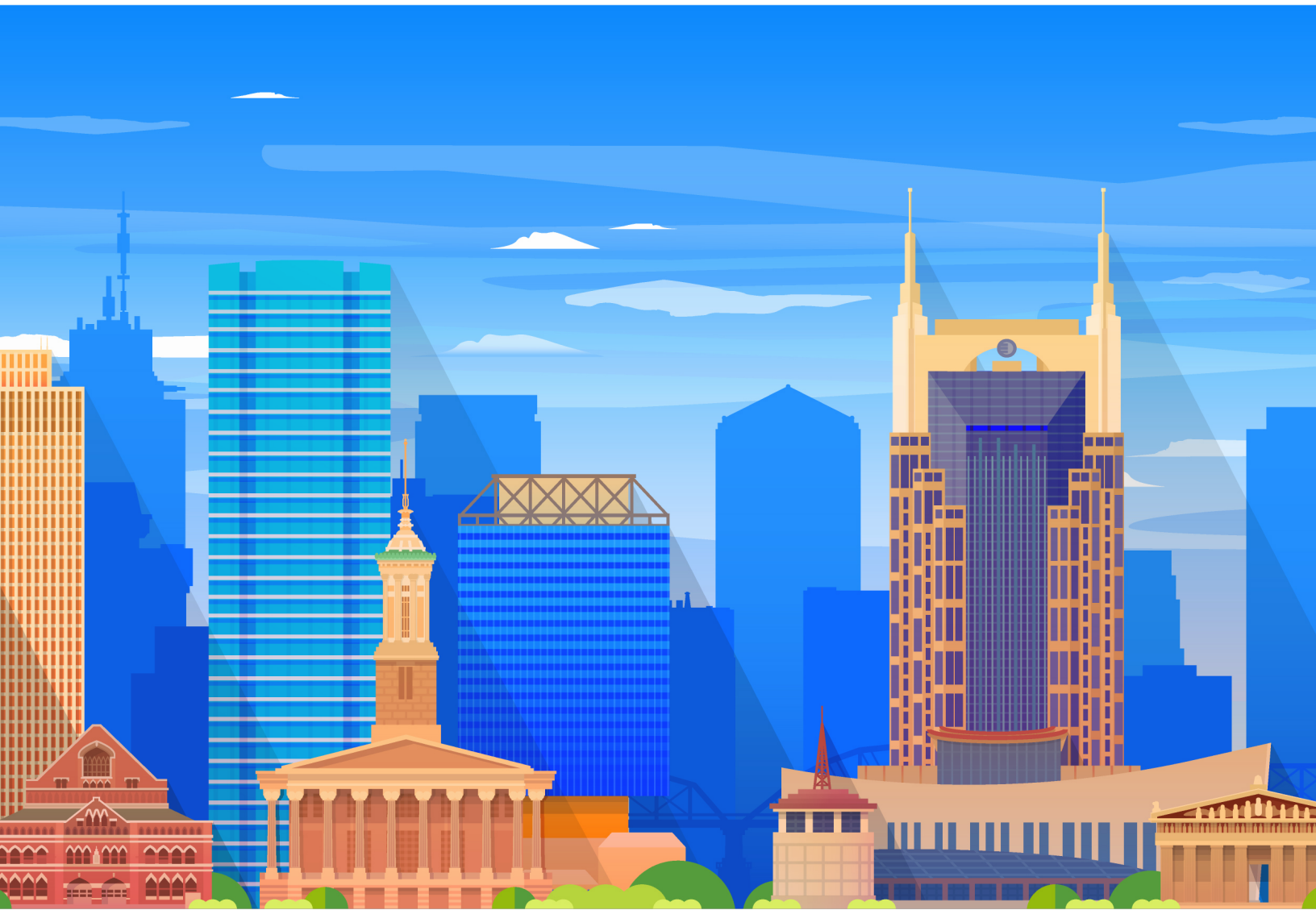




Learning & Development
TRAINING CATALOG
2026



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Training Delivery Methods



Classroom/In-Person, Live Instructor



Virtual Classroom, Live Instructor



Self-Paced/Online, No Live Instructor

**Blended Learning Format is a combination of multiple training delivery methods.*



A Note From the Central Training Team

Hello Metro Employees!

