



Small Business Winter Quarter Course Catalog January-March 2020



THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
HUMAN RESOURCES

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www.facebook.com/CitywideTraining



Vision:

To be an innovative provider of relevant organizational and personal development training opportunities.

Mission:

To promote, support and increase peak performance by providing City of Columbus employees and Enterprise customers (Greater Columbus residents and businesses) training and development opportunities which enable them to reach personal, professional and organizational excellence.

Values:

Citywide Training & Development is committed to inspiring innovation, encouraging life-long learning, challenging norms, remaining accountable and seeking performance excellence.



Customized Training Requests

Busy schedules sometimes make it difficult to get away from work to attend training at 1111 E. Broad St. If this is the case, contact us so we can plan and present shorter, single-focused trainings for you at your worksite. These 60 to 90 minute sessions are a great activity for staff meetings, retreats and/or work group trainings. The opportunity to interact and then practice skills and techniques together can have a very positive effect on productivity and morale.

Call 645-8294 for more information.



Citywide Training & Development Team
 Drema Kirkling, Citywide Training Manager, 614-645-7242 or dpkirkling@columbus.gov
 Kenston Henderson, Citywide Training Enterprise Coordinator 614-645-8505 or kehenderson@columbus.gov
 Ric Morrison, Citywide Training Administrator 614-645-8294 or CTD@columbus.gov



ELIGIBLE OR NOT???

- ✓ My small business has less than 50 employees
 - ✓ My small business is located in the City of Columbus
- Please contact US if you have questions regarding eligibility.

CTD@columbus.gov or 614.645.8294



There are some great benefits for continuing to further your growth and development through CTD:

- ✓ *You help create a healthier, learning and thriving culture of respect and trust*
 - ✓ *It will help increase customer satisfaction*
 - ✓ *Produces team comradery and effectiveness*
 - ✓ *Breaks down barriers and silos within the department*
 - ✓ *Productivity and retention rates improve*
- ✓ *It helps you foster a positive environment for open and honest conversations*
 - ✓ *Credibility with customers will increase*



Citywide Training & Development

*Come **LEARN**, **GROW** and **THRIVE**
with Citywide Training & Development!*

We have a great lineup of courses especially designed for your professional growth and development.

January 2020

Microsoft Office Excel Basics Two-Part Series

Tuesdays, January 7 & 14 🕒 8:30a-12:30p

This is the first level of Microsoft Excel and should be taken by those new to Excel or those needing a refresher of the basics. REQUIRED: Basic computer skills; knowledge of Windows 7 or Windows 10. **(Must attend both sessions.)**

Conversational Spanish Level 1 (8 Part Series)

Wednesdays, January 8-February 26 🕒 9:30a-11:30a

Do you interact with individuals who speak Spanish? Would acquiring basic Spanish communication skills be beneficial to you? This 8-week course helps you become more adept at communicating with Spanish speakers. Participants will study elements of Spanish with emphasis on spoken language; learn simple phrases in order to converse on a basic level; develop an understanding of cultural dos and don'ts and acquire idiomatic expressions. One to two hours of study per week outside of work time is highly suggested. This interactive course is designed for employees with no Spanish experience.

Self-Leadership

Wednesday, January 8 🕒 1:00p-4:00p

Self-leadership puts together taking responsibility for our outcomes, setting direction for our lives, and having tools to manage priorities. Self-leaders work at all levels of an organization. They are front-line workers in every possible role, supervisors, and managers. Self-leadership requires a commitment from individuals to decide what they want from life and to do what's necessary to get the results they want. This half-day workshop will help participants internalize the four pillars of self-leadership and to make meaningful, empowered choices while taking action to get where they want to go. **(3 PDCs)**



Computers: Typing Basics

Thursday, January 9 🕒 9:00a-11:00a

This typing class is designed to help people who simply want to type better where the ability to type quickly and accurately is necessary. Specifically designed for people with no formal typing training, this course starts with finger placement and provides an overview of how to type different letters, numbers, and symbols quickly, accurately, and eventually without looking at a keyboard.

