Citywide Training & Development

Summer Quarter Course Catalog

July - September 2023

Small Business Sessions are free
50 employees or less and business resides in the city of Columbus Franklin County

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THE CITY OF COLUMBUS
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DEPARTMENT OF HUMAN RESOURCES

Citywide Training & Development
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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.
No Cost Civil Service Testing Clinic | Friday, July-07 | 9:00 AM - 11:00 AM | In-Person
The Civil Service Commission was established to assure sound hiring and personnel practices in the government. This testing clinic will provide insight into the history and purpose of the Civil Service Commission, an overview of the testing process from interest to eligible list, and a brief review of what to expect. The target audience for course is anyone considering employment with the City of Columbus and current City of Columbus employees who plan on applying for a Civil Service exam. [Click here to register through Eventbrite.]

Rising Above Anger | Mondays, July-10, July-17 and July-24 | 1:00 PM - 3:00 PM | Virtual
This three-part workshop is designed to help give you tools to deal with your anger or help another with their anger. **Participant must attend all 3 workshops and have a video camera.** Anger is a universal experience. 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 are much more successful than those who don’t. At the end of this workshop, you will understand how to: 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. Use an anger log to identify your hot buttons and triggers. Control your own emotions when faced with other people’s anger. Identify ways to help other people safely manage some of their repressed or expressed anger. Communicate with others in a constructive, assertive manner.

Developing Positive Relationships at Work | Tuesday, July-11 | 11:00 AM - 12:00 PM | Virtual
It’s no secret that the aim of every organization is to hire the best talent. But when it comes to success in the workplace, Ivy League degrees and decades of professional experience are of no use if individuals fail to develop and maintain healthy relationships. In other words, when the people in your organization can’t work together and “play nice”, business is bound to suffer. If you want to create balance in your life and make meaningful improvements to your professional career, develop your people skills with the aid of Developing Positive Relationships at Work. This course takes a holistic approach to help you to develop the skills you need to interact with others, including building rapport, establishing trust, setting boundaries, and learning to overcome interpersonal conflict.

Microsoft Excel Intermediate Mods 1-2 Advanced Functions & Named Ranges | Tuesday, July-18 | 1:00 PM - 3:00 PM | In-Person
Learn to understand relative and absolute cell references and work with named ranges.

Increasing Employee Accountability | Tuesday, September-12 | 2:00 PM - 4:00 PM | In-Person
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.

Ten Minute Presentations | Thursday, July-20 | 11:00 AM - 12:00 PM | Virtual
In 10-Minute Presentations, you will learn how to craft and polish an engaging, professional presentation that shares your message and call to action swiftly and clearly. This will maximize your impact, conversions and productivity.

Microsoft Excel Intermediate Mods 3-4 Advanced Formulas & Formula Errors | Tuesday, July-25 | 1:00 PM - 3:00 PM | In-Person
Learn to use advanced functions and evaluate formulas.

Email Etiquette | Wednesday, July-26 | 11:00 AM -12:00 PM | Virtual
Do you use all capital letters? Is using correct punctuation necessary when composing emails? Why is a subject line necessary for effective correspondence? Is your email clearly understood by the reader? Come attend and learn the most popular e-mail etiquette rules. FYI - This class does not include instruction on Microsoft Outlook; however, it is a class on how to present yourself professionally through e-mail. Participants will develop skills to become an effective writer and reader/manager of e-mail.

Goal Setting for Success | Wednesday, July-26 | 1:00 PM -2:00 PM | Virtual
Attainable goals keep you and your coworkers moving forward in the right direction. This goal-setting course helps you identify what makes a goal attainable by discovering your strengths, weaknesses, opportunities and threats when setting goals. Many times goals are identified correctly but poorly accomplished because there is a lack of planning and strategy regarding how the goal will be achieved. This program will dig deep into the goal-setting process to practice writing measurable goals and strategize the best approach to make that goal a reality.
Introduction to Supervision | Tuesday, August-1 | 9:00 AM - 11:00 AM | In-Person
Intro to Supervision – This course introduces participants to the roles and responsibilities of supervisors. Participants will also explore how to make a smooth transition into supervision.

Verbal De-Escalation Skills/Techniques | Tuesday, August-1 | 9:00 AM - 11:00 AM | In-Person
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.

