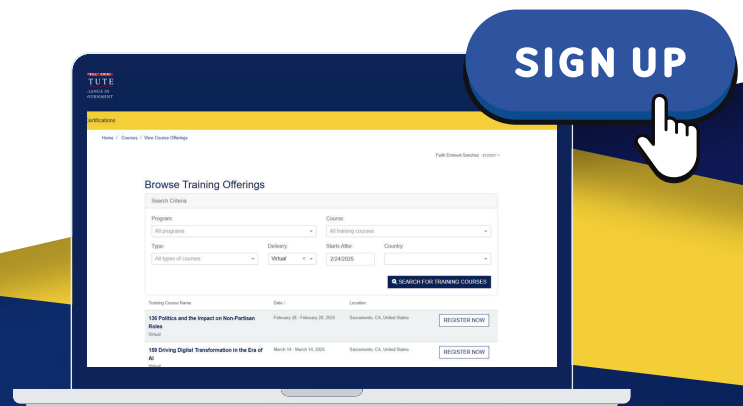


# 2026 Summer/Fall Virtual Courses are Open!



*Don't miss out virtual training offerings lead by dynamic instructors!*

## **GO5 Trust: Why it Matters and What Experiments Can Teach Us About Restoring it with Ben Ho, PhD | 8/14/2026**

In this class, we will talk about the history of trust from hunter-gatherers to blockchain, play experiments from the game theory of trust, and discuss practical takeaways from Dr. Ho's research on the science of apologies and the restoration of trust.

## **GO6 When Good Employees Do Bad Things with Galia Cohen, PhD | 9/25/2026**

This workshop equips public service leaders with practical tools to foster a culture of accountability, trust, and high performance – helping their teams make better decisions and avoid unintended consequences. By the end of this workshop, leaders will be better prepared to influence positive behaviors across their workforce, handle difficult choices confidently, and shape a culture they can be proud of.

## **GO7 How County Leaders Win Us Over: 13 Proven Tactics for Inspiring and Influencing Others with Ulrich Jenson, PhD | 10/9/2026**

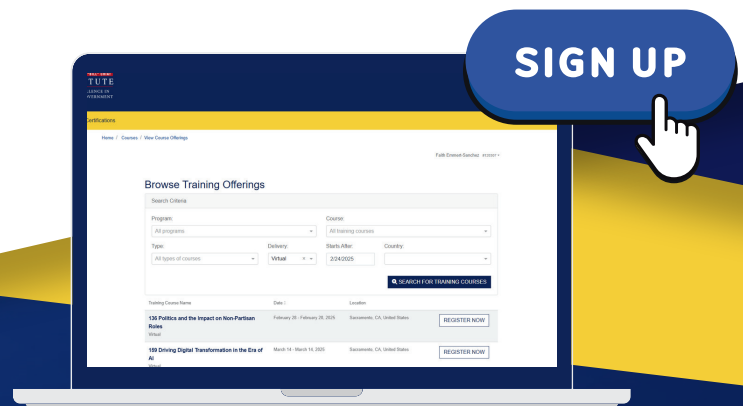
Effective county leaders have one thing in common: they inspire others with their words and ideas. In this session, we explore how county leaders inspire and rally others using the magnetic power of charisma. But what exactly is charisma? How does it impact leaders' success? And what can we learn from charismatic leaders in how we can influence others in the workplace more broadly? You'll leave with answers to these questions and much more, including an actionable set of communication tactics you can use to inspire others and boost your influence in your own workplace.

*All classes are from 9:00AM - 2:30PM PST with a half-hour for lunch*

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# 2026 Summer/Fall Virtual Courses are Open!



## **184 The Use of Coaching to Build Workplace Culture: A Tool for Investing in People Development with Joanne Peterson | 10/23/2026**

Aligned with the goal of building organizations where people can do their best work, this course will define and explore the use of Coaching in the workplace. The work will include reviewing coaching techniques, establishing coaching expectations, defining guidelines to support overall people development, and evaluating outcomes.

## **185 Executive Leadership Through a Trauma-Informed Lens with Mercedes Santoro | 11/6/2026**

This executive leadership training equips county leaders with the knowledge, tools, and strategies to apply trauma-informed care principles within their organizations, and explores how trauma, chronic stress, burnout, and compassion fatigue affect employee performance, decision-making, communication, and retention. Participants will leave equipped with strategies to build psychologically safe workplaces, strengthen workforce resilience, and position county government as a model for sustainable, human-centered public service leadership.

## **186 Communicating with Purpose: Aligning County Actions, Stories, and Public Trust with Nicholas Pasculli | 11/20/2026**

County government communication is about ensuring that what counties say aligns with what they do. Drawing on successful examples from the County of Monterey and other local governments, this course explores how communication, storytelling, and customer experience work together to build public trust, improve service, and strengthen relationships with residents. Participants will learn practical strategies, even if communication is not part of their primary job responsibilities.

*All classes are from 9:00AM - 2:30PM PST with a half-hour for lunch*

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## Who Are These Classes For?

Courses are designed to foster agility and promote lifelong learning at elected and executive levels.

Additionally, they can be used towards:

- Earning a **CSAC Executive Credential** at your own pace
- Making up missed CSAC Institute campus courses
- Completing **specialized programs**

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