Pre-Supervisor Series

Tuesdays, January 14, 21, 28, February 4 & 11 🕒 9:00a-11:00a

Are you contemplating becoming a supervisor? Have you determined if supervision is the right fit for you? This series was designed to give you a realistic view of supervision by assessing your skills, exploring the roles, responsibilities, rewards and common challenges. By the end of this 10 hour series, you will be equipped with the insight to determine if supervision is for you. Participants must attend all five sessions in sequence.

Personal Budgeting Basics

Thursday, January 16 🕒 9:00a-12:00p

What is a (personal) budget and why is it important? Simply put, a budget is an itemized summary of likely income and expenses for a given period of time. After completing this course, participants will be able to turn their personal goals into numbers, build, negotiate and manage a budget...even if they aren't a numbers person.



Implicit Bias

Tuesday, January 21 🕒 9:00a-12:00p

This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them. **(3 PDCs)**



Women & Leadership: Owning your Strengths

Wednesday January 22 🕒 8:30a-11:30a

This course identifies specific challenges imposed on women in the workplace and provides an in-depth look at how they can combat these obstacles to maximize their strengths.

Communicating with Tact & Diplomacy

Wednesday, January 22 🕒 9:00a-12:00p

Has anyone ever said you have no tact? Learn what tact is; how to develop it; and use it effectively both professionally and personally. **(3 PDCs)**



Dealing with Workplace Dilemmas

Wednesday, January 22 🕒 1:00p-4:00p

Have you ever asked yourself “What should I do?” about a dilemma? Do you feel like you are between a rock and a hard place? Come learn how to identify common dilemmas; explore effective strategies to resolve workplace issues; practice behaviors that minimize tension; and discover how to proactively address workplace dilemmas before they escalate into problems.

Microsoft Outlook Basics

Thursday, January 23 🕒 8:30a-12:30p

This is the first level of Outlook and should be taken by those new to Outlook or those needing a refresher on the basics. Topics covered include: Exploring & customizing Outlook today, composing & replying to email messages, attachments, Creating signature blocks, Out of office messages, Organizing email, Calendar functions including scheduling and meeting requests; working with contacts and groups.

NEW

“What If?” PART 2- A Continued Conversation on Diversity & Inclusion

Thursday January 23 🕒 2:00p-4:00p

Based on the Book "What If: Short Stories to Spark Diversity Dialogue" by Steve L. Robbins. “What If?” delivers a highly creative and innovative new way to explore the issues that dominate today’s multicultural, multi-ethnic workplace.

Microsoft Office Word Basics Two-Part Series

Fridays, January 24 & 31 🕒 1:00p-4:00p

This is the first level of Microsoft Word and should be taken by those new to Word or those needing a refresher of the basics. **REQUIRED:** Basic computer skills; knowledge of Windows 7 or Windows 10. **(Must attend both sessions.)**



Habit 1: Be Proactive

Tuesday, January 28 🕒 9:00a-12:00p

This course is based on the highly acclaimed book, "The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change" by esteemed author, Stephen R. Covey.

Microsoft PowerPoint Basics

Thursday, January 30 8:30a-12:30p

This seminar will show participants the tools to create a basic PowerPoint presentation. Participants will create and edit individual slides; move slides in the presentation as well as create a presentation from a PowerPoint Template. Students will format slides with font, bullets, and color options and use a theme to provide consistent formatting. Students will work with graphic elements of drawing, WordArt, Pictures and ClipArt. Participants will explore how to provide consistency in their presentation using Slide Master and finalize the presentation by adding transitions, creating speaker notes and creating handouts.

Coaching: A Leadership Skill

Thursday, January 30 🕒 9:00a-12:00p

This half-day course is designed to help managers, supervisors, and leaders understand the coaching process, apply effective strategies for overcoming common coaching challenges, and to create and maintain a successful coaching relationship with an employee.

Introduction to Mindfulness and the Benefits of Meditation

Thursday, January 30 🕒 11:30a-12:30p

Mindfulness is one of the most researched and clinically evidenced tools for building a happier and healthier life. Through mindfulness we can learn how to live a more balanced life; one that is in tune with our deepest values and results in a sense of peace. This session is a short introduction to a practice that can be woven into everyday life and demonstrates how mindfulness comes from learning to live with a greater intensity, richness and fulfillment.

