Small Businesses

SPRING QUARTER COURSE CATALOG

(Small Business Sessions are free - 50 employees or less and business resides in the City of Columbus-Franklin County)
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
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Everyone Communicates Few Connect (WebEx)
Tuesday, April 5 (9:00a-10:00a)
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.

Habit 1: Be Proactive  (In-Person)
Tuesday, April 5 (9:00a-10:30a)
Habit 1, describes how a proactive approach helps to acknowledge a mistake quickly so that instant actions can be taken to resolve it instead of waiting for it to become a more serious issue. People who exhibit these habits are proactive and tend to take action as compared to people who are reactive people who depend on their physical environment.

(NEW) True Colors (In-Person)
Wednesday, April 6 (9:00a-11:00a)
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.

Budgeting Basics-Personal (Zoom)
Wednesday, April 6 (9:00a-11:00a)
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. It is an invaluable tool that helps you manage and prioritize your spending, no matter how much or how little you have. Creating a budget can also decrease your stress levels because there are no surprises. Monitoring your budget will help you identify wasteful expenditures, adapt as your financial situation changes, and achieve your financial goals. 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.

Respect in the Workplace (In-Person)
Wednesday, April 6 (2:00p-4:00p)
Research in North America suggests that more than one in three employees have experienced bullying, abuse, harassment, or discrimination in their workplaces. This course provides organizations of all sizes, in any industry, with a proactive standard tool for all employees to combat bullying, abuse, harassment, discrimination, and incivility for a safer, more productive quality of life in the workplace and their personal spaces as well.

Online Tools for Small Businesses (Facebook Live)
Thursday, April 7 (12:00p-12:30p)
The internet, providing an information highway for communication and research, is now also a virtual toolbox for the small business owner, with free options for such essential services as marketing, promotion, project management, data acquisition, document review, graphic design, and sales transactions. This course will give an overview of some popular options and provide basic instruction in their functions and use. This will enable you to select options appropriate for your business and get you or your team started in using them for your business.
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.

- Learning to Manage - Thursday, April 14 (1:00p-3:00p)
- Supervisor Communication Skills - Thursday, April 21 (1:00p-3:00p)
- Conflict Resolution & Bullying in the Workplace - Thursday, April 28 (1:00p-3:00p)
- Employee Engagement through Coaching - Thursday, May 5 (1:00p-3:00p)
- Implicit Bias - Thursday, May 26 (1:00p-3:00p)

Register Today! Click Here to Complete Registration Form
Getting Started with Excel Basics (In-Person)
Monday, April 11 (10:00a-11:30a)
This course is perfect if you are brand new to Microsoft Excel and want to know how to get started. This introductory Excel course starts by looking at how to open Excel and create a blank document. We then move on to worksheet terminology and components. Selecting, entering, and deleting data. Using undo and redo. Using cut, copy, and paste. Inserting columns and rows. Merging and splitting cells. Using find and replace. Hiding and unhiding cells. This is a BEGINNERS MICROSOFT EXCEL TUTORIAL. Don't expect advanced functions to be covered in this course.

Habit 2: Begin with the End in Mind (In-Person)
Tuesday, April 12 (9:00a-10:30a)
Habit 2 - Begin with the End in Mind means to begin each day, task, or project with a clear vision of your desired direction and destination, and then continue by flexing your proactive muscles to make things happen.

(NEW) How to Become a Leader with Integrity (In-Person)
Wednesday, April 13 (1:00p-3:00p)
Leading with integrity creates a powerful opportunity to support employees, to build a positive company culture and to achieve meaningful long-term growth. Integrity always lies on a foundation of honest, transformational leadership, trust and authenticity. Leaders who can lead with integrity, and communicate that vision with confidence and charisma, performance and longevity for their company and their team. Participants will learn: How to understand why integrity makes a powerful, lasting impact; How to recognize and use the four "I"s of transformational leadership, How to practice better self-leadership, How to measure and develop their authenticity, How to develop charismatic behaviors and improve skills of persuasion, and How to transform others.

