



LOS ANGELES COUNTY LEARNING ACADEMY

DEPARTMENT OF HUMAN RESOURCES
ORGANIZATIONAL AND EMPLOYEE DEVELOPMENT DIVISION

October 11, 2005

To: All Department Heads

From: Michael J. Henry
Director of Personnel

Subject: **ORAL COMMUNICATION/ WRITTEN EXPRESSION TRAINING**

Board of Supervisors
Gloria Molina
First District

Yvonne B. Burke
Second District

Zev Yaroslavsky
Third District

Don Knabe
Fourth District

Michael D. Antonovich
Fifth District

I am pleased to announce that the Department of Human Resources Learning Academy will be offering Oral Communication/Written Expression training to employees who are at the Staff Assistant, Administrative Assistant or Secretarial levels. The course is being offered as a skill-building module due to extensive interest that the course has generated and the level at which this module is taught.

The six month course will be taught by credentialed instructors from the Los Angeles Unified School District. Participants will be scheduled to attend two 3-hour classes per week for a total of 146 hours during County time. The course includes instruction on how to use effective oral communication techniques during independent or group interactions such as interviews, business meetings, or oral presentations. These techniques include: understanding the relationship between listening skills and speaking skills, describing rules appropriate for meeting the public, describing guidelines for effective telephone business communications, demonstrating knowledge of frequently used business terms, applying business vocabulary, and listing basic rules for effective listening.

Applications for this module will be sent to employees who currently hold an administrative/staff assistant or secretarial job classification. In addition, departmental coordinators will be provided an application packet to disseminate to other employees who would benefit by enhancing their oral communication/written expression skills. Employees who are interested in participating in this course must fill out the application form and obtain approval from their supervisor, manager and departmental training coordinator prior to submitting the form to the County Learning Academy.

The classes will begin in December 2005. Depending on the number of applications received, classes will be established at one or more of the following sites: Abram Friedman Occupational Center in Los Angeles, Harbor Occupational Skills Center in San Pedro, Metropolitan Skills Center in Los Angeles, Valley Care Medical Center in Sylmar, North Valley Occupational Skills Center in Mission Hills, East Los Angeles Skills Center, and Venice Skills Center. Participants may choose any of these sites.

If you have any questions, you may call me at (213) 974-2406, or you may have your departmental training coordinator contact Nancy Eiser, of my staff, at (213) 738-2115.

Thank you for your continued support of our Learning Academy programs.

MJH:TJH

LT:NE

c: Administrative Deputies
Personnel Officers
Department Training Coordinators

To enrich lives through effective and caring service

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