Participants will:

- Understand an experience of being mindful
- Understand mindfulness: what it is and why it is a useful tool for everyday life
- Learn tools to help combat stress and difficulties in the workplace



Citywide Training rents out its training rooms?

- We have a total of 5 rooms
- We have a computer lab that seats 25 people
- Our largest training space seats over 70 people seated and more when tables are removed
- Each room is equipped with a computer, projector, pointer
- Secured parking lot with enough space for your conference

To find out more details and to rent please contact us at CTD@columbus.gov or 614.645.8294 or complete and submit the attached [Facility registration form](#).



Pre-Supervisor Series

Is Supervision The Right Fit For Me?



Are you contemplating becoming a supervisor? Have you determined if supervision is the right fit for you? This series was designed to give you a realistic view of supervision by assessing your skills, exploring the roles, responsibilities, rewards and common challenges. By the end of this 10 hour series, you will be equipped with the insight to determine if supervision is for you. Competency: Leadership & Navigation

Participants must attend all five sessions in sequence.

~~\$399~~ \$0 for entire series for
Small Business owners

Introduction to Supervision - January 14 9:00a-11:00a

Potential supervisors will assess their skills as they relate to supervision; understand what supervision is; explore roles and responsibilities of supervision; discover the foundations of supervision and recognize the complexity of transitioning to becoming a supervisor.

Four C's of Successful Supervision - January 21 9:00a-11:00a

Participants will explore the four C's of supervisors and learn how successful supervisors apply them on a daily basis.

Styles of Supervision - January 28 9:00a-11:00a

Potential supervisors will review the types of supervisors and explore leadership styles, behavior styles, communication styles and how styles play into each type.

Management Techniques - February 4 9:00a-11:00a

Participants will discover the positive impact coaching, engagement, crucial conversations, team building and leading by example has on productivity and morale of a work group.

Is Supervision The Right Fit for Me? - February 11 9:00a-11:00a

Participants will receive an overview of the Civil Service Commission testing process. A post-assessment will also be administered to assist participants in their determination if supervision is the right fit for them.

[Complete CTD Registration Form](#)



February 2020

Computers: Typing Basics

Monday, February 3 🕒 1:00p-3:00p

This typing class is designed to help people who simply want to type better where the ability to type quickly and accurately is necessary. Specifically designed for people with no formal typing training, this course starts with finger placement and provides an overview of how to type different letters, numbers, and symbols quickly, accurately, and eventually without looking at a keyboard.

Microsoft Office Excel Basics Series

Tuesday, February 4 & 11 🕒 12:00p-4:00p

This is the first level of Microsoft Excel and should be taken by those new to Excel or those needing a refresher of the basics. **REQUIRED: Basic computer skills; knowledge of Windows 7 or Windows 10. (Must attend both sessions.)**

Rising above Anger 3 Part Series (Must attend all 3 in sequence)

Tuesdays, February 4, February 11, February 18 🕒 1:30p-4:00p

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't. This three part workshop is designed to help give you and your department that edge. Part One is Recognize how anger affects your body, your mind, and your behavior. Use the five-step method to break old patterns and replace them with a model for assertive anger.

Verbal De-escalation Skills

Thursday, February 6 🕒 1:00p-4:00p

Public sector employees may deal with a customer displaying difficult, hostile, or non-compliant behavior from time to time. An employee's response to the defensive behavior is often the key to de-escalating the interaction. This interactive workshop teaches you the importance of self-control; explores how to recognize nonverbal signals in yourself and the customer; and demonstrates proven verbal de-escalation techniques. Participants will put their de-escalation skills to practice in realistic scenarios

NEW

Introduction to Computers & Microsoft Office

Monday, February 10 🕒 8:30a-12:30p

Introduces the basic features of Microsoft Office by developing familiarity with Word, Excel, Outlook and PowerPoint. This course is for participants who have very little computer experience and limited knowledge of Microsoft Office. It should be taken prior to enrollment in Microsoft Basic courses.