New Supervisor Series: Learning to Manage (In-Person)
Thursday, April 14 (1:00p-3:00p)
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, as he/she evaluates and continuously improves as a supervisor.

Excel Basics Modules 4 & 5 (WebEx)
Monday, April 18 (10:00a-11:30a)
Formulas and Functions

Habit 3: Put First Things First (In-Person)
Tuesday, April 19 (9:00a-10:30a)
“Putting first things first means organizing and executing around your most important priorities. It is living and being driven by the principles you value most, not by the agendas and forces surrounding you.”

Dealing with Difficult People and Behaviors (In-Person)
Tuesday, April 19 (10:00a-12:00p)
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.

4 Ways to Lead Yourself Effectively
1. Set professional and personal goals
2. Make a daily commitment to work towards those goals
3. Choose an accountability partner to help keep you on track
4. Celebrate each win!
Skills for New Employees (In-Person)
Wednesday, April 20 (9:00a-11:00a)
Mastering certain behaviors and skills can help an employee in their first days at a new job. These start with a professional appearance and making a good first impression, but also include having a positive attitude, being assertive, practicing good self-management, communicating effectively, and having specific goals and a personal action plan. This course looks to introduce you, as a new employee, to behaviors and skills that will give you a great head start to becoming successful in your job. What Topics are Covered?
- The Importance of Appearance
- What Employees Want
- Positive Attitude
- Understanding and Improving Assertiveness
- Time Management and Planning
- Working as a Team
- Asking and Listening
- Non-Verbal Messages
- Setting Goals

New Supervisor Series: Supervisor Communication Skills (In-Person)
Thursday, April 21 (1:00p-3:00p)
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.

Excel Basics Modules 6-8 (WebEx)
Monday, April 25 (10:00a-11:30a)
Formatting Text Data Workbooks

Habit 4: Think Win-Win (In-Person)
Tuesday, April 26 (9:00a-10:30a)
Habit four is all about creating a win-win situation. The significance of a win-win situation leads to mutual benefit because if one side gets the edge over the other, then it creates a win-lose situation that is good for one side but bad for the other.

LGBTQ Cultural Humility Training (Zoom)
Tuesday, April 26 (12:00p-1:30p)
LGBTQ Cultural Humility
- Reflect on your understanding of LGBTQ people and identity has changed over their lifetime.
- Understand the importance of language in relation to creating affirming environments LGBTQ individuals.
- Identify privileges that they take for granted in their everyday

What If? Part 1 (In-Person)
Wednesday, April 26 (9:00a-11:00a)
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. To the twenty-five witty yet inspiring stories in this collection, Steve Long-Nguyen Robbins has added tips and suggestions for putting these key learnings into action. Combined, What If? offers a powerful lens into the human experience.

New Supervisor Series: Conflict Resolution & Bullying in the Workplace (In-Person)
Thursday, April 28 (1:00p-3:00p)
This course provides supervisors with the knowledge to recognize causes of workplace conflict, how to facilitate resolution of conflict and how to manage the relationships once the conflict has been resolved. This course also touches on preventing bullying in the workplace.
Microsoft Excel Basics- Modules 9-11 (In-Person)  
Monday, May 2 (10:00a - 11:30a)  
Inserting Art Objects Charting Data View

Habit 5: Seek First to Understand (In-Person)  
Tuesday, May 3 (9:00a-10:30a)  
Seek First to Understand, Then to Be Understood is the habit of listening to other people’s ideas and feelings. It’s trying to see things from their viewpoints.

Building Trust: The Trust Advantage (In-Person)  
Tuesday, May 3 (1:00p-3:00p)  
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.

Customer Service with Impact (In-Person)  
Wednesday, May 4 (9:00a-11:00a)  
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.

Developing Your Executive Presence (Facebook Live)  
Thursday, May 5 (12:00p-12:30p)  
Some people immediately command attention and respect when they walk into a room. Do you have that kind of presence? This workshop will help you to gain that type of presence by building your credibility, improving your personal appearance, honing your networking skills, and enhancing your ability to communicate effectively.

