



Training for Office Professionals (T.O.P.) Program

<p>Mission</p> <p>Foster opportunities for County of Santa Clara office professionals to elevate their personal and professional growth in an environment that encourages them to create, collaborate and succeed.</p>	<p>Goals</p> <ul style="list-style-type: none"> • Challenge the County of Santa Clara office professionals to expand their professional skill-set level and technical knowledge • Establish a safe environment to be curious, enthusiastic and ambitious to unearth hidden talents and skills that can be applied to current and future assignments
<p>History</p> <p>The T.O.P. Program was implemented in 1988 as a partnership between the County and SEIU Local 521 to create a training program for office professionals. The County recognized that support staff were crucial to the daily functioning of their departments and acknowledged that the assistance they provide is extremely important, often leaving lasting impressions of the entire organization.</p> <p>The 12-week training program is offered twice a year. It is facilitated by the T.O.P Executive Board, which is comprised of volunteer office professionals from various agencies, departments and a Local 521 representative. To date, over 1,700 office professionals have graduated from the program and there continues to be a waiting list for enrollment. Many graduates attribute their promotions and advancements to their participation in the T.O.P. Program.</p>	
<p>Skills Topics</p> <p>Building a Better Budget, Developing Professionally, Hiring Paradigm, Managing Listening Skills, Motivation, Professional Image, Speed Networking, Time Management, Wellness & Stress Management</p>	
<p>Department Presentations</p> <p>Assessor’s Office, Clerk of the Board, Consumer & Environmental Protection Agency (CEPA), Crime Lab, Employee Assistance Program (EAP), Facilities & Fleet, Finance Agency, Health & Hospital System, Human Resources-Benefits, Library Services, Medical Examiner-Coroner, Occupational Safety & Environmental Compliance (OSEC), Office of Budget & Analysis (OBA), Parks & Recreation, Probation, Procurement, Registrar of Voters, Sustainability Policies & Programs</p>	
<p>Class Information</p> <ul style="list-style-type: none"> • Thursdays 8:00 AM – 12:00 PM • Location: 2310 N. 1st Street, Suite 102, 95131 • 12 sessions, including Orientation and Graduation 	<p>Participant Expectations</p> <ul style="list-style-type: none"> • Attend ALL twelve class sessions • Arrive on time and stay for duration • Partake in a class project involving collaboration with other participants
<p>Registration Information</p> <ul style="list-style-type: none"> • Review Class Information and Participant Expectations • Obtain manager/supervisor approval • Register in sccLearn – You will automatically be on a waiting list • Applicants will be notified of status, 1-2 weeks prior to 1st class 	<p>More information is available:</p> <ul style="list-style-type: none"> • T.O.P. Connect webpage: connect.sccgov.org/sites/top • Learning Connect newsletter
<p style="text-align: center;"><i>Due to the extensive waitlists, please do <u>not</u> register if you have pre-scheduled vacation time that will prevent you from attending any session or event.</i></p>	
<p>Questions? Contact</p> <ul style="list-style-type: none"> • John Tran – T.O.P. Chairperson: John.Tran@pro.sccgov.org; (408) 435-2151 • Shawn Whiteman – Core Program Coordinator: Shawn.Whiteman@pln.sccgov.org; (408) 299-5788 • Jennifer Kutch – Assistant Core Program Coordinator: Jennifer.Kutch@ceo.sccgov.org; (408) 993-4829 	