Workplace Success: 7 Skills You'll Need (Facebook Live)
Thursday, September 1 (12:00p-12:30p)
There have been a number of studies that identify the key skills that workers need to be successful. Various studies call them different things - critical employability skills, soft skills, or transferrable skills. Regardless of the name these skills are critical for workplace success. Seven of the most commonly identified skills are: Being a Productive Team Member, Flexibility, Problem Solving, Resourcefulness, Giving and Receiving Feedback, Self-Confidence, Creative Thinking and Emotional Intelligence. Many of us possess one or more of these attributes already and perhaps all of them. Luckily these skills can be improved upon through training.

Pre-Supervisor: Intro to Supervision (In-Person)
Thursday, September 1 (2:00p-4:00p)
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.

Celebrating Diversity in the Workplace (In-Person)
Wednesday, September 7 (:900a-11:00a)
More than ever, a workplace is a diverse collection of individuals proud of who they are: their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique. One of the challenges for workplace leaders is how to help these diverse individuals work as a team. We all know what happens to organizations that don't have effective teamwork: they fail. And, failing to embrace diversity can also have serious legal costs for corporations. This workshop will give you ways to celebrate diversity in the workplace while bringing individuals together.

Pre-Supervisor: 4 C's of Successful Supervision (In-Person)
Thursday, September 8 (2:00p-4:00p)
Participants will explore the four C's of supervisors and learn how successful supervisors apply them on a daily basis.

Understanding & Overcoming Procrastination (WebEx)
Monday, September 12 (2:00p–3:00p)
Procrastination can result from a lack of motivation, fear and anxiety about doing poorly, low self-confidence, being overwhelmed by the task, or not having complete control of the outcome. This workshop explores the causes of procrastination, discusses proven strategies to overcome procrastination and presents a four-step process to get those projects started and finished on time!

Creating a Positive Work Environment (WebEx)
Tuesday, September 13 (2:00p-3:30p)
As a manager, if you can create the appropriate climate that fosters positive feelings and eliminates obstacles, employees will be intrinsically motivated. The three elements of this type of climate are community, influence and openness. Come learn the skills and techniques you need to help groups develop a sense of community, to acquire influence over their work-related actions and to enjoy the openness of shared information and feelings.

Citywide Training & Development
CTD@columbus.gov ~ 614-645-8294 ~ https://www.columbus.gov/hr/citywide-training/
**Becoming a Better Learner (WebEx)**  
**Wednesday, September 14 (2:00p-3:00p)**

What have you learned lately? The definition of learning is the process of acquiring new, or modifying existing knowledge, behaviors, skills, values, or preferences. It is a means of honing our skills, enriching our minds, and changing the way we see things in the world. This course will help you to become a better learner, and as a result make you a more valuable employee and well-rounded individual.

**Pre-Supervisor: Styles of Supervision (In-Person)**  
**Thursday, September 15 (2:00p-4:00p)**

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

**Art of Effective Communication (WebEx)**  
**Tuesday, September 20 (10:00a-11:30a)**

Communicating properly is an art and takes skill. Luckily, it is a skill that you or anyone can learn. Speaking and listening to what is being said is all part of effective communication, as well as decoding what is being said to ensure it's what was intended. This course will examine how to build rapport, craft your message and avoid unnecessary conflict.

**In the Grip: A Look at MBTI & Stress (In-Person)**  
**Tuesday, September 20 (2:00p–4:00p)**

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.

**Critical Thinking (In-Person)**  
**Wednesday, September 21 (8:30a-10:30a)**

In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths?

The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This workshop will give you some practical tools and hands-on experience with critical thinking & problem-solving.

**Verbal De-escalation (In-Person)**  
**Thursday, September 22 (1:00p–3:30p)**

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.

**Pre-Supervisor: Management Techniques (In-Person)**  
**Thursday, September 22 (2:00p-4:00p)**

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.

**Coaching & Mentoring (WebEx)**  
**Friday, September 23 (10:00a-11:00a)**

Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed. Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.
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 workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

**Overcoming a Toxic Work Environment (WebEx)**  
**Wednesday, September 28 (10:00a-11:30a)**  
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.

**Dynamite Sales Presentations (WebEx)**  
**Wednesday, September 28 (11:00a-12:00p)**  
A great sales presentation does not demand that you have all the bells and whistles to impress the client with your technical skills. Rather, try impressing your clients with your knowledge of the products and services you sell and your understanding of their problems and the solutions they need. This workshop will show you how to create a winning proposal and how to turn it into a dynamite sales presentation.

**Productive Work Habits (WebEx)**  
**Thursday, September 29 (10:00a-11:00a)**  
Productivity isn't about quantity. It's about doing the right task, at the right time. In other words, it's about recognizing what to do when. But sometimes that's easier said than done. Develop the positive habits needed to gain focus, learn how to prioritize tasks efficiently, become better organized, manage time efficiently, work more effectively with colleagues and create better work-life balance.

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**Tips to Become a Better Listener**

- Make a decision to listen by decluttering your mind of any noise and remove distractions
- Build a good habit of not interrupting people. Respect them by allowing them to finish their thoughts and then ask questions or make comments
- It's ok to ask the other person what they want from the conversation. For example: "Are you looking for advice, validation, or just want to vent?"
- Ask a few questions throughout the conversation; this will let the person know you are both listening and are interested in what they have to say.