New Supervisor: Employee Engagement through Coaching (In-Person)  
Thursday, May 5 (1:00p-3:00p)  
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.

Habit 6: Synergize (In-Person)  
Tuesday, May 10 (9:00a-10:30a)  
To put it simply, synergy means “two heads are better than one.” Synergize is the habit of creative cooperation. It is teamwork, open-mindedness, and the adventure of finding new solutions to old problems.

Developing High Performance Teams (In-Person)  
Tuesday, May 10 (1:00p-3:00p)  
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.

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**Why We Struggle with Tough Decisions (WebEx)**
**Wednesday, May 11 (10:00a-11:00a)**

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.

**Talk Like a Leader (In-Person)**
**Thursday, May 12 (9:00a-11:00a)**

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.

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.

**Pivot Tables (WebEx)**
**Monday, May 16 (10:00a-11:30a)**

Pivot tables extract meaning from large sets of data in Microsoft Office Excel. It allows you to group and summarize large amounts of data into a concise columns or tables. This makes reporting and analysis easier without creating complicated formulas to perform calculations.

**Getting Started with Microsoft Basics (In-Person)**
**Monday, May 16 (1:00p – 2:30p)**

Microsoft Word e-course, we look at getting started using Microsoft Word (including Word versions 2010-2016). This course is perfect if you are brand new to Microsoft Word and want to know how to get started. This introductory Word course starts by looking at how to open Word and create a blank document. We then move on to document terminology and components. Cut, copy, and pasting sentences. Using undo and redo. Inserting tables, pictures, and text boxes. Using find and replace. 

*This is a CLASS FOR USERS WITH LITTLE TO NO WORD EXPERIENCE.*

**Habit 7: Sharpen the Saw (In-Person)**
**Tuesday, May 17 (9:00a-10:30a)**

Sharpen the Saw keeps you fresh so you can continue to practice the other six habits. You increase your capacity to produce and handle the challenges around you.

**Microaggressions - What They are & How to Address Them (WebEx)**
**Wednesday, May 18 (10:00a-11:00a)**

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.

**Cultural Competency (WebEx)**
**Wednesday, May 18 (11:00a–12:00p)**

Participants will identify the components of cultural competencies in the workplace. Develop skills needed for respectful and caring behavior toward culturally diverse individuals and groups. Learn to adapt behaviors that support cultural competency and minimize behaviors that undermine it. Participants will leave this course with more understanding of other cultures and traditions, while also learning positive techniques to generate awareness within their organizations.

**Mail Merge with Word and Excel (In-Person)**
**Monday, May 23 (9:00a-11:00a)**

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.
Creativity in the Workplace (In-Person)
Tuesday, May 24 (9:00a-12:00p)
Creativity can be defined as the use of imagination or original ideas to create something; inventiveness or a composition which is both new and valuable. How do we tap into our creativity when corporations and organization require or expect it? Creativity is a skill. It can be learned. Workplace employers and the workplace environment can assist and promote the creative corporate culture. Creative thinking in the workplace is in demand. We live in a competitive society and creativity improves productivity, teamwork, and innovation. Organizations receive many benefits when a creative corporate culture is implemented. There are several techniques that once learned can assist workplace personnel to increase their creativity.

Servant Leadership (In-Person)
Tuesday, May 24 (1:00p-3:00p)
“The servant-leader is servant first... It begins with the natural feeling that one wants to serve, to serve first.” - Robert K. Greenleaf. Servant leadership is a philosophy and set of practices that enriches the lives of individuals, builds better organizations and ultimately creates a more just and caring world. This course will explore the art of being a servant leader and will include practical areas to apply the principles into your every day life. Based on the best selling book by Robert Greenleaf.

What If? Part 2 (In-Person)
Wednesday, May 25 (9:00a-11:00a)
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. To the twenty-five witty yet inspiring stories in this collection, Steve Long-Nguyen Robbins has added tips and suggestions for putting these key learnings into action. Combined, What If? offers a powerful lens into the human experience.