We want to take a moment to say hello on behalf of the Training Team. We'd also like to congratulate you on being part of a workforce that values and supports your growth and potential. Learning and Development plays an important role in maintaining a healthy and productive workforce. Investing in employees' skills and abilities empowers growth, supports work-life balance, and drives the level of performance that leads to quality outcomes and customer satisfaction.

As outlined in our catalog, the Central Human Resources Training Department offers an array of mandatory and elective soft-skills development courses for employees and leaders and partners with other Metro departments to deliver department-specific training.

Our mandatory courses help employees to remain in compliance with specific Executive Orders, Civil Service Rules and Policies, Metro Ordinances and Codes, etc.

We also offer elective development opportunities for Metro leaders including the Supervisor Development Institute (SDI) and the Metropolitan Management Institute (MMI) leadership series. Designed for Metro supervisors and managers, SDI and MMI offer valuable techniques and strategic processes critical to leadership like Effective Communication, Delegating & Coaching, Conflict Management & Difficult Conversations, Emotional Intelligence, Change Management, and Performance Management.

Metro employees who are students at MTSU are eligible for college credit upon completion of the MMI!

We're also excited to offer additional development opportunities designed for every employee, regardless of role or rank, who values professional and personal growth. SEEDs (Skills, Education, Empowerment, and Development Training Program) is a virtual, live instructor-led, "lunch & learn" style program packed with actionable tips and techniques. Topics include Conflict Resolution, Communicating & Working with Different Generations, Navigating Change, Customer Service, De-escalation, and more.

Finally, we understand that your time is extremely valuable. That's why we partner with ITS to administer the Oracle Cloud Learning (OCL) system, which provides easy access to courses. This learning management system automatically tracks mandatory course completions and notifies you and your manager when mandatory courses are due again. OCL also stores transcripts of your completed courses, even if you transfer between Metro departments.

We look forward to sharing these skills with you in class soon!

- Training Team



2026 Training Calendar

*This training calendar lists the tentatively scheduled dates for instructor-led and virtual instructor-led trainings hosted by or in partnership with Central HR. This calendar does **not** include information regarding Central HR trainings that are self-paced/online courses.*

Skills, Education, Empowerment, & Development Training Program for Employees (SEEDs)

Virtual, Live Instructor-led (Webex) dates:

1. February 12th - Road to Resolution - A Crash Course in Navigating Conflict
2. July 15th - Say What? - Communicating Between Generations
3. November 17th - Say What? - Communicating Between Generations

Supervisor Development Institute (SDI)

Virtual, Live Instructor-led Workshop dates:

1. August 5th and 6th
2. November 4th and 5th

Metropolitan Management Institute (MMI)

In-person, Classroom 2.5 -Day Immersive Workshop dates:

1. May 11th, 12th, and 13th

Mandatory Trainings for Supervisors (Sexual Harassment Prevention & Drug-free Workplace Policy) *Supervisors/managers must also complete the employee versions of these courses to remain in compliance.

Virtual, Live Instructor-led (Webex) Combined course dates:

1. March 18th - 8:30 am to 11:00 am
2. June 2nd - 1:00 pm to 3:30 pm
3. September 16th - 1:00 pm to 3:30 pm
4. December 14th - 1:00 pm to 3:30 pm

Domestic Violence & Workplace Response Mandatory Training for Supervisors (DV)

Virtual, Live Instructor-led (Zoom) delivered by the Office of Family Safety. For more information regarding content or if you need assistance, please contact LaToya Townsend and Heather Herrmann.