All In: Parenting Essentials

Wednesday, February 12 🕒 9:00a-12:00p

This course is designed to help parents simply be the best parents in the world for their positive, strong environment and relationship with your child. Join this course and learn necessary skills and techniques that will teach you how to create a thriving atmosphere in your home, have open communication and have an ALL IN mindset. We want your child or young adult whether silently or screaming aloud to declare they have the best parents in the world.

New Supervisor Series

Thursdays, February 13, 20, 27, March 5, 12, 19, 26, April 2, 9, 16 🕒 8:30a-12:00p

Are you a new supervisor? Do you feel you have all the tools to be successful? The New Supervisor series is the second tier in the City of Columbus Supervisor Development Program. These specially designed courses will give you a realistic approach to supervision and will equip you with the skills and best business practices by exploring the roles, responsibilities, rewards and common challenges new supervisors face.

Beyond Workplace Politics

Tuesday, February 18 🕒 9:00a-12:00p

There are workplace politics at play in every organization! Workplace politics encompasses the power and authority processes and behaviors that are at work in a particular workplace. "Social and emotional intelligence involves understanding your feelings and behaviors, as well as those of others, and applying this knowledge to your interactions and relationships." This course will explore five Competencies: Self-Awareness, Self-Management, Social Awareness, Good Relationship Skills, and Responsible Decision Making and their role in working beyond workplace politics!



Implicit Bias

Tuesday, February 18 🕒 1:00p-4:00p

This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them. (3 PDCs)



Understanding & Overcoming Procrastination

Wednesday, February 19 🕒 1:00p-4:00p

Do you have a problem getting motivated to get started on the critical things you must do during the day? Well, if you do, you're not alone. Many people face the challenge of Overcoming Procrastination. This session will help identify participant's unique barriers to getting what they need to do done, and finish with with tips on overcoming the common issue.

Active Listening

Thursday, February 20 🕒 8:30-11:30a

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This half-day workshop will help participants develop and practice their active listening skills.

Being Civil in a Diverse Workplace

Thursday, February 20 🕒 9:00a-11:00a

It's not always a given that you will like the people that you work with, but it is still necessary to be civil to one another in order to maintain an environment conducive for working. In this session, participants will explore various techniques for overcoming conflict, bullying and rudeness. Cultural sensitivity and its necessity in the workplace will also be covered in this interactive session. (2 PDCs)



Implicit Bias

Tuesday, February 25 🕒 8:30a-11:30a

This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them. (3 PDCs)



Servant Leadership

Tuesday, February 25 🕒 9:00a-12:00p

This course explores the art of being a servant leader and includes practical areas to apply the principles into everyday life. Based on the best-selling book by Robert Greenleaf. (3 PDCs)



Motivating Your Team

Tuesday, February 25 🕒 1:00p-4:00p

It's no secret. Employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This half-day workshop is designed to help supervisors and managers create a more dynamic, loyal, and energized workplace.

In the Grip: MBTI & Stress

Wednesday, February 26 🕒 9:00a-12:00p

This course will examine the effects of chronic stress on your personality. The Myers-Briggs Type Indicator (MBTI) is the most widely used personality assessment and this course will provide a comprehensive insight into your inferior function, what triggers it, and how it is expressed through different types. This course focuses on workplace issues and the effects of long-term stress on employees at all levels within an organization, based on substantiated research.

Habit 1: Be Proactive

Thursday, February 27 🕒 9:00a-12:00p

This course is based on the highly acclaimed book, "The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change" by esteemed author, Stephen R. Covey.



NEW

Creative Thinking & Innovation

Thursday, February 27 🕒 9:00a-12:00p

Creative thinking and innovation are vital components in both our personal and professional lives. However, many people feel as though they are lacking in creativity. What most of us do not recognize is that we are creative on a daily basis, whether it's picking out what clothes to wear in the morning or stretching a tight budget at work. While these tasks may not normally be associated with creativity, there is a great deal of creativity involved to get those jobs done.

