

#### Setting the Stage

**Relation to Cube:** Side 1 - Green

**Purpose:** Identify all that is necessary to encourage strategic thinking and ensure effective Department-wide planning in the context of our Department's culture and its external influences.



("Intake" continued from page 3)

Order of the Court. This order lists acceptable charges including acceptable prior history. Offenders that meet the criteria are given paperwork to obtain medical clearance before they can be accepted for Work Release.

The Central Intake Unit also has

an office in the Orange County Courthouse. Judges direct sentenced offenders to report to Intake's office on the fourth floor of the courthouse. Preliminary information is gathered and offenders are given a next day appointment to report to the main

office to complete the process. This effort saves valuable time for staff and the offender by reducing the time to complete the Intake.

If you are ever asked about the Central Intake Unit, you now know that Intake plays a key role in the success of the Community Corrections Division!

## Did you know this about OCCD?

The department's misdemeanor probation unit was the first to become ACA accredited in the U.S.

# New voice mail system

Retrieve any old voice mails you want to save by Monday, July 27th

All staff who dial 6-8600 to retrieve their voice mails will be converted to a new system on Monday, July 27, 2009 starting at 2200 Hrs. it is expected to be completed on Tuesday, July 28, 2009 at 0200 Hrs.

All voice mails will have to be cleared by the close of business on Monday, July 27th. If any voice mails are not deleted prior to this date, they will be off the network and recoverable only through a series of steps.

The voice mails can not be forwarded or replied to, they can only be listened to. If you are on vacation and can't clear your message prior to the conversion please contact the Service Center to open a request to access your old messages.



The new access code to get your voice mail will be 6-2840 or staff can call 407-836-2840 if calling from outside the county to retrieve your messages. If you have a voice mail button on your telephone, ISS will change the button to reflect the new number.

On Tuesday, July 28th when you return to work, you will have to re-record your name and greetings, and change your temporary password. The temporary password is 2009.

Any questions, please contact the Service Center at 407-836-2929.

# Inspections

By Jacqueline Biggerstaff, CCO Policy Accreditation and Compliance Unit

Inspections are a key part of running a safe and secure correctional institution. Auditors/ Inspectors tour the facilities and review documentation to check for compliance with local, state, and federal laws, regulations, codes and standards. An internal or external inspection/audit can occur at any time, so staff should be ready at all times.

**Housekeeping:** Part of the auditor/ inspectors' job is to check the facilities for cleanliness and good housekeeping. Everyone can work together to ensure his or her work area is clean and organized. Corrections Officers on the floor can ensure their buildings are clean by monitoring their units/ buildings for cleanliness and supervising assigned workers.

Officers must ensure that units/ cells and common areas are cleaned at a minimum of two times a day, once per shift. Cleaning tasks include: sweeping; mopping; dusting; cleaning windows, walls, and all furnishings; sanitizing the toilet, sink, and shower areas; disposing of trash and cleaning of containers, and other tasks assigned by staff. In addition, staff will ensure sinks, toilets, and floor drains are kept in good repair; drinking fountains and/or bubblers are provided and functional in each cell/dorm housing area; and all sinks and showers provide cold and either hot or tempered running water. Blocked and/ or dirty vents and leaking/ damaged/ dirty/ improperly working water fountains, sinks, and toilets are

frequently noted deficiencies.

To reduce excessive clutter, inmate personal property should be stored in proper storage containers. Only perishable items purchased from canteen will be allowed to be stored in housing units. Check out Administrative Order IO.001, "Housekeeping Plan," for more detail on daily inspections and cleaning, inmate workers/ responsibilities, working storage closets, food service sanitation crew, restrictions for pregnant inmates, use of hazardous materials, documentation, and preventative maintenance.

**Logbook documentation:**

Accurate and complete logbook documentation is important for many reasons. As defined in policy, logs/ logbooks (written and electronic) are essential legal documentation and subject to review during inspections, investigations, and/or litigation. Auditors/ inspectors also check logbook documentation to ensure we are in compliance with laws, regulations, codes and standards. Items that need to be included in your daily logbook documentation are listed in Administrative Order IO.004, "Permanent Logs."

For more information on what YOU can do to help OUR facility stay "Inspection-Ready," refer to 'Guidelines for Maintaining an Inspection Ready Jail' online or on post and stay tuned to the monthly newsletter. Copies of the 'Guidelines,' FMJS, FCAC, BICE, and ACA standards are accessible in the Corrections Department Standards & Accreditation folder located on the S: drive.

If you have any questions, please call the Policy, Accreditation, and Compliance Unit (PACU) at (407) 836-3555.