1. January 20th - 2:00 pm to 3:30 pm
2. April 21st - 2:00 pm to 3:30 pm
3. July 21st - 2:00 pm to 3:30 pm
4. October 20th - 2:00 pm to 3:30 pm



Directory of Instructors

Metro Central HR Training Department at (615) 862-6640:

Lisa Mason, Central HR Training & Talent Acquisition Manager
Monti McClellan Couch, Central Training Department Supervisor
Sarah Ferrin, Human Resources Analyst Sr./Senior Trainer
Emma Reinbold, Human Resources Analyst Sr./Senior Trainer
Taylor Rodriguez, Human Resources Analyst Sr./Senior Trainer
Sean Turner, Human Resources Analyst

Courses: Leadership Development Series, Mandatory Courses, Conditional Mandatory Courses, & Special Interest Courses

Metro Central HR Employee Relations Division at (615) 862-6640:

Stephen Cain, Manager of Employee Relations, Safety, and Injury on Duty (IOD)
Durgut Halimi, Safety Administrator
Keven Palmissano, Human Resources Administrator
Olivia Coode, Human Resources Analyst
Joy Cooper, Human Resources Analyst, Sr.
Thedric Brackett, Human Resources Analyst Sr.
Natasha Dowell, Human Resources Analyst Sr.

Courses: Drug-Free Workplace Policy and Sexual Harassment Prevention (Supervisor versions)

Office of Family Safety at (615) 862-1100:

LaToya Townsend, Director of Outreach & Development
Heather Herrmann, Assistant Director of Education & Strategic Initiatives

Courses: Domestic Violence & Workplace Response (Employee and Supervisor versions)

Metro Central HR Pension Services Division at (615) 862-6640:

Ron Denton, Pension Specialist

Presentation: Metro Nashville Government Pension Plan (Retirement: 5 Years and Out)

Metro Central Workforce Culture at (615) 862-6640:

Razel Jones, Assistant Director
Joslyn McGaughy, Human Resources Manager
Hope Nordstrom, Human Resources Administrator
Erica Conn, Human Resources Analyst
Jacob Idassi, Human Resources Analyst
Beatriz Pena, Human Resources Analyst

Courses: Foundations of Conscious Inclusion and Leading with Conscious Inclusion

VOYA Financial Services:

Seth Crosby, (615) 627-5938 or Whit Gorham, (615) 627-5935

Presentation/Enrollment: Metro Nashville Government 457(b) Plan



Metro Central HR Training Department Information & Practices

Registration for Courses:

Courses are provided via online, instructor-led, or virtual instructor-led offerings.

Register for online courses by clicking on your desktop Oracle Cloud icon  or by logging in directly using Chrome or Edge browser.

Please note that the instructor-led and virtual instructor-led courses may require certain criteria be met prior to registration, so you should contact your department's Human Resources HR/Training Coordinator for more information.

Training Website:

Additional information can be located at <https://www.nashville.gov/departments/human-resources/training>.

Course Capacity:

In-person, classroom courses are limited in capacity due to space limitations. Most virtual, instructor-led courses have no capacity limits. Self-paced/online courses

15-Minute or Percentage Rule:

To be considerate of everyone's schedules, please understand that we work hard to start all courses on time. As a result, we do not allow anyone to join an instructor-led course 15 minutes after the start time, and you will need to reschedule your course.

Learners joining virtual classrooms with a live-instructor (Virtual Instructor Led Training—VILT) must meet the minimum attendance threshold requirements. Central Training uses Webex reports to verify credit eligibility by determining class duration. To accommodate the reality of unexpected technical issues, Central Training establishes a percentage threshold that employees must meet for completion credit.

Inclement Weather Policy:

Check for Metro Nashville Public School (MNPS) closings on local television channels. If MNPS is closed due to inclement weather, then Metro Government courses are cancelled. However, if MNPS delays opening due to inclement weather, then Metro Government courses will not delay and will begin at their scheduled time.