While some people seem to be simply bursting with creativity, others find it a struggle to think outside the square. If you fall into the latter category, it is important to understand that boosting your creative and innovative abilities takes practice. Recognizing and honing your own creative potential is a process.



**DID YOU
KNOW?**

Citywide Training & Development team

- Conducts over 150 trainings a year
- Creates, customizes and deliver trainings for organizations outside the City of Columbus
- Participates and facilitates sessions at the abc6 Job Bootcamp
- Provides 1 on 1 coaching to leaders and employees
- Conducts Mastermind sessions

To find out more details and to rent please contact us at CTD@columbus.gov or 614.645.8294

New Supervisors Series

Set Up for Success

US

Are you a new supervisor? Do you feel you have all the tools to be successful? The New Supervisor series is the second tier in the City of Columbus Supervisor Development Program. These specially designed courses will give you a realistic approach to supervision and will equip you with the skills and best business practices by exploring the roles, responsibilities, rewards and common challenges new supervisors face.

~~\$459~~ \$0

Thursdays - 8:30a-12:00p

February 13, March 5, 19, 26, April 2, 9, 16

1. Learning to Manage
2. Supervisor Communication Skills
3. Implicit Bias
4. Conflict Resolution & Bullying in the Workplace
5. Employee Engagement through Coaching Conversations
6. How to Conduct an Interview, Legally & Effectively and Business Grammar
7. MBTI

[Register Today](#)

March 2020

Introduction to Mindfulness and the Benefits of Meditation

Monday, March 2 🕒 9:30a-10:30a

Mindfulness is one of the most researched and clinically evidenced tools for building a happier and healthier life. Through mindfulness we can learn how to live a more balanced life; one that is in tune with our deepest values and results in a sense of peace. This session is a short introduction to a practice that can be woven into everyday life and demonstrates how mindfulness comes from learning to live with a greater intensity, richness and fulfillment.

Participants will:

- Understand an experience of being mindful
- Understand mindfulness: what it is and why it is a useful tool for everyday life
- Learn tools to help combat stress and difficulties in the workplace

NEW

Got People Skills?

Wednesday, March 4 🕒 9:00a-12:00p

The way that you interact with others is a choice, and you can learn to make different, better choices to improve both professional and personal relationships. This interactive course offers practical exercises to help you recognize your own and others' attitudes, strengths and expectations, develop new ways of demonstrating empathy, build rapport and handle difficult situations.

Leading through Change

Wednesday March 4 🕒 1:00p-4:00p

Change Management is the art and science of guiding an organization and its people through the predictable transitions from current reality to a preferred future position.

Giving and Receiving Effective Feedback

Wednesday, March 4 🕒 1:00p-4:00p

Do you find yourself having difficulty with giving or receiving feedback? Well, if so, this course is just for you. Participants will explore the steps necessary for giving effective feedback, discover what body language has to do with the intended message, and be able to implement the three keys for receiving feedback. This is an interactive course, some come prepared to practice giving and receiving feedback.

Navigating Difficult Conversations

Thursday, March 5 🕒 8:30a-12:30p

Difficult conversations don't have to be feared or dreaded—they can be handled in such a way that increases self-confidence and encourages an environment of positivity. Navigating Difficult Conversations introduces participants to a seven-stage process for taking control in these situations and minimizing negative backlash to effect an environment of reduced stress, increased trust, improved relationships, and higher productivity. With realistic examples and role-playing activities, this program helps participants as they prepare, carry-out, and close difficult conversations in the most productive manner—leading them to embrace, rather than fear confrontation and produce long-lasting benefits for both the employee and organization.

Microsoft Office Word Basics Two-Part Series

Thursdays, March 5 & 12 🕒 8:30a-12:30p

This is the first level of Microsoft Word and should be taken by those new to Word or those needing a refresher of the basics. **REQUIRED:** Basic computer skills; knowledge of Windows 7 or Windows 10. **(Must attend both sessions.)**

Fundamentals of Strategic Planning

Tuesday, March 10 🕒 8:30a-12:00p

Participants will identify the elements of an effective strategic planning model; explore characteristics of a good strategic team; review SWOT Analysis; define strategic values and learn how to avoid common pitfalls that derail strategic plans.

