



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.

Action Grammar	23
Advanced Writing Skills for Experienced Professionals	24
Anger Management	25
The Art of Assertiveness	25
Attitude is Everything	26
Breaking the Cycle of Procrastination	26
Business Writing: Clarity Through Critical Thinking	27
Citywide Standardized Customer Service	28
Communication Strategies for the Administrative Professional	29
Conflict Management: Defusing Workplace Aggression	29
Conflict Management: Strategies for Handling Difficult Behaviors	30
Creating and Delivering Powerful Presentations	30
Creating Workplace Civility	31
Developing Dynamic Listening Skills	31

Effective Meeting Management	31
Effective Office Management for Today’s Workforce	32
Effective Presentation Skills: Presenting Like A Pro	33
Enhancing Your Personal Productivity	34
How to Write Fast Under Pressure	34
Influencing Without Authority	35
Interviewing Skills	35
Managing Multiple Priorities	36
Managing Stress and Preventing Burnout	36
Mind Tools for Memory	37
Motivating Yourself for Professional Success	37
Negotiation Skills	38
Organizing Your Workspace	38
Personal Financial Management	39
Positive Well-Being	39
Powerful Public Speaking	40
Presentation Skills (Intermediate—Level II)	40
Presentation Skills (Advanced —Level III)	41
Presentation Skills (Advanced Presentation Lab)	42

PERSONAL DEVELOPMENT PORTFOLIO

Revising, Editing, and Proofreading	42
Successful Letter and Memo Writing	43
Successful Workplace Communication	43
Time Management Strategies	44
Turning Obstacles into Opportunities	44
Workplace Violence Prevention	45
Writing Effective and Efficient E-mails	45
Writing from Start to Finish	46
Writing in Plain Language & Clinic	47

Action Grammar

This course is designed to answer the most frequently asked questions about grammar, punctuation, and 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 and correct run-on sentences and sentence fragments
- Create transitions between sentences and use correct verb tenses
- Practice the principles of subject-verb agreement
- Form possessives of singular and plural nouns
- Use pronouns correctly
- Explore 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: Feb 14-15

Cost: \$250

CEUs/CPEs: 1.2/16

Advanced Writing Skills for Experienced Professionals

Writing is never easy if your job responsibilities include frequent reporting about complex issues for a variety of readers. Grammar rules and stylistic preferences regularly change, yet most workplace writers haven't thought about grammar and usage standards since they were in school. This advanced course exposes experienced writers to information that may contradict some of the hard and fast rules they learned as students.

Objectives:

- Clarify the differences between academic and workplace writing
- Identify English grammar and usage rules that have changed over time
- Build documents based on principles of visual design
- Cite stylistic problems that compromise clear writing
- Revise texts based on timeless principles of focused writing
- Edit with an industry-specific style guide and an in-house style sheet
- Use a variety of rhetorical techniques to help readers hear the writer's voice

Prerequisites: *Action Grammar* and *Business Writing: Clarity Through Critical Thinking*

Target Audience: Individuals who want to align their texts with current standards and preferences

Requirements: Registered participants will rely on their own documents as well as their organization's preferred style guide and style sheet, if these resources are available. Participants should bring their work documents and style guide on a flash drive in Microsoft Word 2010 (or above) format. Confidentiality guaranteed.

Course Code: C7904

Days of Training: 2

Date: May 4-5

Cost: \$300

CEUs/CPEs: 1.2/16

Anger Management

Anger is a natural human emotion. However, unconstrained anger can have detrimental effects on the workplace and on our health and success. It impacts the morale of those around us, and it impacts productivity. Being in a constant state of anger can cause both physical and emotional damage. Anger has equally damaging effects on family life—it alienates partners and breaks up families. This seminar provides an opportunity to look at productive ways of managing angry feelings and expression.

Objectives:

- Understand the anger phenomenon by looking at physiological and behavioral reactions and factors
- Identify signs of anger and identify the impact of anger on the workplace
- Explore alternative ways to express and control anger

Target Audience: Staff at all levels

Course Code: C7774

Days of Training: 1

Date: May 3

Cost: \$125

CEUs/CPEs: .6/8

The Art of Assertiveness

This course will focus on ways individuals can establish trust, mutual respect, and openness to develop an assertive approach when interacting with others. It will show participants how to build “win-win” relationships and attain the results they expect, without appearing “heavy-handed.” Participants will learn methods to actively persuade others without being aggressive.