Mandatory Courses for Employees

New Hire Orientation

Training Method: OCL, Online/Self-Paced
Completion Deadline: Within thirty (30) days of start date
Expected Effort Hours: 1–2 hours
Compliance Renewal Cycle: One time only



The New Hire Orientation is comprised of five (5) modules that provide basic information about Metro Government and its practices: Welcome to Metro, Civil Service Rules, ITS Information, Social Media Responsibility, and Sustainable Practices.

Workplace Ethics and Conduct

Training Method: OCL, Online/Self-Paced
Completion Deadline: Within thirty (30) days of start date
Expected Effort Hours: 1–2 hours
Compliance Renewal Cycle: Annually



In this course, employees will learn about workplace ethics and how it pertains to Metro Nashville Government. We will cover topics such as Mayoral Executive Orders, Metro Workplace Conduct Policy, Standards of Conduct, and other practical information that funnels into ethical decision-making. You will also be given an opportunity to put what you learn into practical application through the use of case scenarios.

Cybersecurity Awareness

Training Method: OCL, Online/Self-Paced
Completion Deadline: Within thirty (30) days of start date
Expected Effort Hours: 1–2 hours
Compliance Renewal Cycle: Every two (2) years



The first of two cybersecurity courses, the Cybersecurity Awareness course will provide learners with principles of data and technology that frame and define cybersecurity. Learners will gain insight into the importance of cybersecurity and the integral role each of us play. Learners will become aware of how to apply these principles and practices in order to help keep Metro a safe and secure organization.

Cybersecurity Fundamentals

Training Method: OCL, Online/Self-Paced
Completion Deadline: Within thirty (30) days of start date
Expected Effort Hours: 1.5–2.5 hours
Compliance Renewal Cycle: Every two (2) years



The second of two cybersecurity courses, Cybersecurity Fundamentals covers the participation, planning, and practice needed from all employees for there to be effective organizational information security. This course includes a variety of resources, methods, and best practices. For learners to apply to help keep Metro a safe and secure organization.



Mandatory Courses for Employees

Sexual Harassment Prevention

Training Method: OCL, Online/Self-Paced

Completion Deadline: Within thirty (30) days of start date

Expected Effort Hours: 1–2 hours

Compliance Renewal Cycle: Every four (4) years



This course defines sexual harassment and builds on the legal foundation of harassment and the precedent-setting Supreme Court decisions. It discusses the two forms of sexual harassment, unwelcome behaviors, and third-party liability. It concludes with the explanation of the process for handling harassment and how to make an official claim as stated in Civil Service Policy 3.1.

Drug-Free Workplace Policy

Training Method: OCL, Online/Self-Paced

Completion Deadline: Within thirty (30) days of start date

Expected Effort Hours: 1–2 hours

Compliance Renewal Cycle: Every four (4) years



This course explores drug abuse trends in the American workplace with a focus on Metro's Drug-Free Workplace Policy. You will learn the practices and procedures on testing, including pre-appointment, random, reasonable suspicion, critical incident, and return-to-work. It provides statistics on substance abuse in the national workplace. This training also covers Tennessee's drug situation and key substances of concern for Tennessee and trends of abuse identified in the state.

Diversity and Inclusion

Training Method: OCL, Online/Self-Paced

Completion Deadline: Within thirty (30) days of start date

Expected Effort Hours: 1–2 hours

Compliance Renewal Cycle: Every four (4) years



This course is designed to create an inclusive environment that capitalizes on today's complex and dynamic workplace by providing opportunities for students to explore the various aspects of diversity. Attendees of Metro's Diversity and Inclusion will: learn legal requirements such as Title VII — including the 7 protected classes — and Metro Civil Service Rules; explore the influences of conscious and unconscious bias; discover the importance and need for inclusivity; discuss how to communicate in a diverse community; and examine the cultures and customs that make up our diverse workplace and community.

Learners will be encouraged to examine interpersonal behavior in the workplace, discover its impact, and enhance skills necessary to set a positive example and foster a respectful environment that maximizes employee productivity.