Mail Merge with Word & Excel

Tuesday, March 10 🕒 9:00a-12:00p

This course covers how to create a database in Microsoft Excel and using that data to create letters, labels, lists and other documents in Microsoft Word. Participants must have basic Word and Excel experience and knowledge before taking this class.

Talk Like a Leader

Tuesday, March 10 🕒9:00a-12:00p

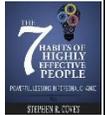
Did you know the average person speaks up to 16,000 words each and every day? No doubt, that's a lot of chatter. But successful leaders know there's a significant difference between being a big talker and being an effective communicator. And they also know communication is the key to motivating and inspiring people. Talk Like a Leader: What Every Leader Needs to Hear is a half-day session that cuts through the noise to focus on four key areas of leadership communication: Vision, Competence, Relationships, and Support. An interactive workshop chock-full of activities, action planning exercises, and takeaway resources, Talk Like a Leader is the learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships. **(3.5 PDCs)**



Habit 2: Beginning with the End in Mind

Wednesday, March 11 🕒8:30a-11:30a

This course is based on the highly acclaimed book, *The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change* by esteemed author, Stephen R. Covey.



Increasing Employee Accountability

Wednesday, March 11 🕒9:00a-12:00p

Organizations and departments who promote accountability are more successful and productive. This half-day workshop will take a look into what accountability is, and how to promote it within an organization. Participants will explore opportunities to implement a higher degree of accountability for a more productive work environment.

NEW

Everyone Communicates Few Connect

Wednesday, March 11 🕒1:00p-4:00p

World-renowned leadership expert John C. Maxwell says if you want to succeed, you must learn how to connect with people. And while it may seem like some folks are just born with it, the fact is anyone can learn how to make every communication an opportunity for a powerful connection. In *Everyone Communicates, Few Connect*, Maxwell shares the Five Principles and Five Practices to develop the crucial skill of connecting, including: Finding common ground, keeping your communication simple, capturing people's interest, inspiring people and staying authentic in all your relationships.

De-Stress Your Life

Friday, March 13 🕒12:30p-4:00p

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This half-day workshop explores the causes of such stress and provides effective techniques you can use to de-stress your personal and professional life.

Taking Control of Conflict

Tuesday, March 17 🕒8:30a-11:30a

Is conflict an ongoing battle in your organization? Apparently, it is for most. A recent study reveals that 85 percent of employees experience conflict at work a staggering 2.8 hours each week ranging from mild squabbles with teammates to explosive disagreements between managers. Let's face it. Conflict isn't going to become obsolete anytime soon. But individuals can learn how to handle it maturely and collaboratively with insight, knowledge, and the proper skills. And better yet, organizations can actually benefit from conflict in the form of increased productivity and improved relationships that is, when it's managed successfully.

Building Trust- The Trust Advantage

Tuesday, March 17 🕒1:00p-4:00p

In a world where TRUST has become the most precious resource, you can't afford to be without it. This session will discuss the 8 pillars of trust and how you can personally increase your trustworthiness, a foundation for genuine success. For when leaders learn how to implement these pillars, it is then that they enjoy better retention, relationships, reputations, and results. This session is based off of the national best seller, *"The Trust Edge"* by David Horsager.

Microsoft Excel Intermediate Two-Part Series

Wednesdays, March 18 & 25 🕒8:30a-12:30p

Excel Intermediate focuses on 1) work with multiple workbooks by creating a 3-D formula; 2) Organize data on a worksheet Outlining data, consolidate data, creating subtotals, and Range Names; 3) Database features of Sort and

Filter; Conditional formatting; 4)Using and creating Excel templates; 5)Creating Pivot Tables and Charts. **You MUST have Basic Excel knowledge and equivalent experience. Must attend both sessions**

NEW

Mobbing in the Workplace

Wednesday, March 18 🕒 1:00p-3:00p

More and more people are becoming familiar with the harmful effects of bullying. Mobbing has been called “bullying on steroids.” In this 2-hour workshop, you will learn what it looks like, how good people sometimes get caught up in it, and how to ensure your workplace is not a breeding ground for mobbing.