Microsoft Excel Intermediate Mod 5 Managing Data | Tuesday, August-1 | 1:00 PM - 3:00 PM | In-Person
Learn to format text, data and workbooks by changing fonts, adjusting cell alignment, data tables and backgrounds.

No Cost Civil Service Testing Clinic | Friday, August-4 | 1:00 PM - 3:00 PM | In-Person
The Civil Service Commission was established to assure sound hiring and personnel practices in the government. This testing clinic will provide insight into the history and purpose of the Civil Service Commission, an overview of the testing process from interest to eligible list, and a brief review of what to expect. The target audience for course is anyone considering employment with the City of Columbus and current City of Columbus employees who plan on applying for a Civil Service exam. Click here to register through Eventbrite.

Four C's of Successful Supervision | Tuesday, August-8 | 9:00 AM - 11:00 AM | In-Person
Participants will explore the four C's of supervisors and learn how successful supervisors apply them on a daily basis.

Setting Goals & Planning for Success | Tuesday, August-8 | 9:00 AM - 11:00 AM | In-Person
Learn how goal setting and planning sets the stage for success in supervision.

Microsoft Excel Intermediate Mod 6 Outlining & Grouping Data | Tuesday, August-8 | 1:00 PM - 3:00 PM | In-Person
Learn to understand outlining and grouping data.

True Colors | Wednesday, August-9 | 1:00 PM - 3:00 PM | In-Person
Each of us has our own style, preferences and ways of operating. So how can we all work together? This interactive, information-packed Personal Success Workshop helps participants explore their own distinctive personality strengths and stressors, learn to respect and appreciate differences in the ways people function and lays the foundation for relationship building, effective communication and team building.

Effective Communication and Feedback | Tuesday, August-15 | 9:00 AM - 11:00 AM | In-Person
Explore proven strategies and techniques for effective communication and delivering feedback.

Managing Conflict & Challenging Situations | Tuesday, August-22 | 9:00 AM - 11:00 AM | In-Person
Conflict happens. Participants will explore how to resolve conflict and handle challenging situations.

Microsoft Excel Intermediate Mod 8 Using Solver | Tuesday, August-22 | 1:00 PM - 3:00 PM | In-Person
Learn about using solver and modifying constraints.

Microaggressions - What They are and How to Address Them | Wednesday, August-23 | 2:00 PM - 3:00 PM | Virtual
This training is designed to break down what micro-aggressions are so you can better identify a micro-aggression happening to you or if you are committing a micro-aggression towards another person. We will go over the different types of micro-aggressions, examples of what these can look like, and how to address them.

You are allowed to be a masterpiece and a work in progress simultaneously – Sophia Bush
Self Leadership: 12 Powerful Mindsets & Methods to Win at Business and Life | Thursday, August 24 | 1:00 PM - 3:00 PM | In-Person
We'll cover 12 ways to look at how your mind works and how to get into the habit of reaching your own personal best. The objectives are: 1. Mindset Vs Methods - What is the Difference between a Mindset & a Method? 2. What is Self-Leadership? - Defined 3. 7 Mindsets to enhance your everyday thoughts 4. 5 Methods of self-leadership

Juggling Multiple Priorities | Wednesday, August 30 | 11:00 AM - 12:00 PM | Virtual
How am I supposed to get all of this done? - Reports, meetings, evaluations, proposals, etc. – AND, it all needs to be done NOW! In order to decide what work is most important, you must know the specific outcomes you and/or your organization desire, and take those outcomes and break them down into daily roles and responsibilities. This program examines many different approaches to time management and introduces new techniques to enhance your approach in different situations. Practice tools for prioritizing tasks, setting boundaries, eliminating tainted time, and much more in this action packed program.

Mail Merge with Word and Excel | Wednesday, August 30 | 9:00 AM - 11:00 AM | In-Person
Learn how to perform a mail merge using Microsoft Excel and Microsoft Word in order to produce mass mailings, emails, labels, and envelopes. If you ever need to send form letters, this course will save you time and will teach you what you need to know.