Mandatory Courses for Employees

Domestic Violence & Workplace Response

Training Method: OCL, Online/Self-Paced

Completion Deadline: Within thirty (30) days of start date

Expected Effort Hours: 1.25–1.75 hours

Compliance Renewal Cycle: Every four (4) years



This course is developed by Office of Family Safety and focuses on domestic violence and how it affects the workplace. During this training, we will discuss what domestic violence is, how Metro Government responds, and identify services available to support Metro employees who may be experiencing domestic violence. You will learn how to create and promote a safe and supportive workplace environment in which employees feel comfortable discussing domestic violence issues and seeking assistance for domestic violence situations.

Conditional Mandatory Courses for Employees

*Conditional mandatory courses are required for some employees *based on their job responsibilities*. Departmental HR/Training staff are responsible for identifying these employees. Metro Central Human Resources bears no responsibility regarding compliance.

HIPAA Compliance

Training Method: OCL, Online/Self-Paced

Completion Deadline: Within thirty (30) days of start date

Expected Effort Hours: 1–2 hours

Compliance Renewal Cycle: Annually



If employees work with Protected Health Information (PHI/ePHI), then they are required to complete HIPAA. To learn more about HIPAA requirements, click here: [HHS.gov/HIPAA](https://www.hhs.gov/HIPAA)

Defensive Driving Course (DDC)

Training Method: External vendor website (public safety departments require alternative training)

Completion Deadline: Prior to operating a Metro vehicle or receiving mileage reimbursement

Expected Effort Hours: 4–6 hours

Compliance Renewal Cycle: Every three (3) years



Per **Ordinance 12.08.120**: If an employee operates a Metro vehicle or receives mileage reimbursement from Metro, then they are required to complete *and pass* DDC *prior* to operating a Metro vehicle or receiving mileage reimbursement.

DDC reinforces good driving skills and habits. This training offers practical strategies to reduce collision-related injuries, fatalities, and costs associated with motor vehicle crashes.



Mandatory Courses for Supervisors

Sexual Harassment Prevention (SHP—SUPV) for Supervisors

Training Method: Virtual Instructor-Led Training (Webex)

Completion Deadline: Upon course availability

Expected Effort Hours: 1.5–2 hours

Compliance Renewal Cycle: Every four (4) years



This course defines sexual harassment and builds on the legal foundation of harassment and the precedent-setting Supreme Court decisions. It discusses the two forms of sexual harassment, unwelcome behaviors, and third-party liability. It concludes with the explanation of the process for handling harassment and how to make an official claim as stated in Civil Service Policy 3.1.

This course contains additional information and guidance on necessary actions when a claim is filed, rules for investigation, and the supervisor's responsibilities. This course is offered along with the following course. Both must be completed in one sitting. *Supervisors/managers must have completed the employee versions of these courses prior to completing the supervisor versions.

Drug-Free Workplace Policy (DFW—SUPV) for Supervisors

Training Method: Virtual Instructor-Led Training (Webex)

Completion Deadline: Upon course availability

Expected Effort Hours: 1.5–2 hours

Compliance Renewal Cycle: Every four (4) years



This course explores drug abuse trends in the American workplace with a focus on Metro's Drug-Free Workplace Policy. You will learn the practices and procedures on testing, including pre-appointment, random, reasonable suspicion, critical incident, and return-to-work. It provides statistics on substance abuse in the national workplace. This training also covers Tennessee's drug situation and key substances of concern for Tennessee and trends of abuse identified in the state. It also contains additional information and discussion on reporting issues and responsibilities.

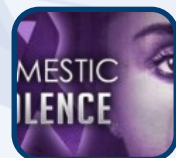
Domestic Violence & Workplace Response for Supervisors

Training Method: Virtual Instructor-Led Training (Zoom)

Completion Deadline: Upon course availability

Expected Effort Hours: 1.5–2 hours

Compliance Renewal Cycle: Every four (4) years



This course is developed and delivered by Office of Family Safety and focuses on domestic violence and how it affects the workplace. It also provides tools and resources to empower supervisors and appointing authorities in developing responsive procedures for employees who are affected by domestic violence and equips them with referral resources. Finally, this course addresses disciplinary action, in accordance with applicable civil service rules, for employees who are perpetrators of abuse.