Objectives:

- Explore the differences between aggressive, passive, and assertive behaviors
- Set limits with people who do not have limits using assertive techniques
- Recognize behavior types and learn how to influence these behaviors to get what you want and to build relationships
- State your opinion—without appearing hostile or fearful
- Apply assertiveness strategies for problem management
- Receive peer feedback on assertive skills

Target Audience: Individuals who want to use assertiveness skills without alienating others

Course Code: C2010

Days of Training: 1

Dates: Apr 3

Cost: \$125

CLEs/CEUs: .6/8

Attitude is Everything

Attitude is a highly personal and sensitive topic. As attitudes deteriorate, so do 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
- Transform negative attitudes into positive ones
- Develop effective listening and communication skills
- Achieve new levels of performance through goal-setting techniques
- Practice effective approaches to problem-solving

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

Course Code: C9266

Days of Training: 1

Dates: Jan 24, Feb 9

Cost: \$125

CLEs/CEUs: .6/8

Breaking the Cycle of Procrastination

Procrastination interferes with our productivity and causes stress. Whether you procrastinate occasionally or find that it is interfering in a major way with your ability to reach your goals, this workshop will help. Participants will learn ways to overcome procrastination and make better use of their most precious resource, their time.

Objectives:

- Understand the major causes of procrastination and what causes you to procrastinate
 - Evaluate your strengths and weaknesses in eliminating the habit of procrastination in your life
 - Identify what you have been procrastinating on and learn techniques for moving forward
 - Utilize time management principles for eliminating procrastination and reducing stress
- Establish an action plan for eliminating procrastination in your work and personal life

Target Audience: Individuals who want to learn how to eliminate procrastination in their professional and personal lives

Course Code: C9205

Days of Training: 1

Date: Feb 23

Cost: \$125

CEUs/CPEs: .6/8

Business Writing: Clarity Through Critical Thinking

If you 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 one-day 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:

- Practice asking 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, confusing or deceptive wording

Target Audience: Professional staff who frequently write letters and reports

Course Code: C2036

Days of Training: 1

Date: Apr 10

Cost: \$125

CEUs/CPEs: .6/8

Citywide Standardized Customer Service

This workshop will help to enhance your value as an individual delivering vital services to the customers of New York City. The workshop will reinforce the importance and value of delivering courteous and effective customer service. Finally, you will be provided with the tools to empower you to deliver and manage the highest standards of customer service.

Objectives:

- Identify the important role that you play in the City of New York
- Recognize the impact that your effective communications, personal accountability, knowledge, and professional demeanor have on customers and your career
- Diagnose customers' needs, goals, and expectations
- Examine how the four stages of competence influence your personal development and interaction with others
- Assess your customer service effectiveness in-person and on the telephone
- Apply the Four-Step Customer CARE Process for managing customers and providing outstanding service
- Say "No" in a way that does not result in a negative reaction from customers
- Motivate customers to answer sensitive questions
- Practice the skills and attitudes of quality telephone service
- Handle challenging customers in person and on the telephone with less stress and more confidence
- Create an action list of Dos and Don'ts for customer service excellence

Target Audience: Staff at all levels

Course Code: C7816

Days of Training: 1

Date: Jan 13, Jan 27, Feb 27, Mar 22, Apr 21, May 15, June 21

Cost: \$125

CEUs/CPEs: .6/8

Communication Strategies for the Administrative Professional

This course is for administrative professionals who want to improve and enhance workplace relationships by developing and refining interpersonal communication skills. Participants will examine their own communication styles and develop strategies for recognizing and appropriately responding to the various styles of others. Focus will be on how perceptions, values, self-concept, impressions, credibility and emotions affect and influence the communication process—how messages are sent and received. Key strategies for managing interpersonal conflict will also be highlighted.