NEW

Marketing Your Business Two-Part Series

Thursdays, March 19 & 26 🕒 9:00a-12:00p

Marketing is about getting your business known and building your position within the marketplace. Small businesses don't always have a big budget for marketing, so they have to do things a little differently than big business in order to grow their presence, increase results, and meet business goals. This two-part series workshop will help small business owners and managers develop their marketing message, create a marketing plan, and apply the right strategies.

Personal Budgeting Basics

Tuesday, March 24 🕒 8:30a-11:30a

What is a (personal) budget and why is it important? Simply put, a budget is an itemized summary of likely income and expenses for a given period of time. After completing this course, participants will be able to turn their personal goals into numbers, build, negotiate and manage a budget...even if they aren't a numbers person.

Leading through Change

Tuesday, March 24 🕒 9:00a-12:00p

Change Management is the art and science of guiding an organization and its people through the predictable transitions from current reality to a preferred future position. Participants will explore what change looks and feels like, identify different reactions to change and how the change will affect people in your organization, recognize change resistance and explore ways to get buy-in.

Building Self-Esteem & Assertiveness Skills

Tuesday March 24 🕒 12:00p-4:00p

Building your self-esteem is essential for confidence and success, and it all begins with you! Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be enormously painful. During this course, participants will discover some simple techniques that dramatically change how they feel about themselves. Participants will discuss the importance of learning self-acceptance and asserting oneself.

Personal Business Writing

Wednesday, March 25 🕒 9:00a-12:30p

Implement techniques to effectively write all types of business documents. Utilizing outlining to plan documents, Acceptable email protocol, edit and proofread for complete and professional documents. Preparing to write, outlining and writing, electronic writing and editing/proofreading.

Customer Service with Impact

Wednesday, March 25 🕒 1:00p-3:00p

Have you ever had a bad customer service experience? How did it make you feel? Did you make sure your community knew about through social media? The Customer Service with Impact class is going to make sure you are at your best when delivering customer service but also we will give you tools to make sure you know how to combat the urge to lose your cool.

Ohio Ethics Law

Thursday, March 26 🕒 1:00p-3:00p

This course is produced by the Ohio Ethics Commission to discuss an overview of the Ohio Ethics Law. This course is two hours in length. It is applicable and appropriate for state and local governments (and fulfills the training requirement for City officials and employees). CLE approved!

Why We Struggle with Tough Decisions

Tuesday, March 31 🕒 9:00a-12:00p

How can you make a high-impact decision that is effective, practical, and successful? By having a clear objective, gathering and evaluating information in a structured way, avoiding common decision traps, and by using your

intuition to confirm or question your decision. This course enhances your confidence and skill at making and implementing tough decisions, allowing you to increase your value to your workplace and actively contribute to its success.

**CITYWIDE TRAINING & DEVELOPMENT
HOPES THAT YOU WILL COME
LEARN~GROW~THRIVE WITH US**



**Don't delay...complete and submit the
attached registration form below!!!**

CITYWIDE TRAINING & DEVELOPMENT

1111 E. Broad St., Suite LL01 Columbus, Ohio 43205

Phone: 614-645-2851 Fax: 614-645-0466

EMAIL: CTD@COLUMBUS.GOV WEBSITE: COLUMBUS.GOV/SMALLBUSINESSES

**Small Business Training Participant
Registration Form**

Last Name, First _____ **Middle Initial:** _____

Email: _____ **Phone:** _____

BUSINESS INFORMATION			
<i>Business Name</i>		Tax ID #:	
<i>Business Address:</i>		Is this business registered with the Ohio Secretary of State as a Non-Profit:	YES or NO
COURSES			
Course Title(s)	Date/Time of Course(s)	Cost (if applicable)	

CLASSES ARE FILLED ON A FIRST COME, FIRST SERVED BASIS. REGISTRATION IS NOT COMPLETE UNTIL YOU RECEIVE A CONFIRMATION EMAIL WITH A PARKING PASS. FAX YOUR COMPLETED REGISTRATION FORM TO 614-645-0466 or email to: CTD@columbus.gov Attention: Registrations

Learning Participant
Signature _____ Date _____

Email: _____
How did you hear about us? _____

Please provide CTD with at least 48hours cancellation notice so that wait listed individuals may

A signature indicates knowledge that this registration form will be submitted to CTD for processing and certify/acknowledge that all information is true to

Now accepting Visa, Mastercard, Discover, checks and/or money orders as forms of payment.



