

TRAINING CURRICULUM

One of the many benefits which County employees enjoy is the opportunity to grow and develop their own skill sets through employee development training. This, of course, can open new horizons in possible promotional opportunities within Miami-Dade County. Below is a list of courses which are available.



CLASSROOM	CLASSROOM and VIRTUAL	ONLINE
<ul style="list-style-type: none"> • Art of Oral Presentation • Business Writing Level I • Business Writing Level II • Departmental Personnel Representative Certifications Program • Fair Employment Practices Liaison Certification • Grammar Writing • LGBTQ+ Awareness • Preventing Sexual Harassment • Preventing Unlawful Harassment • Progressive Discipline • Tackling Unconscious Bias • Workplace Civility and Respect 	<ul style="list-style-type: none"> • Combatting Religious Discrimination • Communications Certificate Program • Conflict Management Relations • Creative Problem Solving Strategies • Cultural Diversity • Customer Service and Communication • Dealing with Difficult People • Disability Etiquette • Engaging Employees In Changing Times • Employee Recognition • Frontline Leadership Development Program • Highly Effective Teams • Interviewing Made Easy • Keys to Unlocking County Services • LGBTQ+ Awareness • Leadership • Maintaining Work-Life Balance • Making Meetings Work • Managing Multi-Generational Employees • Managing Across • Managing Up • Marketing Your Department • Mediating Workplace Disputes • New Employee Orientation • Resume Writing • Stress Management Skills • Structured Interview & Selection Techniques • Supervisory Leadership Development Program • The Secret Behind Motivation & Delegation • Time Management Skills • Violence in the Workplace 	<ul style="list-style-type: none"> • Anti-Discrimination Policy • DAEs Check In/Out Application • Disaster Assistance DAE: Employee Volunteer Staging Area DAE: Evacuation Center DAE: Points of Distribution • Employee Volunteer Staging Area • Employee Protection Ordinance • Ethics • Keys to Unlocking County Services • Know Your County Government • Microsoft Office Suite • Points of Distribution • SecureIT • Service Excellence • Vendor-Provided, Technical and Professional



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More detailed information of the training curriculum is available on our website.

Click or visit <https://www.miamidade.gov/global/humanresources/training/home.page>

To obtain this information in accessible format, please call 305-375-4585.

