Hello Small Business Customers,

August is Here and it’s time to **GROW** Time!

Your CTD Team is offering a fresh lineup of courses tailor made to help you continue to Learn~Grow~Thrive both professionally and personally. Take a moment to view this month’s course categories and titles; then click the link to view the session descriptions and to register for the course(s).


Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom, and innovation present in their workforce. Conversational leadership provides the space and infrastructure for knowledge sharing to take place; for employees, stakeholders, and the community to be involved in discussing big, important questions; and to generate solutions that people within the organization can take action on.

Model & Break Everyday Habits of Bias

Working remotely can provide many communication challenges as we gain immensely from in-person communication, including the ability to interpret body language and social cues often more seamlessly when we are in the live presence of others. However, due to current working circumstances, many individuals are tasked with working remotely; therefore, we need to get creative in how we successfully communicate in the workplace today. Learn how to provide multiple ways to learn for varying learning styles, shift expectations, convey clear messages, be aware of your pace, and explain the “what, when and how” in a professional and efficient way in this interactive Facebook Live course.

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.

Issues like lack of trust and commitment, unresolved conflicts, and the inability of individuals to understand how their actions impact others often stop the most promising teams from delivering great results. This course will include activities that busy employees can use to help improve their levels of emotional intelligence and become more effective. The exercises included will help employees deal with anger and emotional triggers, pick up on cues from teammates, encourage communication, and much more. Several activities will be chosen as examples to work through issues in each course.
Implicit Bias Series Part 5 of 7 (WebEx)
Wednesday, August 11 (10:00a-11:00a)
Why It's Hard to Talk About Bias & Why You

How to Make Yourself Indispensable (WebEx)
Thursday, August 12 (12:00p-12:30p)
Indispensable employees are always indispensable, no matter where they go or what they do. That's because it's more about attitude than skill set. They know the key to their success is to work smarter, not harder. They understand where to focus their energy to get the greatest return on their efforts. They take time out to plan and they offer a solution for every problem. They get the difference between being proactive and being reactive. They also know they are replaceable...and perhaps most importantly, they want to be replaceable. It's how they climb the ladder faster than everyone else.

Verbal De-escalation (WebEx)
Thursday, August 12 (2:00p-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.

Multi-Generational Workplace (WebEx)
Friday, August 13 (11:00a-12:00p)
This course takes a look into the 5 generations in the workplace. For the first time in history, there are 5 different norms, expectations and work ethics in the workplace, and this is causing a challenge for employers and employees alike. In this session, each generation will be examined and strategies for how to communicate within each generation will be formulated and practiced.

Microsoft Excel Intermediate Module 5 (WebEx)
Monday, August 16 (10:00a-11:30a)
Module 5: Managing & Consolidating Data

Implicit Bias Series Part 6 of 7 (WebEx)
Wednesday, August 18 (10:00a-11:00a)
How Unconscious Bias Effects Work

10 Ways to De-Stress Your Mind & Body (WebEx)
Wednesday, August 18 (3:00p-4:30p)
There's good stress ... and then there's bad stress. Do you know the difference? And how are you dealing yours? It's important to be aware of what stresses you out, so you can build a relationship with your biggest stressors and manage the way you react to them. It's time to manage the good, the bad, and the ugly faces of stress in your life. In this course, we'll discuss 10 tried-and-true ways to manage your stress, so you can get on the path to living a healthy and balanced life.

Winning a Seat at the Table (Facebook Live)
Thursday, August 19 (12:00p-12:30p)
What does it take to win a seat at the table? Join Citywide Training & Development in an engaging discussion on two key factors that will help you get noticed, gain credibility and ultimately win a seat at the table. Participants will develop skills to become an effective writer and reader/manager of e-mail.

Ideas into Action (WebEx)
Thursday, August 19 (2:00p-3:00p)
Innovation is usually less about a revolutionary idea and more about evolution and execution. Simply put, the goal of innovation is to introduce something new or to make something better. But that doesn't mean it has to be complex or difficult. Whether it's improving customer return policies or developing high-tech products, innovation can happen anywhere in an organization — and by anyone.
Email Etiquette (WebEx)
Friday, August 20 (10:00a-11:00a)
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.

Microsoft Excel Intermediate - Module 6 (WebEx)
Monday, August 23 (10:00a-11:30a)
Outlining & Grouping Data

Developing High Performance Teams (WebEx)
Tuesday, August 24 (10:00a-11:00a)
Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

Implicit Bias Series Part 7 of 7 (WebEx)
Wednesday, August 25 (10:00a-11:00a)
Build Structures to Combat Bias

Personal Brand - Maximizing Personal Output (Facebook Live)
Thursday, August 26 (12:00p-12:30p)
This course allows for exploration about the type of impact we want to have in life and work. Participants will consider and define the influence that they can have on their life and work. They will also learn skills for success and how to create those circumstances.

Motivating Employees to Be Their Best (WebEx)
Friday, August 27 (10:00a-11:00a)
Unlike traditional extrinsic motivation techniques like rewards, Motivating Employees to Be Their Best is about helping employees to find intrinsic motivation by fostering positive feelings and eliminating obstacles. The program focuses on providing the skills and techniques you will 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.

Microsoft Excel Intermediate Module 7
Monday, August 30 (10:00a-11:30a)
Module 7 Creating, Loading, Merging & Editing Scenarios

5 Benefits of Professional Development (PD)
- Attending PD sessions can build your self and team confidence
- Attending PD sessions will equip you with tools that could lead to potential promotion
- Attending PD sessions will equip you with tools for giving and receiving constructive feedback
- Attending PD sessions helps to break up the monotony of everyday work and re-energize team creativity
- Attending PD sessions can help your staff gain new skills and perspectives for greater efficiency and effectiveness

For Questions Contact US: CTD@columbus.gov