

# Leader Curriculum Track

The following contains the mandatory trainings for any employee hired or promoted to a *Division Head, Department Head, or ACA* level.

*Customer Service, Ethics, and Workplace Diversity* should be completed within the **first week of hire**. The rest of the trainings should be completed within 18 months of DOH.

1. <b>Customer Service Standards</b> ( <i>completed at the dept/div level</i> )	Supervisor completes with new employee within first week of hire. Refresher training every <b>3 years</b>
2. <b>Ethics in the Public Sector</b> ( <a href="#">Ethics online training</a> on Inside Pasco)	Complete within first week of hire. Refresher training every <b>5 years</b>
3. <b>Workplace Diversity</b> ( <a href="#">Workplace Diversity online training</a> on Inside Pasco)	Complete within first week of hire. Refresher training every <b>2 years</b>
4. <b>Defensive Driving Course</b> ( <a href="#">Defensive Driving online training</a> on Inside Pasco)	Refresher training every <b>3 years</b>
5. <b>IS-100 (Intro. To Incident Command System)</b> ( <a href="#">IS-100 online training</a> on Inside Pasco)	Must create a FEMA SID before taking any of the IS courses (see <a href="#">IS-100 Online Training</a> link for instructions). Upload online certificate by creating an account on <a href="#">SERT TRAC website</a> (and email a copy to Training Manager).
6. <b>IS-700 (National Incident Management System)</b> ( <a href="#">IS-700 online training</a> )	Upload online certificate by creating an account on <a href="#">SERT TRAC website</a> (and email a copy to Training Manager).
7. <b>IS-200.B (ICS For Single Resource)</b> ( <a href="#">IS-200.B online training</a> )	Upload online certificate by creating an account on <a href="#">SERT TRAC website</a> (and email a copy to Training Manager).
8. <b>IS-800.B (National Response Framework)</b> ( <a href="#">IS-800 online training</a> )	Upload online certificate by creating an account on <a href="#">SERT TRAC website</a> (and email a copy to Training Manager).
9. <b>Effective Communications</b>	
10. <b>Encouraging &amp; Motivating Staff</b>	
11. <b>Hire the Best</b>	
12. <b>Leadership/Management Spectrum</b>	
13. <b>Leadership: Together We Soar</b>	
14. <b>Performance Evaluation Process</b> ( <a href="#">Performance Eval online training</a> on Inside Pasco)	
15. <b>Performance Measurements</b>	
16. <b>Process Mapping</b>	
17. <b>Sterling 101</b>	
18. <b>Sterling 201: <i>Think Like an Examiner</i></b>	
19. <b>Training &amp; Developing Your Team Members</b>	
20. Review the " <a href="#">Hire to Retire</a> " training packet	