## Orange County moves towards becoming tobacco free by 2010

Provided by OCCD Human Relations

As some of you may have heard, the County is making big changes in 2010 regarding tobacco usage among employees. For our purposes, the definition of "tobacco" shall be tobacco products including, but not limited to cigars, cigarettes, pipes, chewing tobacco, and snuff.

**What changes? There are two main changes that employees can expect to take effect in January:**

**1. Tobacco Free Campus:** The majority of County property will become tobacco free. This means that employees will not be permitted to use tobacco products on County property beginning January 1, 2010. This includes County parking lots, break areas, and worksites.

**2. Tobacco Usage Surcharge:** Subject to BCC Approval in August, a \$25 per pay period, post tax, tobacco usage surcharge will be instituted for all employees enrolled in the County's Medical Plan who use tobacco products. In September, employees will be required to sign a tobacco usage affidavit to disclose their use or non-use of tobacco products.

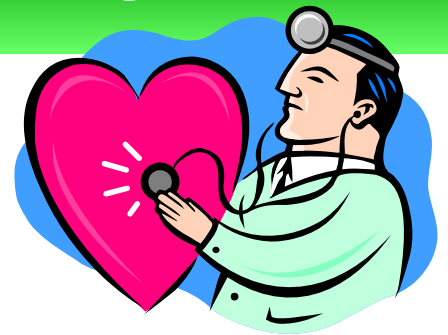
**Need Help Quitting?** Many resources are available to help you kick the habit. A list of resources can be found on the intranet in the Wellness Program Folder.

**Questions?** More information will be made available on these programs in the months ahead as we prepare for 2010. In the meantime, you can speak to your departmental HR representative for more information.

## Wellness for Life Credit requires a health screening

Provided by OCCD Human Relations

In order to qualify for the 2010 Wellness for Life Credit, employees must complete a Health Screening and Health Risk Assessment (HRA).



- Appointments are required and must be booked through the County's Intranet site (<http://intradotnet/WellnessForLife/MakeWellAppt.aspx?Event=HEALTHSCREEN2009>).

- You must fast for these screenings! No food or drink for at least 10 hours - water and prescribed medications are OK. In fact, you should drink plenty of water to remain hydrated. If you do not fast, you will not be permitted to participate in the health screening!

- Bring your 6-digit employee ID number (it's on your paycheck stub) and your county ID badge to your screening to ensure that you receive your Wellness for Life credit.

- Bring the Privacy Statement with you (<http://countyline/docs/PrivacyStatementCognoscentiLetterhead.doc>).

- The screening should take 15 - 20 minutes and the HRA will take another 10 - 15 minutes.

- Screenings are available onsite (*Horizon Facility Training Center Classroom 3*) from 5:30 a.m. to 8:30 a.m. on the following dates:

- Wednesday, July 22, 2009
- Friday, August 7, 2009
- Monday, August 24, 2009
- Monday, August 31, 2009
- Friday, September 11, 2009
- Wednesday, September 23, 2009

### *The Corrections Chronicle*

is the official

*operational and professional development*

*employee newsletter of the*

**Orange County Corrections Department,**

**Orange County Government, Orlando, Florida**

Contact: Allen Moore, JD, APR at (407) 836-0326

or email [allen.moore@ocfl.net](mailto:allen.moore@ocfl.net)

*Now looking for volunteer adjunct assistant editors for this publication. Contact Allen Moore for information and requirements.*

## KRONOS tip of the month Call-Back Pay

**R**egular, non-exempt employees who are eligible for call-back pay shall be paid for the actual hours worked, with a minimum guarantee of three hours pay. Supervisors, if you have employees who are called back to work, please ensure that you assign work to them for the minimum three (3) hours, then record the times and add a comment that it was a callback.

## Hats off to Orange County Corrections athletes

Compiled by Cpl Sharla Cobb

**O**range County Correctional Officers participated in the Florida Police & Fire Games held the week of June 21 – 27, in Port St. Lucie Florida. The Games were first established in 1985 making its debut in the beautiful city of Tampa, Florida. Since then various cities have hosted it for at least two years each before moving on to the next city.

The Law Games are open to Florida Law Enforcement and Firefighter personnel only. There are approximately 5,000 competitors representing over 200 different agencies, competing in 45+ Olympic-style sporting events. The age range for men was 18 – 60+ and women 18 – 50+.

How many ways can you say HOT? The weather went from wet and hot to just plan hot but it didn't discourage your athletes from sucking it up and taking care of the business at hand.

Let's get it started...loading up the car, gas and snacks in preparation for the 1 hour 30 minute ride down south. Finally, Exit 121 is in sight and we're just about to reach our destination, the registration site: PGA Education Center. Entering the building with a big ole kool-aide smile lost but excited to get the week going.