Objectives:

- Analyze the dynamics of positive workplace relationships
- Examine the impact of individual filters on the communication process
- Recognize how perceptions, values, and emotions influence interpersonal relationships
- Develop and improving active listening skills
- Avoid assumptions that can lead to miscommunication and conflict
- Identify pro-active strategies for managing conflict
- Build a step-by-step action plan for developing positive relationships

Target Audience: Administrative support staff and individuals who want to achieve positive results through better interpersonal workplace relationships

Course Code: 9034

Days of Training: 2

Date: June 20-21

Cost: \$250

CEUs/CPEs: 1.2/16

Conflict Management: 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 escalations. 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: C7857

Days of Training: 1

Date: June 5

Cost: \$125

CEUs/CPEs: .6/8

Conflict Management: Strategies for Handling 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 explore how to manage their own behaviors, 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
- Master 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 behaviors in the workplace

Course Code: C7858

Days of Training: 1

Date: Jan 18, Mar 8

Cost: \$125

CEUs/CPEs: .6/8

Creating and Delivering Powerful Presentations

This course is designed for professionals who, in their 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: Professionals who make presentations

Course Code: 9041

Days of Training: 2

Date: Jan 30-31, Mar 1-2

Cost: \$250

CEUs/CPEs: 1.2/16

Creating Workplace Civility

City employees may face angry, challenging, disruptive, and sometimes even dangerous behavior during the course of their work. Such behavior might involve conflict, harassment, intimidation, incivility, disrespect, verbal aggression, or even violence. Both internal and external customers could potentially present these behaviors at any time.

Creating Workplace Civility focuses on building employee confidence to proactively address problematic situations while maintaining their own professionalism. Participants acquire the skills to effectively respond to anxious, irrational, angry, hostile, and potentially dangerous situations and minimize the negative impact of these challenging encounters.

Objectives:

- Recognize early warning signs of anger or hostility
- Invoke four essential priorities essential to violence response
- Effectively utilize personal space, body language, and paraverbal communication to relieve tension and defuse hostility
- Employ verbal intervention strategies to de-escalate situations before they become more disruptive or potentially dangerous
- Maintain an objective and professional attitude when responding to an agitated individual

Target Audience: All City employees

Course Code: C9100

Days of Training: 1

Date: Feb 10

Cost: \$125

CEUs/CPEs: .6/8

Developing Dynamic Listening Skills

This workshop will focus on the skills, knowledge, and attitudes necessary to meet the challenges of listening effectively. Through practical exercises, participants will improve their behaviors in this critical component of the communication process.

Objectives:

- Assess your own listening strengths and weaknesses
- Identify attitudes that interfere with effective listening
- Distinguish between listening to understand and listening to reply
- Separate message content from feelings
- Achieve results through better communication

Target Audience: Professionals seeking to enhance their listening behaviors for improved communication

Course Code: C2508

Days of Training: 1

Date: May 24

Cost: \$125

CEUs/CPEs: .6/8

Effective Meeting Management

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: C7916

Days of Training: 1

Date: Apr 12

Cost: \$125

CEUs/CPEs: .6/8

Effective Office Management for Today's Workforce

This workshop will provide clerical associates and administrative assistants with the needed tools for superior management of their work environment. It will address the day-to-day workplace challenges and give participants strategies and techniques to gain a better perspective of the job as well as a streamlined approach for achieving results.

Objectives:

- Manage your time more effectively, even with changing priorities
- Create and develop office routines that achieve optimum work outcomes
- Build better communication skills to facilitate cooperation
- Enlist the support and help of others to build a team environment
- Explore how motivation has an impact on workplace effectiveness

Target Audience: Clerical and administrative personnel who wish to manage the office more effectively

Course Code: C7917

Days of Training: 1

Date: May 2

Cost: \$125

CEUs/CPEs: .6/8

Effective Presentation Skills: Presenting Like a Pro

This course will introduce participants to the importance of presentation skills and key techniques for being an effective presenter. Participants will work together in interactive small group sessions, hone their presentations, and receive feedback to develop a skill set for speaking with confidence and projecting the best possible image of themselves. 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. Each participant will also present a 3 minute videotaped presentation and receive feedback. Participants have the opportunity to view themselves presenting, receive feedback, and practice techniques specific to their individual needs and goals.