Leadership Development Series

Class schedules are announced to departmental HR/Training Coordinators. Please contact your department's HR/Training Coordinator for more information.

Supervisor Development Institute (SDI)

Eligibility Requirements: Supervisors must have at least one (1) direct report per [FLSA guidelines](#), and the ability to meet the time commitment for completion.

Training Method: Blended learning (OCL, Online/Self-Paced and Virtual Instructor-Led Training)

Expected Effort Hours: Approximately 20–24 hours total

Compliance Renewal Cycle: None

Supervisor Development Institute (SDI) is an interactive series for first-time or new-to-Metro supervisors. This series provides the tools necessary to successfully transition from an individual contributor role into a supervisory role. In each course, participants work through a series of activities where they will demonstrate an understanding of the basics required of a skilled supervisor. Topics include: Leadership Styles, Effective Communication, Coaching, Delegation, Conflict Management, Difficult Conversations, and Performance Management.

Metropolitan Management Institute (MMI)

Eligibility Requirements: Managers must have one (1) direct report as defined by [FLSA Guidelines](#) plus a minimum of one (1) year in a leadership position with Metro.

Training Method: Instructor-Led, Classroom/In-Person

Expected Effort Hours: Approximately 18–20 hours total

Compliance Renewal Cycle: None

Metropolitan Management Institute (MMI) is an interactive series for Metro managers. This series provides the tools necessary for experienced managers.

In each course, participants work through a series of activities where they will demonstrate an understanding of the basics required of a skilled manager.

Topics include: Emotional Intelligence, Change Management, Difficult Conversations & Conflict Management, and Performance Management.



Employee Development Courses

Open registration is announced via HR Announcements. Employees may self-register by clicking the enclosed link to complete and submit the registration form.

SEEDs

The only eligibility requirement is to be a current Metro employee.

Training Method: Virtual Instructor-Led Training (Webex)

Expected Effort Hours: 1 hour

Compliance Renewal Cycle: None



SEEDs stands for Skills, Education, Empowerment, and Development.

From a workplace perspective, research shows that technical skills alone are no longer enough to be successful in our job roles. How we work together has become even more important to productivity, stability, and effectiveness.

Just as strong soft skills benefit the workplace, they also highly contribute to healthier, more harmonious relationships with family, friends, and people encountered on different or limited occasions.

The SEEDs courses are bite-sized introductions to soft skills with tips and takeaways for employee's professional and personal lives.



Soft Skills

Business Ethics

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



This course explains the importance of business ethics and how ethical decisions can impact our organization and our work. Topics covered in this course are: ethics and business ethics definitions, ethical pressure, ethical boundaries, personal code of ethics, and making an ethical decision with the R.E.A.P method.

Coaching Others

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–35 minutes

Compliance Renewal Cycle: None



This course provides learners with the skills to be great coaches as well as proper coaching technique tools. Topics covered in this course are: the definition of coaching, the difference between coaching and training, the ACE model and how to use it, and coaching mistakes to avoid.

Communicating Effectively

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



This course provides learners with the basics of effective communication and how to improve communication. Topics covered in this course are: the definition of effective communication, benefits of effective communication, preparing for effective communication, and avoiding communication issues.

Conflict Resolution

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



This course provides learners with basic information about resolving conflict. Topics covered in this course are: the definition of conflict and conflict resolution, the impact of unresolved conflict, and the C.A.T.C.H. method for resolving conflict.

Creative Problem Solving

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–35 minutes

Compliance Renewal Cycle: None



This course explores the differences between traditional and creative problem-solving techniques, identifies steps to creatively solve a problem, and teaches learners to apply facilitation and evaluation techniques that lead to a creative solution.