Self-Care is not Selfish (WebEx)
Thursday, May 26 (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. 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.

New Supervisor Series: Implicit Bias (In-Person)
Thursday, May 26 (1:00p-3:00p)
What IS Implicit Bias? We all have biases! Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. They are activated involuntarily and without an individual's awareness or intentional control. Biases reside deep in the subconscious, and cause us to have feelings and attitudes about other people based on characteristics such as race, ethnicity, age, and appearance. They are automatically activated, associative in nature, can be formed through repeated exposure or experiences. These associations develop over the course of a lifetime beginning at a very early age through exposure to direct and indirect messages. In addition to early life experiences, the media and news programming are often-cited origins of implicit associations. This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.

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 promotion opportunities
- 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

Questions: Contact US at CTD@columbus.gov
Verbal De-escalation (In-Person)
Wednesday, June 1 (8:30a-10:30a)
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.

Leadership Gold (In-Person)
Wednesday, June 1 (2:00p-4:00p)
Leadership takes effort, dedication and a commitment to improve and learn. What does it mean to be a leader? It means readily “putting oneself at risk” and being willing to “stand out in a crowd.” Leaders aren't content with the status quo; they are driven to create meaningful change. While others fixate on limitations, leaders perceive opportunities. They are responsible yet daring, humble yet inspiring. By caring about those around them, they “liberate the ideas, energy and capacities of others.” In this session you learn about John C. Maxwell's 26 Gold Nuggets of Leadership.

All In Parenting Essentials-Summer Survival Tips (Facebook Live)
Thursday, June 2 (12:00p-12:30p)
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 on the outside to declare they have best parents in the world.

Word Basics - Modules 6-8 (In-Person)
Monday, June 6 (1:00p-3:00p)
This session is focused on Mods 6-8 Formatting Page and Inserting Art. It is the first level of Microsoft Word and should be taken by those new to Word or those needing a refresher of the basics. Topics taught: Using Word help, navigating a document; creating & editing a document; Formatting; Using proofing tools; printing documents and adding clip art. REQUIRED: Basic computer skills; knowledge of Windows 7 or Windows 10

Entrepreneurship 101 (In-Person)
Tuesday, June 7 (8:30a-10:30a)
Wouldn't it be nice to be your own boss, work on your own schedule, and make money doing something that you're passionate about? Millions of people around the world are living that dream and running their own business. This session will teach you the basics of entrepreneurship. You'll consider if entrepreneurship is right for you and learn the basic steps of creating your own business. At the end of the course, you'll have a solid foundation to start your entrepreneurial journey.

How to Manage Your Emotions (In-Person)
Tuesday, June 7 (2:00p-4:00p)
While it is not always possible to check emotions at the door, it is possible to figure out what triggers emotional responses and then learn how to respond appropriately. From minimizing frustration to conquering negative self-talk, this training gives participants the tools they need to control physical responses, re-frame thinking, handle accidental outbursts, and learn long-term strategies for channeling emotions productively.

MBTI & You (In-Person)
Wednesday, June 8 (8:30a-10:30a)
The MBTI (Myers-Briggs Type Indicator) instrument is designed to help you understand your unique personality and the way you relate to others around you. The MBTI® instrument is backed by thousands of research studies and has been found to be both reliable and valid in assessing personality.
De-Stress Your Life (WebEx)
Wednesday, June 8 (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. 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 provides effective techniques you can use to de-stress your personal and professional life.

(NEW) Introduction to Email Marketing (WebEx)
Thursday, June 9 (11:00a–12:00p)
E-mail marketing is here to stay, and knowing how to do it well is essential for marketers as well as small business owners, coaches, and consultants. In this two-day workshop you'll learn the essentials of planning, creating, and delivering exceptional e-mail marketing campaigns that support your overall marketing strategy. After this workshop, you will be able to reach more clients and potential clients through your efforts at being an e-mail influencer.