Objectives:

- Understand the importance of first impressions and how to prepare before the presentation
- Recognize how others perceive you and how to effectively present and communicate information
- Strengthen and apply presentation skills and techniques highlighted
- Capture the audience's attention – and keep them engaged
- Incorporate visual materials and learning tools 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: Professionals whose scope of responsibilities include serving as a master of ceremonies, pitching ideas, and enlisting support from stakeholder groups

Requirements: Registered participants will be asked to complete a 7 question online Pre-Program Assessment 2-3 weeks prior to the class, so that content and exercises can be tailored to the group. Participants should also prepare a 2-3 minute presentation on something they love and/or a hobby; and they should bring a work presentation with them both printed and on a flash drive if they have accompanying slides. Work presentations can be anything from a formal presentation in front of a community board or audience to presenting new policies/procedures/unit goals to staff or supervisors.

Course Code: C7758

Days of Training: 2

Date: June 13-14

Cost: \$500

CEUs/CPEs: 1.2/16

Enhancing Your Personal Productivity

Are you always busy? Do you have hundreds of voicemails to return, endless e-mails to read, and mounds of paperwork to conquer? Often the whirlwind of activities that we engage in do not add significant value to the work we do for our agency or the services we provide for our customers. This one-day program identifies ten “time stealers” and provides practical, easy-to-use tips on how to overcome them.

Objectives:

- Identify your “time wasters” and “HULA” moves (Having Unproductive Legitimate Action)
- Apply seven time-saving tips to help you enhance your effectiveness and productivity
- Focus your “freed up” time on the strategic issues facing your department and agency
- Review four techniques to help build strong partnerships between you and others in your work unit and agency
- Recognize how enhancing productivity improves career potential
- Develop an action plan to enhance your personal productivity

Target Audience: Employees seeking methods for enhancing their productivity, performance, and work effectiveness

Course Code: C9226

Days of Training: 1

Date: Apr 18

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 with a can-do attitude!

Objectives:

- Approach any writing situation with a useful strategy
- Get started with a clear sense of direction—beginning with the end in mind
- Explore 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: Mar 3

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: June 15

Cost: \$125

CEUs/CPEs: .6/8

Interviewing Skills

This course is designed for managers, supervisors and professionals who need to rely on strong interviewing skills to select the best candidates to fill open positions. Participants will learn best practices for behavioral interviewing and have an opportunity to practice new skills during the workshop.

Objectives:

- Understand how to select candidates to interview from the many resumes received
- Plan and prepare for the interview
- Study a structured methodology for interviewing
- Recognize common interviewing traps to avoid
- Practice new interviewing skills

Target Audience: Managers, supervisors and professionals who lead or participate in the interviewing process to fill open positions

Course Code: C7863

Days of Training: 1

Date: Jan 3

Cost: \$125

CEUs/CPEs: .6/8

Managing Multiple Priorities

This program 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: May 16

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: Jan 27, Mar 7

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. However, building your memory can actually be achieved by practicing a few simple but powerful techniques. In this course, we will study 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
- Practice powerful memory improvement techniques
- Give and receive feedback to help improve your skill
- Drill 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 study memory improvement techniques

Course Code: C9279

Training Days: 1

Date: Mar 8

Cost: \$125

CEUs/CPEs: .6/8

Motivating Yourself for Professional Success

What motivates you? Is it your boss or paycheck? The number one person who can motivate you is YOU! This interactive workshop addresses key aspects of self-motivation. It provides practical tips to help you define personal and professional success, how to create your own world, set goals, gain positive energy, and invest in yourself. An important element of being successful is being a good steward of the resources we have. Explore what actions you can take to overcome personal and professional stumbling blocks and see how creative thinking, effective decision making, and personal motivation can determine the destiny you create.