Customer Service

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



This course introduces customer service concepts and reminds learners that excellent customer service requires patience and attention in each new situation. Topics covered in this course are: the definition of customer service, learning how to wow customers, and the AIM approach to handling difficult customers.

Handling a Difficult Customer

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–35 minutes

Compliance Renewal Cycle: None



This course introduces learners to the benefits for customers, employees, and organizations when engaging with difficult customers. Topics covered in this course are: the importance of engaging with difficult customers, traits exhibited by a difficult customer, and the AIM to please process to manage difficult customers.

Interpersonal Skills

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–35 minutes

Compliance Renewal Cycle: None



This course examines the “soft skills” used daily to communicate and interact with other people, individually and in groups, in a positive and cooperative way. After completing this course, you will be able to: define interpersonal skills, utilize tools to improve your interpersonal skills, learn how to ask for feedback from others, and connect with a mentor.

Meeting Management

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



This course focuses on facilitating effective meetings. It takes commitment and practice to manage meetings effectively. After completing this course, you should be able to: develop a SMART meeting objective, prepare a comprehensive and realistic meeting agenda, and describe the elements of an effective meeting.

Negotiation Skills

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



This course reminds learners that negotiation is not about conflict, it's about reaching an agreement. Topics covered in this course are: understanding the power of negotiating for agreement rather than conflict, the PEACE model to approach negotiation, and what negotiation mistakes to avoid.

Presentation Skills

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



This course helps learners create more compelling presentations and offers strategies to recover when presentation problems occur. Topics covered in this course are: how to maintain a positive presentation mindset, pitfalls to avoid, the AID process, and the four Bs.

Stress Management

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



This course helps learners uncover sources of stress and employ various techniques to manage the effects of stress. After completing this course, you should be able to: identify types of stress, its negative impacts, and personal stress triggers, discuss various lifestyle changes and behaviors that can minimize stress, and develop your personal plan for reducing stress.

Time Management

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–30 minutes

Compliance Renewal Cycle: None



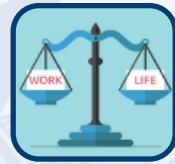
This course covers basic time management information as well as a few more in-depth techniques. Practicing the principles of time management leads to a more productive and efficient workplace. Upon completing this course, you should be able to: define time management, use the 3 Ps to manage time, and identify ways to address time management issues.

Work-Life Balance

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 20–40 minutes

Compliance Renewal Cycle: None



This course helps learners develop strategies for prioritizing your time in personally meaningful ways. After completing this course, you should be able to: explain what work-life balance looks like in your life, recognize the signs when your life is out of balance, and find personal solutions to create more balance.

Workplace Harassment Prevention

Training Method: OCL, Online/Self-Paced

Expected Effort Hours: 0.5–1 hour

Compliance Renewal Cycle: None



This course describes the EEOC's definition of workplace harassment. After completing this course, you should be able to: recognize and identify workplace harassment, explain why it is important to maintain a harassment-free workplace, and formulate an informed response when faced with a harassment violation.

Special Interest Courses

Foundations of Conscious Inclusion: Part 1

Training Method: In-Person, Instructor-Led

Expected Effort Hours: 2 hours

Compliance Renewal Cycle: None



This course is for employees and is Part 1 of laying the foundation to promote a culture of conscious inclusion within Metro Nashville Government. Participants will be led through a dynamic interactive learning experience, beginning with “why” inclusion is critical for Metro Nashville Government. Through exploratory and social learning activities focused on the core competencies essential to building a culture of inclusion, participants uncover their strengths, challenges, and identify opportunities to promote inclusion in the workplace.

Objectives: understand the value of inclusion to Metro Nashville Government, examine unconscious bias and the bias continuum, and making a personal commitment to modeling inclusive behaviors at Metro Nashville Government.