SURVIVAL GUIDE FOR CHANGE MANAGEMENT

- Expect only “good” from others and yourself. Not “perfect,” but “good.”
- Practice kindness and generosity.
- Maintain a balanced and varied diet, and exercise.
- Surround yourself with positive and supportive people.
- Develop your spiritual self to keep true to your beliefs.
- Love what you choose to do for a living, but don't make it your identity.
- Nurture meaningful relationships and friendships.
- Practice forgiveness and mean it. Forgive yourself for past mistakes without guilt or self-recremation. Do not hold resentment against others. Acknowledge that all of you were doing the best you could at the time.
- Celebrate continually. Small and large successes – and life itself – are meant to be celebrated.
- Recognize that circumstances in your life are your reality and that they reflect your thoughts and beliefs. Be open to the learning that comes with those circumstances and accept your part in creating what happens to you.
No Cost Civil Service Testing Clinic | Friday, September-01 | 9:00 AM - 11:00 AM | In-Person
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Building Self-Esteem & Assertiveness Skills | Wednesday, September-06 | 9:00 AM - 11:00 AM | In-Person
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.

Successfully Managing Change | Wednesday, September-06 | 2:00 PM - 3:00 PM | Virtual
Change is something that excites people who love opportunities for growth, learn about new things, or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance and anger. We can take concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others, setting up plans, and managing stressors. These steps can also ensure that desired changes are implemented successfully.

Goal Setting for Success | Tuesday, September-12 | 10:00 AM - 11:00 AM | Virtual
This goal-setting course helps you identify what makes a goal attainable by discovering your strengths, weaknesses, opportunities and threats when setting goals. Many times goals are identified correctly but poorly accomplished because there is a lack of planning and strategy regarding how the goal will be achieved. This program will dig deep into the goal-setting process to practice writing measurable goals and strategize the best approach to make that goal a reality.

Increasing Employee Accountability | Tuesday, September-12 | 2:00 PM - 4:00 PM | In-Person
Organizations and departments who promote accountability are more successful and productive. This 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.

Employee Engagement through Coaching Conversations | Tuesday, September-19 | 2:00 PM - 4:00 PM | In-Person
The Employee Engagement training course introduces supervisors and managers to the tools and techniques for ensuring employees feel valued and supported in their day-to-day responsibilities. Organized into four distinct categories or strategies for employee engagement, the program offers self-assessments, interactive activities, and practical knowledge for becoming an effective and influential leader.

No Cost Civil Service Testing Clinic | Tuesday, September-19 | 2:00 PM - 4:00 PM | In-Person
The Civil Service Commission was established to assure sound hiring and personnel practices in the government. This testing clinic will provide insight into the history and purpose of the Civil Service Commission, an overview of the testing process from interest to eligible list, and a brief review of what to expect. The target audience for course is anyone considering employment with the City of Columbus and current City of Columbus employees who plan on applying for a Civil Service exam. Click here to register through Eventbrite.

Overcoming a Toxic Work Environment | Thursday, September-21 | 9:00 AM - 11:00 AM | In-Person
While the dangers of a toxic work environment are well-known, it's a difficult situation to diagnosis and then overcome. However, it can be done. This course will walk participants through recognizing if their work environments are harmful and provide tips for how to stay sane in a toxic office.

TALENT WINS GAMES, BUT TEAMWORK AND INTELLIGENCE WINS CHAMPIONSHIPS.
MICHAEL JORDAN
Communicating with Tact & Diplomacy/Managing Difficult Conversations | Tuesday, September-26 | 2:00 PM - 4:00 PM | In-Person

At some point in a supervisor’s career, he or she will be faced with a difficult or sensitive conversation. Communicating with tact and diplomacy is extremely important especially during these types of challenging conversations. Using both skills effectively can preserve relationships, build credibility, and demonstrate respect. This course examines what tact is; how to develop it; and how to use it effectively.

Career Development: Resume Writing | Wednesday, September-27 | 1:00 PM - 3:00 PM | In-Person

The job market continues to change, as does the way we look for work. This course examines the value of presenting yourself as a complete package by using a resume as an introduction to an employer and backing it up with a portfolio presented at the interview.

Thank You Notes...After the interview

Most people consider it a tremendous treat to get a piece of mail from someone who appreciates them, so make an effort to send a handwritten note. Here are some sample messages:

- Thank you so much for referring me to John at Inco. This connection has really helped me in my job search.
- Thank you for inviting me for the interview yesterday. It was a pleasure to learn more about your company, and I look forward to hearing from you again.
- Thanks for letting me practice my interview skills. I feel much more confident about answering those hard questions!
- Thank you very much for proofreading my portfolio. I feel confident offering it to potential employers now. Your help has been invaluable.
- Thank you for being my reference. I have been given the job offer at MedEx and am looking forward to some big changes. I really appreciate your help.