Objectives:

- Recognize the importance of “positive energy” in our life
- Determine what our individual motivators are
- Examine various goal-setting strategies
- Construct a step-by-step Action Plan for investing in yourself

Target Audience: All employees who wish to study self-motivational techniques

Course Code: C9092

Days of Training: 1

Date: Mar 21

Cost: \$125

CEUs/CPEs: .6/8

Negotiation Skills

Negotiation is an integral part of creating value for the organization. Your success depends on your personal skills as a negotiator. In this negotiation training program, you will gain insight into the habits of dealmakers as you build your own skills. Through a series of group exercises, you will learn how to execute proven tactics, refine your personal negotiating style, and improve your ability to bargain successfully and ethically in any situation. Along the way, you will gain new appreciation for how negotiating skills can help you overcome a wide range of challenges—at work and beyond.

Objectives:

- Achieve better results in both formal and informal negotiations
- Build confidence in your bargaining power and abilities
- Improve negotiations by managing your emotions and influencing others
- Build positive, productive relationships with all parties at the table
- Create value and “enlarge the pie” to produce win-win outcomes

Target Audience: Professionals at all levels who want to enhance their negotiation skills and work more productively with customers, colleagues, partners, vendors, and others. No prior training in negotiation is required.

Course Code: C7911

Days of Training: 1

Date: May 19

Cost: \$125

CEUs/CPEs: .6/8

Organizing Your Workspace

Having a well-organized workspace can contribute to our having and maintaining a clutter-free and stress-free work environment. In this course participants will learn how to apply specific principles of organization to assist them in creating an “easy to use” system that will make their work manageable. Participants will analyze reasons for disorganization and develop strategies to break old habits and stay organized. Participants will take away a guide, *Getting Organized from A to Z* that will assist them in mastering the principles presented in the class.

Objectives:

- Identify behaviors that prevent one from achieving daily and long-term work goals
- Discover the benefits and rewards organization brings
- Recognize the importance of setting goals and deciding where to begin
- Develop a “clear-your-desk” strategy to gain control of the work area
- Improve “your” filing system and avoid the common pitfalls of filing
- Apply the use of charts and checklists for de-cluttering the work area

Target Audience: Individuals who want to organize their workspace and create their own clutter-free and stress-free environment

Course Code: C9260

Days of Training: 1

Date: June 6

Cost: \$125

CEUs/CPEs: .6/8

Personal Financial Management

When individuals think about personal financial management they often do not know where to start in order to achieve their goals. This needs to change. In order to be successful in personal financial management there are a few things that you just have to do and other things that are strongly recommended. We will be discussing ways to generate assets, protect assets, and build assets. Finally, we will share the importance of prioritization and decision making to enhance your financial situation.

Objectives:

- Identify the critical components of preparing a budget
- Develop your own personal budget through hands-on exercises
- Explore credit management issues in preparing you for financial success
- Review and evaluate insurance considerations in order to protect your assets
- Provide you with resources that can help you to achieve greater financial success
- Utilize what is taught here to help your family onto the road to financial empowerment

Target Audience: Staff at all levels

Course Code: C1660

Days of Training: ½ (9:00 am – 12:30 pm)

Date: June 1

Cost: \$65

CEUs/CPEs: .3/4

Positive Well-Being

Perhaps the last person you look out for is yourself. While willing to go the extra mile for clients, consumers, and citizens, learning how to create a balance between the demands of work and the needs of your life requires its own unique set of tools and techniques. In this interactive workshop you'll gain a new tool set and framework to use in life – at home and at work – so that “balance” and well-being become an active part of your everyday experience.

Objectives:

- Assess how you care for yourself while caring for others
- Practice communication techniques to diminish agitation and upset with co-workers and clients
- Identify options for devoting “quality time” where it’s needed
- Discover how cross-cultural workplace dynamics and social differences are assets to your well-being
- Prepare back-up plans for the unexpected

Target Audience: Individuals who want to achieve a better balance in their work and personal life while fulfilling the responsibilities of both

Course Code: C7912

Days of Training: 1

Date: Feb 16

Cost: \$125

CEUs/CPEs: .6/8

Powerful Public Speaking

Does your staff cram PowerPoint slides with data to cover all bases—and to cover their own fear of public speaking? This session gets them off and running with a clean slate, providing strategies and practice opportunities for delivering a message that will sizzle and never snooze. With the opportunity to prepare and then deliver on-camera, attendees get to analyze their own performances on-screen, making tweaks to hook an audience with ease.

