



## PERSONAL DEVELOPMENT PORTFOLIO

Inspired to develop your skills on a personal and professional level? Programs in this portfolio provide a full spectrum of options for enhancing your creative thinking, written and oral communication, analysis and decision making skills, time management skills, cultural competency, project management knowledge, and achieving enhanced work-life balance.

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## Action Grammar

This course is designed to answer the most frequently asked questions about grammar, punctuation, and their usage. Focus is on the grammatical issues that are essential for ensuring that on-the-job writing reflects a polished, professional image.

### Objectives:

- Identify well-constructed sentences, correct run-on sentences and sentence fragments
- Create transitions between sentences
- Use correct verb tenses
- Learn the principles of subject-verb agreement
- Form possessives of singular and plural nouns
- Use pronouns correctly
- Learn rules of capitalization and correct punctuation, including commas, semi-colons, colons, and quotation marks
- Understand the meanings and differences of commonly misused words, including words that sound alike and look alike

**Target Audience:** Individuals who want to enhance or refresh their understanding of standard English grammar

**Course Code:** C5031

**Days of Training:** 2

**Date:** Sept 17-18

**Cost:** \$250

**CEUs/CPEs:** 1.2/16

## Attitude is Everything

Attitude is a highly personal and sensitive topic. As attitudes deteriorate, so does commitment, loyalty and, most importantly, performance. Everyone encounters setbacks that can shake their attitude into a negative focus. ***Attitude Is Everything*** provides individuals with the knowledge and skills to develop and maintain positive attitudes while becoming sensitive to underlying causes leading to negative attitudes. Participants will explore various methods for responding to different attitudes in a positive and productive way.

### Objectives:

- Improve relationships and increase empathy and respect for others
- Understand the consequences of a negative attitude in the workplace and the benefits of promoting a positive, healthy environment
- Learn to transform negative attitudes into positive ones
- Develop effective listening and communication skills
- Achieve new levels of performance through goal-setting techniques
- Learn practical and effective approaches to problem-solving

**Target Audience:** Individuals who want to build and maintain better workplace relationships

**Course Code:** C9266

**Days of Training:** 1

**Date:** Oct 2

**Cost:** \$125

**CEUs/CPEs:** .6/8

## Building Positive Workplace Relationships

This course highlights methods and techniques for working with people in a positive way to achieve agency and department goals in today's diverse, high-pressured work environment. It will help participants build more supportive and rewarding workplace relationships by focusing on how to analyze and respond effectively to a variety of people and situations.

### Objectives:

- Pinpoint the differences between effective and ineffective workplace relationships
- Develop flexibility in actions, thoughts and feelings to better handle any situation
- Apply active listening and "conscious communication" strategies to interpret people and situations correctly
- Recognize and effectively handle variations in personal style
- Use conflict to create more constructive, authentic interpersonal relationships
- Implement mediation to reduce conflict
- Understand the role of emotions in workplace relationships

**Target Audience:** Supervisors, managers, and professionals who want to build and maintain positive workplace relationships

**Course Code:** C9656

**Days of Training:** 1

**Date:** Oct 30

**Cost:** \$125

## Business Writing: Clarity Through Critical Thinking

By learning to think critically you can increase your ability to write with greater clarity. You will be able to more precisely analyze information and assess a particular task, subject, issue, etc. This course will help you to use critical thinking skills and provide practice in a specific writing model to improve your business writing and completion of both large and small writing projects.

### Objectives:

- Learn to ask appropriate questions to gather relevant information in an efficient manner
- Assess information in order to determine reliable and trustworthy conclusions
- Organize and draft content to increase clarity
- Apply a problem solving approach to ensure your document's clarity
- Describe strengths and weaknesses of inductive and deductive arguments in a document's content
- Develop skills to avoid misleading or deceptive wording

**Target Audience:** Professional staff who frequently write letters and reports

**Course Code:** C2036

**Days of Training:** 1

**Date:** Oct 10

**Cost:** \$125

**CEUs/CPEs:** .6/8

## Creating and Delivering Powerful Presentations

This course is designed for managers, supervisors and professionals who, in their leadership roles, must make important presentations. Participants will receive one-on-one coaching and develop a skill set for speaking with confidence and projecting the best possible image of themselves and the agency. Emphasis will be on developing and cultivating a conversational tone when speaking and formulating clear and logical presentation points to attain the desired audience reaction.