Foundations of Conscious Inclusion: Part 2

Training Method: In-Person, Instructor-Led

Expected Effort Hours: 2 hours

Compliance Renewal Cycle: None



This course is for employees and is Part 2 of laying the foundation to promote a culture of conscious inclusion within Metro Nashville Government. Participants will be led through a dynamic interactive learning experience, beginning with “why” inclusion is critical for Metro Nashville Government. Through exploratory and social learning activities focused on the core competencies essential to building a culture of inclusion, participants uncover their strengths, challenges, and identify opportunities to promote inclusion in the workplace.

Objectives: explore the power of conscious inclusion through behaviors required to create and sustain a culture of inclusion, demonstrating empathy, communicating authentically with respectful truth, and making a personal commitment to modeling inclusive behaviors at Metro Nashville Government.

Special Interest Courses

Leading with Conscious Inclusion: Part 1 — for Supervisors

Training Method: In-Person, Instructor-Led

Expected Effort Hours: 2 hours

Compliance Renewal Cycle: None



This course is for supervisors and managers at all levels and is Part 1 of laying the foundation to promote a culture of conscious inclusion within Metro Nashville Government.

Participants will be led through a dynamic interactive learning experience, beginning with “why” Diversity, Equity, and Inclusion (DEI) is critical for Metro Nashville. Through exploratory and social learning activities focused on the core competencies essential to building a culture of inclusion, participants uncover their strengths, challenges, and identify opportunities to promote inclusion in the workplace.

Objectives: understand the value of DEI to Metro Nashville and the role of the leader, examine unconscious bias and the bias continuum, learn how to identify and embrace differences, how to demonstrate and lead with empathy, and making a personal commitment to leading inclusion at Metro Nashville Government.

Leading with Conscious Inclusion: Part 2 — for Supervisors

Training Method: In-Person, Instructor-Led

Expected Effort Hours: 2 hours

Compliance Renewal Cycle: None



This course is for supervisors and managers at all levels and is Part 2 of laying the foundation to promote a culture of conscious inclusion within Metro Nashville Government.

Participants will be led through a dynamic interactive learning experience, beginning with “why” DEI is critical for Metro Nashville. Through exploratory and social learning activities focused on the core competencies essential to building a culture of inclusion, participants uncover their strengths, challenges, and identify opportunities to promote inclusion in the workplace.

Objectives: explore the power of conscious inclusion through the five competencies and behaviors required to create and sustain a culture of inclusion, how to communicate authentically, understand and manage privilege, how to act courageously, and make a personal commitment to leading inclusion at Metro Nashville Government.

Special Interest Courses

QPR: Suicide Prevention Awareness

Training Method: In-Person, Instructor-led (Lentz Health Department)

Expected Effort Hours: 1.25 hours

Compliance Renewal Cycle: None



This course is offered by the Behavioral Health and Wellness Division of the Metro Public Health Department. It equips participants with statistical information and a three-step process to assist someone in crisis and resources. Most individuals who attempt or die by suicide demonstrate warning signs. Many people do not know how to recognize the signs or what to do if they do encounter someone in emotional distress. This course focuses on how to recognize warning signs and how to talk to someone who is exhibiting warning signs and refer the person for help. For more information, contact Nichelle Foster.

Retirement: 5 Years and Out

Expected Effort Hours: 0.5–2 hours

Compliance Renewal Cycle: None



Preparing for retirement is unknown territory for most Metro employees. Professional financial planners tell us that we should be exploring all the options and gathering information when we are about five years from our expected retirement date. This class is open to Metro employees who want to begin to prepare for retirement.

Topics covered include: factors that go into your Metro pension calculation for General Government and Police & Fire pension plans, DROP plan elections, insurance benefits for retirees, the application process, and information about other considerations during this critical decision-making time. There will be time devoted to answering your questions and materials for potential retirees, including a helpful booklet from our Pension Benefits area entitled "Retirement Guide-Division B."



Metro Human Resources

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Nashville TN 37210

<https://www.nashville.gov/departments/human-resources/training>