Objectives:

- Establish a meaningful connection with your audience
- Drive home a message with game plans for props
- Keep your attendees engaged and do not let them slip away
- Rely less on PowerPoint slides
- Use appropriate fonts in visual presentation
- Finish strong and ensure your attendees leave inspired and informed

Target Audience: Beginner or intermediate presenters looking to build experience and confidence; veteran presenters eager to take their skills to the next level.

Course Code: C7864

Days of Training: 1

Date: Jan 19

Cost: \$125

CEUs/CPEs: .6/8

Presentation Skills (Intermediate – Level II)

This two-day presentation course takes a deeper dive into presentation structure enabling participants to rework openings, closings and presentation flow. Slides design and rules of visual aids are covered. Participants will rework the design of a key slide during the program. Bring an upcoming presentation to the program. It is a hands on workshop with day two as a half day of video and group coaching.

Objectives:

- Maintain confidence and handle nerves
- Understand the nuance of a tell, see, join and consult presentation types
- Implement the presentation planning tool to apply communication strategy
- Use the rules of creating visual aids
- Rework the structure and slides of a real presentation

Prerequisites: *Creating and Delivering Powerful Presentations* or prior experience conducting and designing basic presentations

Target Audience: Individuals who want to continue to perfect their presentation skills

Course Code: C7915

Days of Training: 2

Date: Mar 28-29

Cost: \$300

CEUs/CPEs: 1.2/16

Presentation Skills (Advanced – Level III)

Knowing your stuff is not enough, managing the dynamics that appear before you, or being able to choose how you want your audience to think or feel are just some of the areas that will be explored. Whether it's an informal presentation to a few colleagues sat around the table, or a theatrical style presentation on stage to over 200 strangers, this course will cover advanced techniques to get your message across memorably.

As in all presentation programs, day two is a half day of video and group coaching. This workshop will help you look forward to your next presentation instead of wishing you were still under the blanket. This two day presentation course is not for the faint - hearted, but delivered in a supportive and engaging way. If you want to get the best out of yourself as presenter, then sign up and enjoy.

Objectives:

- Manage different audience sizes and room layouts
- Find the impact points of your presentation
- Increase passive and active audience interaction
- Determine your public speaking personality and pitfalls
- Understand what persuades different audience members

Prerequisites:

- *Presentation Skills (Intermediate – Level II)* and
- prior experience conducting and designing basic presentations

Target Audience: Individuals who want to advance their presentation skills

Course Code: C7913

Days of Training: 2

Date: Apr 18-19

Cost: \$300

CEUs/CPEs: 1.2/16

Presentation Skills (Advanced Presentation Lab)

This two-day advanced presentation course is for people who have considerable experience presenting and want to take an existing or upcoming presentation to the next level. Day one focuses on the structure, flow, story, impact and interaction of your specific presentation. Each participant will walk the group through their content and identify goals for improving the program. As a group we will brainstorm and examine ways to improve the presentation. Day two participants will present a portion of the revised program for video and group coaching feedback. This course is fun, challenging, effective and practical.

Objectives:

- Create effective messages and deliver with impact
- Ensure strong openings and closings
- Infuse attention getting methods throughout your delivery
- Move to a higher level of presenting
- Tailor content and delivery for different audiences
- Use more creative approaches to presenting

Prerequisites: Presentation Skills (Advanced – Level III) and extensive experience in conducting and designing presentations

Target Audience: Individuals who want to “refresh” their presentation skills

Course Code: C7914

Days of Training: 2

Date: May 11-12

Cost: \$300

CEUs/CPEs: 1.2/16

Revising, Editing, and Proofreading

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

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

Training Days: 2

Date: Mar 13-14

Cost: \$250

CEUs/CPEs: 1.2/16

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 organize 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: Jan 30-31, Feb 21-22

Cost: \$250

CEUs/CPEs: 1.2/16

Successful 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
- Practice 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: C1022

Days of Training: 1

Date: May 10

Cost: \$125

CEUs/CPEs: .6/8

Time Management Strategies

This course will assist participants in taking control of the time in their work day. Participants will identify unproductive work habits and examine 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
- Study 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

Training Days: 1

Date: Jan 20, Feb 15, Mar 23

Cost: \$125

CEUs/CPEs: .6/8

Turning Obstacles into Opportunities

Sometimes we feel overwhelmed and can't imagine having the energy to move in a new direction. We ignore that "little voice" inside that tugs at us to take a risk, explore a different path, or move forward to achieve our goals. In this interactive workshop you will identify the barriers that keep us from moving forward. You'll discover how to tap in to the intuitional talents that we sometimes push aside and create effective strategies to help you move "up" the road to opportunity for achieving your goals.