### Objectives:

- Understand the importance of “image” and how to use it to positively influence every audience
- Structure the presentation for clarity, impact, and persuasiveness
- Capture the audience’s attention from the beginning - and keeping it
- Use visual materials –including PowerPoint – to reinforce the power of your presentation
- Respond to challenging questions and statements with confidence, authority, and understanding
- Close the presentation with impact

**Target Audience:** Managers, supervisors and professionals who make presentations

**Course Code:** C9041

**Days of Training:** 2

**Date:** Oct 23-24, Jan 26-27

**Cost:** \$250

**CEUs/CPEs:** 1.2/16

## Critical Thinking for Effective Decision Making

Critical thinking should be an integral component of the skill sets needed by managers and supervisors. It is reasonable, reflective thinking that will aid us in extracting and integrating discreet pieces of information in order to make effective decisions. This seminar will assist participants in analyzing the different styles of thinking and in distinguishing the elements in the critical thinking process. It will focus on how critical thinking can be applied to workplace issues and challenges and how to sharpen these skills for more effective explorations of problems, the search for alternative solutions, consideration of consequences, and establishment of action plans.

### Objectives:

- Follow a structured model in the critical thinking process
- Discover your own thinking style preferences
- Build a framework for analyzing the “big picture”
- Determine how to find out what you don’t know
- Analyze the effectiveness and consequences of decisions
- Come to better conclusions by knowing that you have “thought of everything”
- Influence and persuade others with your rationale

**Target Audience:** Managers, directors, supervisors, and professionals who want to develop critical thinking skills and apply them for managing workplace issues and challenges

**Course Code:** C9657

**Days of Training:** 1

**Date:** Oct 24

**Cost:** \$125

**CEUs/CPEs:** .6/8

## Dealing with Difficult Behaviors

This workshop provides participants with techniques to enhance their skills for dealing with people who exhibit difficult behaviors in the workplace. Participants will learn how to manage their own behavior, explore different coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation.

### Objectives:

- Identify emotionally charged situations at work in order to minimize their impact
- Practice strategies for gaining control of volatile situations
- Apply techniques to take charge of work-place conversations
- Learn how to fend off a personal attack without being drawn into a “no-win” showdown
- Discover methods to keep pressure from affecting job performance

**Target Audience:** Individuals who wish to discover better ways to deal with difficult people or behaviors in the workplace

**Course Code: C7729**

**Days of Training: 1**

**Date: Nov 19**

**Cost: \$125**

**CEUs/CPEs: .6/8**

## Defusing Workplace Aggression

The key to a safer workplace is recognizing and effectively dealing with workplace personnel and clients who exhibit the signs of incipient aggression. This workshop is designed to teach participants the necessary skills to neutralize altercations and prevent escalation. Focus will be on making the distinction between personnel who can be coached and those who should be counseled or referred for help.

### Objectives:

- Examine and identifying the common signs of incipient aggression
- Recognize the non-verbal signs of potentially disruptive behavior
- Develop communication skills to defuse altercations
- Formulate mediation techniques to prevent conflicts from escalating
- Assess coaching/counseling techniques most appropriate for any given situation
- Explore referral resources

**Target Audience:** Managers, supervisors and team leaders who want to defuse potentially volatile situations

**Course Code: C7511**

**Days of Training: 1**

**Date: Dec 17**

**Cost: \$125**

**CEUs/CPEs: .6/8**

## Effective Meeting Skills

This practical workshop will provide meeting leaders with the organizational and interpersonal skills for conducting effective meetings that yield measurable results. Participants will learn how to exert appropriate control for planning, directing, and facilitating meetings.

### Objectives:

- Develop a meeting format and agenda to accomplish desired outcomes
- Practice communicating goals, objectives, and expectations
- Lead discussions to reach conclusions and obtain group consensus
- Gain and sustain constructive involvement from participants
- Manage negative personalities and uncover hidden agendas

**Target Audience:** Individuals who conduct meetings on a regular basis

**Course Code:** C3456

**Days of Training:** 1

**Date:** Nov 20

**Cost:** \$125

**CEUs/CPEs:** .6/8

## Effective Writing Processes

Many people make writing a more difficult and time-consuming process than it needs to be. This workshop focuses on how to streamline the writing process to save time and produce more effective written communications. Participants will learn how to organize and present information for maximum impact, and how to move smoothly from start to finish in the writing process.

### Objectives:

- Prepare to write by considering the purpose and audience for your message
- Organize information in a clear, logical way
- Use outlining as an organizational tool
- Use headings, topic sentences, and transitions to clarify your message
- Stay focused on your message
- Revise documents to ensure they are clear, concise, and correct

**Target Audience:** Individuals who want to make their writing more efficient and effective

**Course Code:** C7723

**Days of Training:** 1

**Date:** Dec 4

**Cost:** \$125

**CEUs/CPEs:** .6/8

## How to Write Fast Under Pressure

When deadlines on several writing tasks are rapidly approaching, do you feel under stress? Have a hard time getting started? Struggle to put your thoughts together? Revise and edit slowly? Then this course is for you! You will learn the tips that professional writers use and practice them in real-life situations to increase your output and write assertively.