Microsoft Word Basics Modules 9-11 (In-Person)
Monday, June 13 (1:00p-3:00p)
Modules 9-11 Finishing Touches, Viewing Printing and Sharing

Typing Basics (In-Person)
Tuesday, June 14 (1:00p-3:00p)
This typing classes 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.

Leading with Stories: Introduction to Storytelling for Leaders (In-Person)
Friday, June 17 (1:30p–3:30p)
Storytelling is essential to good leadership. When delivered correctly, a good story can help you articulate a vision, lead change, inspire creativity and innovation, and get employees to work together more collaboratively than you could ever do without a good story. In this course, best-selling author and storytelling expert Paul Smith digs into the essential elements of a great narrative, explaining how to craft and deliver compelling leadership stories that inspire and motivate employees. Paul explains the right story structure, how to create emotional engagement, and even how to create a surprise ending that ensures your story will be remembered and acted upon. This course will make you a better storyteller, and a better leader.

Navigating Difficult Conversations (In-Person)
Wednesday, June 22 (1:00p–3:00p)
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.

Implicit Bias (In-Person)
Wednesday, June 22 (1:00p-3:00p)
What IS Implicit Bias? We all have biases! Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. They are activated involuntarily and without an individual's awareness or intentional control. Biases reside deep in the subconscious, and cause us to have feelings and attitudes about other people based on characteristics such as race, ethnicity, age, and appearance. This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.

Click Here to Complete Registration Form
Email Etiquette (WebEx)
Thursday, June 23 (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. 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.

Honing and Delivering your Message (In-Person)
Thursday, June 23 (1:00p-3:00p)
This course will prepare you to develop a message and remain on topic when presenting that message to the media and public without straying from the point, or points, you want to make. You'll be able to clarify your message and determine how to present it. Successfully communicate your message using various forms of communication. Effectively listen and communicate while ensuring your listeners hear your message. This workshop will help you:

- To effectively communicate a message and deliver a point in all forms of communication.
- To present ideas to a group or use social media to share a message.
- How to become a better spokesperson.

Microsoft PowerPoint Basics (In-person)
Monday, June 27 (12:00p-3:30p)
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.

Getting Past, "That's How We've Always Done It." (WebEx)
Tuesday, June 28 (11:00a-12:00p)
Too often, individuals do not know how to use their speaking and listening skills to manage a conversation. This often leads to an endless cycle of past thinking guiding present action. The result is business as usual: repeating the same routines, only doing it more, better or different. To break out of this rut, individuals, teams and organizations need to understand how to use conversation to achieve unforeseen innovations and improvements.
Course Objectives:

- Identify which conversations are reflecting the past, present or future
- Learn how to change speech patterns to reflect present and future oriented opportunities, versus past problems or issues

Juggling Multiple Priorities (WebEx)
Tuesday, June 28 (2:00p-3:00p)
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.
Language at Work: Humor or Harassment (WebEx)
Wednesday, June 29 (2:00p-3:00p)
“It was just a joke!”, is sometimes the response when confronted about inappropriate language at work. This course discusses issues related to off-color jokes/commentaries at work versus free speech and how to be an active bystander should you find yourself in a situation where you hear or observe offensive language.

Dealing with Workplace Dilemmas (In-Person)
Thursday, June 30 (9:00a-11:00a)
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.

Challenging Negative Attitudes (In-Person)
Thursday, June 30 (1:00p-3:00p)
This course explores how to challenge individual negativity, as well as how to protect yourself from the negativity of others. Come discover how to building optimistic responses to negative situations by learning to coach yourself and others through behavioral models. Explore how negative norms can become entrenched in an organizational culture, department or team; and how to create a more positive working environment.

5 Ways to Demonstrate Respect in the Workplace

- Treat people with kindness, courtesy and politeness
- Encourage other coworkers to share their valuable ideas
- Actively listen to others. Never interrupt or put in your two cents before they’re finished
- Use other people’s ideas often to increase productivity and efficiency
- Don’t insult people or talk behind their back

Questions: Contact US at CTD@columbus.gov

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