Okay, it's over, the color-coded armband is on each wrist and the souvenir bag is swinging from each hand. Check the event board for times and venue locations prior to leaving. Tired from the ride everyone head for their hotel room to settle down his or her emotions.

We had several individuals to participate in Golf and Tennis, starting the long week off with a bang!

***BATTER, BATTER, BATTER SWING!!!!  
It's time for Softball***

**“Teamwork”**

**By Kenneth Demmo**

That was the theme for the 2009 Police and Fire Games held in Indian River County this past June. In the months prior to the Games the Orange County Corrections Men's softball team went through some difficulties

*(See “Games” continued on page 8)*

*Words  
Of*

*Wisdom*

*“Success is not  
the key to  
happiness.  
Happiness is  
the key to  
success. If you  
love what you  
are doing, you  
will be  
successful.”*

*Albert Schweitzer*  
German-French  
theologian, musician,  
philosopher, and physician  
(January 14, 1875 –  
September 4, 1965)



("Games" continued from page 7)

gearing up for the 2009 games.

After some adjustments to the roster, the team went from 20 down to 11 members. One of which could not make it until later in the week therefore, we had to go with 10. I believe the temperature was the hottest on record for the year to date and there may have been some records broken in the Florida almanac, but through the roster changes and conditions we played as a team.

As most of you know in 2008, we competed and never won a single game,

but we remained optimistic that if we practiced and worked together we could be victorious.

In 2009, we were just that victorious in just one game of five but how sweet it was. To actually win a game through the adversities previously described was monumental for our team. Next year we hope to build on this momentum.

Additionally, not only did we have a men's team but we brought a co-ed team to compete as well. I must say I was thoroughly impressed with the performance of this team.

Assembling this team in a short time frame and having some of the same roster difficulties as the men's team, this team was competitive all the way through the games. Although the Co-Ed team only won one game of four, there was a great sense of pride amongst the team. We will be back in 2010 and become more prepared to play at the level needed to be successful.



If anyone in the department is interested in trying out for the team send an e-mail to Kenneth Demmo or Donnie Lofgren and we will keep you posted on when we will have try outs for the next season or tournament we play in.

A special thanks goes out to the FOP Lodge 86 for their continued support allowing us to compete in these 2009 games!

**Let's Get Ready To Rumble.....  
Women's Basketball**

**"Determination"**

**By Officer Sandy White**

Planning for the Law Enforcement Games proved to be difficult at times due to the different work schedules of the players. In fact, the last month before the Games the team only practiced once. However, instead of the team concentrating on the odds of actually winning, our minds were set on bringing home a medal.



The first game against Jacksonville Police Department was tough. We played hard but were defeated in the end. (Defeated on the basketball court, not in our hearts and minds.) The next two games we played against FCC and Miami



Corrections, also ended in defeat. After losing three games in a row our team was upset and made a pack to play harder in the playoffs and win a medal. The final game against FCC would decide which team would win the Bronze Medal. Our team was on fire and determined not to go home empty handed. Once the ball was in play, the OCCD Women's Basketball Team took the lead and didn't give it back. We played extremely hard for 40 minutes and walked away with the Bronze Medal. This proves that against all odds the OCCD Women's Basketball Team continued to display teamwork, determination and won the Bronze Medal.

**On Your Mark, Get Set, Go.....  
TRACK AND FIELD**

**"Against All Odds"**

**By Cpl. Sharla Cobb**

In February of this year we began our quest of getting in some kind of shape for the Law Games. Though we had to suffer through a lot of adversities such as weather, cancellations, pains etc. we each knew what individual goal we needed to achieve for the total team to be successful. Track and Field is always held on Friday of the week, therefore no fans because checkout is at 10 or 11 in the morning, all the other events have been finalized and athletes have departed for the trip back home after a long week.



(See "Games" continued on page 9)

("Games" continued from page 8)

Those who participated in field events started the day at 0630 hrs, in hopes of being awarded a medal. It's an over cast and very hot while we sit waiting for our events to be called. After it's all said and done, with only seven athletes from OCCD, four of us competed, winning six medals (six gold and six silver), in field events such as the Javelin, Long Jump, High Jump and the Shot Put. Hooray, that's over!

Now, we have multiple hours to wait because finals are not starting until 6 p.m.on the track.

It's 5:55 p.m., almost time for the first event, the women's 100M hurdles to start and nerves are rattled. We had one participate and once the race was over OCCD couldn't be denied. We not only took gold in the hurdles, we took gold in the 100M, 4X100M Relay and Sprint Medley Relay for the women breaking times submitted in previous years. Also, we had two silver medals in the 100M. Our two men who participated were victorious as well, earning two silver in the 200M, one silver and one bronze in the 100M and one silver in the 400M.