### Objectives:

- Approach any writing situation with a useful strategy
- Get started with a clear sense of direction—beginning with the end in mind
- Learn techniques for hitting the ground running
- Employ practical time-management techniques for reducing revision time
- Maximize your writing time by employing time-proven best practices
- Cultivate a can-do attitude essential to writing fast and well

**Target Audience:** Individuals from any level of the organization who want to learn and apply time-tested techniques for improving writing efficiency and increasing confidence

**Course Code: C7513**

**Days of Training: 1**

**Date: Sept 24**

**Cost: \$125**

**CEUs/CPEs: .6/8**

## Influencing Without Authority

This workshop is designed to help participants learn how to use their influential skills in situations where they may have minimal power or authority. This course is especially useful for members of a team and those who need to influence their superiors and subordinates. Participants will learn to identify the power they do have and learn how to utilize this power so that they are able to accomplish their goals.

### Objectives:

- Establish credibility in order to influence
- Examine effective and ineffective influence strategies
- Identify personal power and influence styles
- Discover negotiation strategies that result in win-win situations
- Develop strong alliances to accomplish goals
- Create a collaborative work environment to achieve results

**Target Audience:** Professionals who want to enhance their influencing skills

**Course Code: C4020**

**Days of Training: 1**

**Date: Nov 25**

**Cost: \$125**

**CEUs/CPEs: .6/8**

## Managing Multiple Priorities

This class will prepare participants to better manage the multiple priorities faced in today's fast paced work environment. It will focus on how participants can take control of their workday with methods for maximizing efficiency and effectiveness and minimizing stress.

### Objectives:

- Clarify and set work and personal goals and objectives
- Develop skills that get you organized and help you stay organized
- Take charge of time
- Identify and keep top priorities in motion when everything is important
- Recognize and overcome "productivity killers"
- Utilize planning and organizing tools to measure and monitor progress

**Target Audience:** Individuals who need to balance multiple tasks and manage their time

**Course Code: C5044**

**Days of Training: 1**

**Date: Dec 12**

**Cost: \$125**

**CEUs/CPEs: .6/8**

## Managing Stress and Preventing Burnout

This course is designed for individuals who want to take specific actions to beat job burnout. In this workshop participants will explore ways to transform the pressures of work overload into productive and positive work outcomes. This workshop helps participants to address associated fatigue and lack of focus and explore strategies for prevention. Participants will develop techniques and practice exercises for alleviating the stressors—both personal and work related—that contribute to this syndrome.

### Objectives:

- Recognize factors that contribute to that "frazzled condition"
- Determine if you exhibit symptoms
- Distinguish the external and internal factors associated with feeling "overwhelmed" by responsibility
- Employ techniques to strengthen your resolve and "take control"
- Construct a step-by-step action plan for alleviating and preventing burnout

**Target Audience:** Individuals who want to develop skills for preventing, and alleviating job burnout

**Course Code: C9033**

**Days of Training: 1**

**Date: Dec 1**

**Cost: \$125**

**CEUs/CPEs: .6/8**

## Mind Tools for Memory

In today's high-demand agency workplace it is harder than ever to remember everything you need to retain—from names and passwords to all the details required to bring your projects to successful completion. But building your memory can actually be achieved by learning a few simple but powerful techniques. In this course, we will learn memory-enhancing methods that will improve your ability to solve problems, organize your time, meet deadlines, work well with coworkers and clients, and project your best professional self.

### Objectives:

- Assess your ability to remember facts, figures, names, and assignments
- Revitalize your mind-set about remembering
- Learn and practice powerful memory improvement techniques
- Give and receive feedback to help improve your skill
- Practice memory-focused listening
- Plan how to use memory techniques to meet your agency workplace challenges
- Develop your action plan to apply and further improve your memory skills

**Target Audience:** All employees who wish to learn memory improvement techniques

**Course Code:** C9279

**Training Days:** 1

**Date:** Dec 19

**Cost:** \$125

**CEUs/CPEs:** .6/8

## Revising, Editing and Proofreading

This interactive program focuses on exercises designed to enhance revising, editing, and proofreading skills. Participants will have opportunities to sharpen their writing organization, sentence structure, grammar, word usage, punctuation and receive individual, confidential feedback.

### Objectives:

- Understand that good writing is rewriting
- Employ the “Protect Your REP” formula when reviewing documents
- Review strategies for proper placement of content
- Lay out text to support the reader's need to scan the document
- Edit for sentence structure, grammar, and word usage
- Check for all punctuation marks, capitalization, and abbreviations

**Target Audience:** Professional staff who wish to polish their writing skills

**Course Code:** C2033

**Days of Training:** 2

**Date:** Dec 17-18

**Cost:** \$250

**CEUs/CPEs:** 1.2/16

## Strengthening Workplace Communication

This workshop will provide participants with methods to improve their everyday interactions with co-workers and enable them to work more productively in group situations. Participants will evaluate their own communication styles and explore methods and techniques for improving their personal communication effectiveness.

