Hello Small Business Customers,

September is Here and it's time to **THRIVE** 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).

**Customer Relations/Business Development** - "No" Is a Complete Sentence (Sep 1) | Making Your Business Better (Sep 21) | Dynamite Sales Presentations (Sep 28) | Customer Service with Impact (Sep 29)

**Diversity, Equity & Inclusion** – Being Civil in a Diverse Workplace (Sep 8) | Let's Talk About Privilege (Sep 9)

**Leadership/Management/Supervision** – "No" Is a Complete Sentence (Sep 1) | **New Supervisor Series** (Sep 2-Oct 28) | Talk Like a Leader: What Every Leader Needs to Hear (Sep 22)

**Microsoft Office** – MS Excel Intermediate Mod 7 (Sep 20) | MS Word Basics Mods 2-5 (Sep 20) | MS Excel Intermediate Mod 8 (Sep 27) | MS Word Basics Mods 6-8 (Sep 27)

**Communication** – "No" Is a Complete Sentence (Sep 1) | Everyone Communicates Few Connect (Sep 14) | Art of Effective Communication (Sep 30)

**Personal Development** – Creative Thinking & Innovation (Sep 2) | Building Self-Esteem and Assertiveness (Sep 15) | Chronic Pain Self-Management Series (Wednesdays Aug 25-September 29) | Dealing with Difficult People (Sep 28) | Time Management Tips to Reduce Stress (Sep 29)

**Team Development** – Taking Control of Conflict (Sep 21) | Dealing with Difficult People (Sep 28)

**Career Development** - Creative Thinking & Innovation (Sep 2) | Building Self-Esteem and Assertiveness (Sep 15) | Increasing Your Influence (Sep 16) | Dealing with Difficult People (Sep 28) | Time Management Tips to Reduce Stress (Sep 29)
"No" Is a Complete Sentence (WebEx)  
Wednesday, September 1 (2:00p-3:00p)

When you say "yes", what are you really saying “no" to? Far too many times we neglect the important things in life, by taking on too many menial tasks. This course is designed to give participants an opportunity to review their value system and what it means to say “no". Additionally, others may try to make you feel guilty for saying “no", but equipped with the knowledge from this session, others' guilt won't get too far.

New Supervisor Series- Thursdays September 2-October 28
Learning to Manage (WebEx)  
Thursday, September 2 (8:30a-10:30a)

For Current Supervisors with less than two (2) years of supervisory experience.

Making the transition from doing work yourself to managing others can feel overwhelming. How do you set yourself up for success? This course is designed to help minimize the stress & walk participants through management principles by targeting five specific areas. Participants will learn to successfully handle staff, projects, performance, conflict & even accountability, while continuously improving as a supervisor.

Creative Thinking & Innovation (Facebook Live)  
Thursday, September 2 (12:00p-12:30p)

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.

Being Civil in a Diverse Workplace  
Wednesday, September 8 (2:00p-3:00p)

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.

New Supervisor Series- Thursdays September 2-October 28
Supervisor Communication Skills (WebEx)  
Thursday, September 9 (8:30a-10:30a)

In general, there are four basic purposes of communication: to inform, to persuade, to ask a question, or to learn. It's as important to know what you don't want as it is to know what you do want. This course covers the importance of assertive speaking; techniques for holding others accountable; and creating and practicing equitable compromise.

Let’s Talk About Privilege (WebEx)  
Thursday, September 9 (2:00p-3:00p)

Privilege is a special right or advantage available to a particular person or group. Having privilege does not mean that someone has not experienced hardships, but it does mean having unearned benefits received by nature of one's identity. Identities including but not limited to sexual orientation, religion, socioeconomic status, language, ability, and yes...race. Privilege is a tricky subject to talk about. Thinking about privilege and challenging it is an ongoing exercise. Let's talk about it.
Everyone Communicates Few Connect  
**Tuesday, September 14 (2:00p-3:00p)**  
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.

**Building Self-Esteem and Assertiveness (WebEx)**  
**Wednesday, September 15 (10:00a-11:00a)**  
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.

**Increasing Your Influence (Facebook Live)**  
**Thursday, September 16 (12:00p-12:30p)**  
Based off of the Book "Influencer - The Power to Change Anything", this course will take a look at how an Influencer motivates others to change; replaces bad behaviors with powerful new skills in others; and makes things happen. This course is designed to take participants through a journey of self-exploration to discovery.

**Excel Intermediate Module 7 (WebEx)**  
**Monday, September 20 (10:00a-11:30a)**  
Module 7 Creating, Loading, Merging, and Editing Scenarios

**Microsoft Word Basics Modules 2-5 (WebEx)**  
**Monday, September 20 (1:00p-2:30p)**  
Word Basics Modules 2-5 Cut, Copy, Paste, Formatting, Text, and Working

**Taking Control of Conflict (WebEx)**  
**Tuesday, September 21 (11:00a-12:00p)**  
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.

**Making Your Business Better (WebEx)**  
**Tuesday, September 21 (1:00p-2:00p)**  
At this moment, there are millions of 'great ideas' seeking attention and success. Some of those 'great ideas' may be very much like your own. To make your idea not only stand out, but to take root and grow a sustainable, successful business, you need the right team, tools, and expertise. This workshop highlights the essentials that will position your company to grow and thrive today and in the future.

**Talk Like a Leader: What Every Leader Needs to Hear (WebEx)**  
**Wednesday, September 22 (10:00a-11:00a)**  
This 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.

**Excel Intermediate Module 8 (WebEx)**  
**Monday, September 27 (10:00a-11:30a)**  
Module 8 Using Solver

**Microsoft Word Basics Modules 6-8 (WebEx)**  
**Monday, September 27 (1:00p-2:30p)**  
Word Basics Modules 6-8 Formatting the Page, Inserting Art Pt.1 & Pt. 2
Dynamite Sales Presentations (WebEx)  
Tuesday, 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.

Dealing with Difficult People and Behaviors (WebEx)  
Tuesday, September 28 (2:00p-3:00p)  
Everyone has to cope with difficult behaviors. This program identifies difficult behaviors persons deal with in both their personal and work lives. Participants will receive specific guidelines about interacting and coping with these behaviors in everyday life.

Time Management Tips to Reduce Stress (WebEx)  
Wednesday, September 29 (11:00a-12:00p)  
Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. This course will provide attendees specific tips & stress management strategies to use every day.

Customer Service with Impact (WebEx)  
Wednesday, September 29 (1:00p-2:00p)  
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.

Art of Effective Communication (Facebook Live)  
Thursday, September 30 (12:00p-12:30p)  
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.