So, was OCCD represented well? After the whispering of who is that in the lime and blue tearing up the track, other agencies have their sites on us for years to come.

Again, I say "HAT'S OFF" to all athletes who took their personal time to train hard and compete in this year's Fire and Police Games. Each of you represented the agency with dignity and professionalism.

Rest now and look forward to building on your accomplishments this year during the next competition.

## Video Visitation Center

By Judith Opoliner and Fred Wagoner, Supervisors

A young man comes up to the window at the Orange County Corrections Video Visitation Center, "Can I see my mom?" he asks. "My father is somewhere in England and I need a paper signed so I can become the legal guardian of my seven brothers and sisters."

Orange County Corrections Video Visitation Center opened in 2003. Operating twelve hours each day, citizens can arrange for appointments to visit loved ones and friends in jail. Prior to 2003, coordinating inmate visits was very staff intensive. Inmates and visitors underwent searches in an attempt to prevent contraband from being introduced into the jail. Visits and long lines went hand-in-hand.

Today, video visitation staff schedule over 500 appointments a day, either by phone or at the walk up window. There is an average of 450 visits on a weekday, 600 visits on Saturday, and up to 800 visits on Sunday. Two adults are allowed on each visit and up to three may visit if one visitor is under the

age of twelve. There were 185,000 visits in 2008. There is always a full house on holidays!

The staff at visitation strives for excellent customer service. Citizens may come to the center with varying emotions from sadness to



anger. The staff treats the citizens with respect and understanding while enforcing rules that are important to the operation. The supervisors are tasked with mediating, compromising, and negotiating when problems arise.

Citizens come to the visitation center for many reasons. Accepting inmate court clothing and money orders are two additional visitation center functions. It is

(See "Visitation" continued on page 10)

(“Visitation” continued from page 9)

common for the staff to hear: “I’ve never known any one in jail before.”

The staff answer jail operational questions and make appropriate referrals. Some citizens are just lost and are looking for reassurance.

A gentleman rolls in in a wheelchair for his visit. He is a paraplegic. It is impossible for him to hold the telephone

at the visitation carrel. One of the Center’s supervisors brings in an old “director’s” headset from the car and wires it into the carrel. “I

just think the gentleman should be able to visit in comfort,” says the supervisor.

A supervisor walks up to a visitor who seems upset. The visitor



states he is from Ireland. He explains that his son was arrested while on vacation and he has flown to Florida to help his son. The

visitor says he is a teacher in Ireland and the unexpected trip is a financial burden for his family. He says he is trying to navigate a criminal justice system that is very different from the one in his home county. It is just another day at the visitation center.

The future plans are exciting. Soon citizens will be able to schedule appointments at their home computer. Recently, new lighting was added that not only improves illumination of the visitor, but reduces the electric bill. A new parking lot was added in 2008 to handle the increased number of visitors

In 2010, the one-millionth visitor is expected to walk through the Orange County Corrections Visitation Center door.

## OCCD training available at Valencia

By Lindé Richmond, Training Specialist

Orange County Corrections Training Staff and Development wanted to offer training classes that would encourage employees to further their careers or enhance their performance in the career they have already chosen. The training staff put together a number of classes to be held at Valencia Community College.

Ready to move forward instructors waited anxiously for the approval, unsure of the outcome. Chief Michael Tidwell signed the approval without hesitation for his employees to attend training at Valencia Community College, located at 2411 Sand Lake Road, Orlando.

Being just minutes away, classes for Advanced Business Writing, Managing Conflict, Effective Presentations, Spanish in

the Workplace, and Time Management are now available to our Orange County Corrections Employees.

Training realized these classes could assist in many ways.

For those who would like to be supervisors, and then go through the process only to lose it when it comes to the interview, “Effective Presentations” is the class for you. For the supervisors who want to sharpen their skills at dealing with conflict, sign up now for “Conflict Resolution.”

If your desk looks like it needs some organization or you’re overloaded with tasks, you may want to consider attending the “Time Man-

agement” class. If you would like to just have fun learning a new language, come join our five-day progressive workshop “Spanish in the Workplace”.

These classes are held in a professional classroom setting and at a convenient location. Classes are

held during normal business hours and all books are provided through Valencia Community College. So just bring your pen with an open mind and be prepared to learn.

These are just a few of the classes offered for 2009. We hope to provide even more successful training in 2010.

For further information and the latest updates, check out the Training Home Page on the Intranet.