Citywide Training & Development
 1111 E. Broad St., Suite LL01
 Columbus, Ohio 43205
 Phone: 614-645-2851 Fax: 614-645-0466
CTD@columbus.gov



Room Reservation Form

If you wish to reserve a Citywide Training Room, please complete this form and return via email to CTD@columbus.gov, or fax to 614-645-0466. Your space is not booked and approved until you receive an emailed confirmation with information concerning parking, security, etc. Please allow up to 3 business days for all requests. (All requests are filled on a first come, first served basis.) *Please note that copier services are not available; please bring enough copies for your attendees.*

Date - Room needed (m/d/y):	Click here to enter a date.	Requested time:	Typical hours of operation: M-F 8:00am – 4:00pm			
Person Requesting Space:						
Organization:		Department/ Division:				
Work Number:		Alternate Number:				
Email:						
Brief Description of event (Reason for requesting the space)						
Name of the event:						
Preferred Room:		Number of expected attendees:				
EQUIPMENT REQUESTED/NEEDED. PLEASE CHECK ALL THAT APPLY.						
Projector <input type="checkbox"/>	Laptop <input type="checkbox"/>	Microphone (available only in room 9) <input type="checkbox"/>	Flip Chart <input type="checkbox"/>	Markers <input type="checkbox"/>	Dry erase board <input type="checkbox"/>	Other:
<i>for CTD office use only</i>						
<i>Approved By:</i>				<i>Special Notes/Instructions</i>		
<i>Date/Time Confirmation Sent:</i>				<i>Sent By:</i>		
<i>Room Assigned:</i>				<i>Cost (if applicable):</i>		

City of Columbus
 Andy Ginther, Mayor

Citywide Training & Development
 Kenston Henderson Sr., Enterprise Training Coordinator
 Ric Morrison, Registrar/Training Assistant

Department of Human Resources
 Nicole Brandon, Director

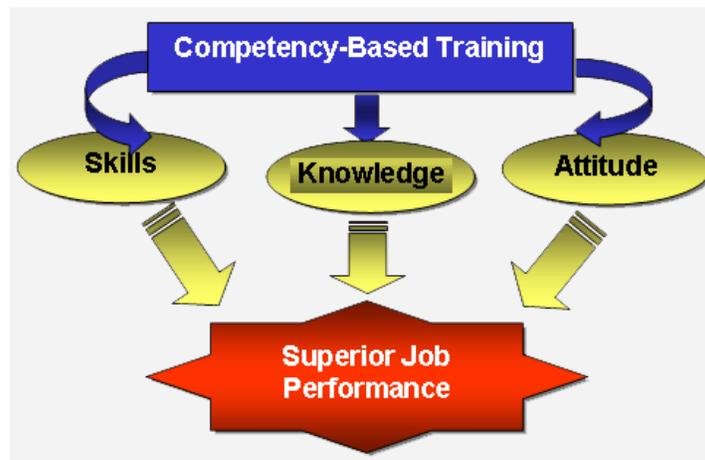


Citywide Training & Development

Training Competencies

We are working hard to provide relevant and timely courses that employees find valuable for their professional development. Continuing in this effort, Citywide Training now lists training competencies associated with each course. These competencies identify specific areas participants can strengthen after successful completion of each course.

Training should no longer be looked at as a way to get “soft skills”, but yet, *relevant skills* needed to continue to develop a competent and efficient workforce, ready to serve the residents and businesses in the City of Columbus.



Come **LEARN**~**GROW**~**THRIVE** with US