### Objectives:

- Assess communication styles and their impact on others
- Learn effective active listening techniques
- Recognize and respect others' needs
- Develop techniques to achieve greater understanding
- Interpret verbal and non-verbal communication cues
- Diffuse and resolve conflict situations

**Target Audience:** Clerical/administrative staff seeking to improve their communication effectiveness

**Course Code:** C7724

**Days of Training:** 1

**Date:** Dec 8

**Cost:** \$125

**CEUs/CPEs:** .6/8

## Successful Letter and Memo Writing

This course focuses on fundamental writing concepts necessary for moving letters and memos from a draft to a finished document. Participants will acquire a system for organizing and composing clear, concise, and complete letters and memos.

### Objectives:

- Identify characteristics of effective business writing
- Plan and organizing thoughts before writing
- Create a professional tone
- Avoid run-on sentences and sentence fragments
- Check for cohesive paragraphs
- Avoid the most frequently made grammatical errors

**Target Audience:** Clerical and administrative support staff responsible for drafting and writing routine office correspondence

**Course Code:** C6788

**Days of Training:** 2

**Date:** Oct 7-8, Jan 22-23

**Cost:** \$250

**CEUs/CPEs:** 1.2/16

## The Science of Happiness: Positive Psychology

Are you getting the most out of life? Join us at this illuminating class based on the renowned psychologist Martin E.P. Seligman's book *Flourish* and find out how to stay positive and optimistic. You'll discover how you can step outside the boundaries of traditional thinking to generate new ideas, make better decisions, and get bottom-line results. Take the challenge to build a new set of habits, and equip yourself with new tools and techniques for a positive outlook and a healthier life.

### Objectives:

- Recognize your own negative beliefs and thinking patterns
- Discover your power to diffuse negativity
- Become familiar with factors that can help individuals thrive in the workplace: positive emotion, engagement with what one is doing, a sense of accomplishment, and good relationships
- Take control of becoming an active participant in your everyday work life

**Target Audience:** Staff at all levels

**Course Code:** C7725

**Days of Training:** 1

**Date:** Nov 17

**Cost:** \$125

**CEUs/CPEs:** .6/8

## Time Management Strategies

This course will assist participants in taking control of the time in their workday. Participants will identify unproductive work habits and learn a wide array of time management tips and techniques to maximize their effectiveness. Focus will be on setting priorities and planning as the cornerstones of developing productive work habits. Participants will also identify those strategies that best fit their work style and the realities of their work environment.

### Objectives:

- Identify individual work styles
- Learn how to get organized and manage time in a variety of ways
- Select specific individualized time management strategies
- Develop and implement time management strategies

**Target Audience:** All who wish to develop tailored, immediately practicable time management skills

**Course Code:** C8002

**Days of Training:** 1

**Date:** Nov 5

**Cost:** \$125

**CEUs/CPEs:** .6/8

## Writing Effective E-mails

This workshop focuses on the process used by professionals to fulfill their e-mail needs. Through real-time e-mail exercises on computers networked with other classmates in the workshop, the course enables participants to create clear, concise, complete, courteous, and correct e-mail. You will reap the benefits of using this efficient, user-friendly mode of communication for your intended purpose and achieving results.

### Objectives:

- Define the purpose of your e-mail message
- Distinguish necessary details to support your purpose without overloading your readers
- Develop techniques for checking the tone of your email
- Revise and edit e-mail for clarity, conciseness, and completeness
- Manage your e-mail system effectively: attaching, copying, filing, responding, and more

**Target Audience:** Professional staff who write frequent internal and external e-mail messages as part of their daily work routine

**Course Code:** C7726

**Days of Training:** 1

**Date:** Dec 15

**Cost:** \$125

**CEUs/CPEs:** .6/8

## Writing High-Impact Executive Summaries

You have the Commissioner's attention for 60 seconds to explain a complex situation affecting your agency—how do you do it? This course provides participants opportunities to practice writing summaries of lengthy documents and large projects—regardless of the complexity. Through practical exercises and individualized coaching, participants will learn the key elements of executive summaries and the process for creating and critiquing their own executive summaries.

### Objectives:

- Distinguish between technical and general summaries
- Approach the writing situation with a clear and useful strategy
- Address the issues that matter most to the readers
- Organize ideas to highlight the key issues
- Edit language for impact, conciseness, and clarity to move the reader forward on critical business issues

**Pre-course Assignment:** Participants should bring to the class a document that they need to summarize for work or a summary that they have already written for feedback from the consultant

**Target Audience:** Analysts and managers of all levels responsible for writing executive summaries of meetings, lengthy reports, proposals, and white papers

**Course Code:** C9018

**Days of Training:** 1

**Date:** Nov 5

**Cost:** \$125