Objectives:

- Create your own "mission statement" to move in the right direction
- Overcome barriers associated with risk-taking
- Analyze if passions and goals are in sync
- Manage negative emotions and naysayers
- Learn strategies to turn on creativity
- Master the technique of SMART goal setting

Target Audience: All employees who have a passion for aligning their talents and skills in their personal and professional life

Course Code: C1247

Training Days: 1

Date: Jan 4, Apr 7

Cost: \$125

CEUs/CPEs: .6/8

Workplace Violence Prevention

The purpose of this training is to provide participants with a skillset for identifying and de-escalating potentially violent behavior in the workplace. Employees are given a model of telegraphed behavior that violent individuals often engage in prior to being physically assaultive and then appropriate responses are provided. Participants will also get an opportunity to practice skills taught during the training session.

Objectives:

- Define violent behavior
- Understand workplace violence and the workforce's responsibilities
- Identify precipitating personality, behavioral, stress and situational factors of violence
- Recognize organizational risk factors
- Learn what managers/employees can do through violence response procedures

Target Audience: Managers and/or employees at all levels

Course Code: C7781

Days of Training: 1

Date: Jan 25, June 22

Cost: \$125

CEUs/CPEs: .6/8

Writing Effective and Efficient 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:

- Recognize qualities that make e-mail a unique communication mode
- 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 e-mail
- 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: C4260

Days of Training: 1

Date: Jan 17, Mar 27

Cost: \$125

CEUs/CPEs: .6/8

Writing from Start to Finish

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: C4260

Days of Training: 1

Date: May 18

Cost: \$125

CEUs/CPEs: .6/8

Writing in Plain Language & Clinic

The Federal Plain Language Writing Act of 2010 requires government employees to write in plain language that is “simple and easy to understand, with the goal of minimizing uncertainty and litigation.” The one-day workshop and half-day clinic are designed to provide you with the tools to write plainly while maintaining a level of professionalism reflective of your position and agency. You will have many opportunities to practice the course principles through writing, revising, editing, and proofreading activities.

The one-day workshop covers all the course content. You may bring to the workshop a work-related writing sample for a confidential review by the course leader. Between the workshop and half-day clinic, approximately one month later, you will have an opportunity to write a new work-related assignment and email it to the course leader. During the clinic, you will again receive confidential feedback on your writing development based on plain language principles.

It is a computer-assisted course to reflect the way you actually write on the job.

Objectives:

- Organize ideas effectively
- Use visual design to reinforce the content
- Edit sentences for fluency
- Use active and passive voice effectively
- Maintain conceptual and grammatical consistency in sentence structure
- Employ techniques to reduce verbiage and highlight key ideas
- Proofread messages for correct grammar and proper diction

Target Audience: Professional staff who need to convey complex language in simple terms to enhance readability

Course Code: C7833

Days of Training: 1 and 1/2 days

Date: Jan 30 (workshop – 1 day) and Feb 27 (clinic – ½ day, 9:00 am – 12:30 pm)

Feb 6 (workshop – 1 day) and Feb 27 (clinic – ½ day, 1:30 pm – 5:00 pm)

Mar 24 (workshop – 1 day) and Apr 27 (clinic – ½ day, 9:00 am – 12:30 pm)

Apr 3 (workshop – 1 day) and Apr 27 (clinic – ½ day, 1:30 pm – 5:00 pm)

May 25 (workshop – 1 day) and June 30 (clinic – ½ day, 9:00 am – 12:30 pm)

June 2 (workshop – 1 day) and June 30 (clinic – ½ day, 1:30 pm – 5:00 pm)

Cost: \$235

CEUs/CPEs: .9/12