Hello Small Business Customers,

It's Summer, Summer, Summer Time!

July is Here and it's time to **LEARN!**

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** - Communicating with Tact & Diplomacy (July 22)

**Diversity, Equity & Inclusion** – Implicit Bias 7 Part Series (July 14, 21, 28)

**Leadership/Management/Supervision** – Preparing for Change (July 1) | (NEW) Coaching & Mentoring (July 7) | Getting Things Done (July 7) | Getting Past, "That's The Way We've Always Done It" (July 13) | (NEW) 21 Irrefutable LAWS of Leadership (July 14) | Making Meetings Matter More (July 20) | Overcoming a Toxic Work Environment (July 27)

**Microsoft Office** – Word Basics Modules 6-8 Formatting the Page (July 12) | Word Basics - Finishing Touches, viewing Printing and Sharing Documents (July 19)

**Communication** – Communicating with Tact & Diplomacy (July 22) | Ten Minute Presentations (July 26)

**Personal Development** – Dealing with Imposter Syndrome (July 8) | Getting Past, "That's The Way We've Always Done It" (July 13) | Emotional Intelligence for Busy Professionals (July 13) | Productive Work Habits (July 16) | Creative Thinking & Innovation (July 20) | How to Handle Change & Upheaval (July 21) | Overcoming a Toxic Work Environment (July 27) | Family Time: Tips to Thrive in the New Normal (July 28)

**Team Development** – Getting Past, "That's The Way We've Always Done It" (July 13) | Workplace Success: 7 Skills You'll Need (July 23) | Ten Minute Presentations (July 26) | Overcoming a Toxic Work Environment (July 27)

**Time Management/Productivity** – Maintaining Pressure & Maintaining Balance (July 29)

**Career Development** - Resume Writing (July 1) | Cover Letters 101 (July 8) | Phone Interview Tips (July 15) | The Offer - When to Say Yes (July 22) | Look the Part: Confident & Dressed for Success (July 29)
Participants will learn how to manage and cope with change and how to help those around them too.

Career Development: Resume Writing (Facebook Live)
Thursday, July 1 (12:00p-12:30p)
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.

Preparing for Change (WebEx)
Thursday, July 1 (1:00p-2:00p)
Change is something that excites people who love opportunities for growth, to see and 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.
  - Participants will learn how to manage and cope with change and how to help those around them too.

Getting Things Done (WebEx)
Wednesday, July 7 (10:00a-11:00a)
Do you have the desire to move your team forward? Do you want to know the secret of how to get things done? Attend this insightful course and discover how to determine the best direction for you and your team. Participants will explore how to implement projects, establish priorities that will drive success, build plans that produce actionable outcomes and promote individual and team accountability for defined results.

Career Development: Resume Writing (Facebook Live)
Thursday, July 1 (12:00p-12:30p)
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.

Preparing for Change (WebEx)
Thursday, July 1 (1:00p-2:00p)
Change is something that excites people who love opportunities for growth, to see and 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.
  - Participants will learn how to manage and cope with change and how to help those around them too.

Getting Things Done (WebEx)
Wednesday, July 7 (10:00a-11:00a)
Do you have the desire to move your team forward? Do you want to know the secret of how to get things done? Attend this insightful course and discover how to determine the best direction for you and your team. Participants will explore how to implement projects, establish priorities that will drive success, build plans that produce actionable outcomes and promote individual and team accountability for defined results.
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.

**NEW Coaching & Mentoring**
**Wednesday, July 7 (2:00p-3:00p)**
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.

**Career Development: Cover Letters 101 (Facebook Live)**
**Thursday, July 8 (12:00p-12:30p)**
Don't have a cover letter? Don't know where to start? Come to Cover Letters 101.

**Dealing with Imposter Syndrome (WebEx)**
**Thursday, July 8 (2:00p-3:00p)**
"Impostor Syndrome" is a common concept describing high-achieving individuals who are marked by an inability to internalize their accomplishments and have a persistent fear of being exposed as a "fraud". This is not a new phenomenon; however, it has become more prevalent among millennials and those as they experience success on varying levels. This session will be interactive to help participants overcome these feelings, and walk away with tips for remaining strong when you’re questioning their abilities and success.

**Microsoft Word Basics**
**Monday, July 12 (10:00a-11:30a)**
Modules 6-8 Formatting the Page, Inserting Art Pt.1 & Pt. 2

**Getting Past, "That's the Way We've Always Done It."**
**Tuesday, July 13 (10:00a-11:00a)**
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

**Emotional Intelligence for Busy Professionals**
**Tuesday, July 13 (2:00p-3:00p)**
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 1 of 7 - Foundations of Bias (WebEx)**
**Wednesday, July 14 (10:00a-11:00a)**
An In-depth look at implicit bias, starting with the foundations on what exactly is implicit bias.

**NEW 21 Irrefutable Laws of Leadership Part 2 (WebEx)**
**Wednesday, July 14 (1:00p-2:30p)**
Do you want to make a difference in the lives of others? Do you want to change the world? To do anything meaningful, you're going to have to work with people. And if you're working with people, you need to know how to lead them.

The 21 Irrefutable Laws of Leadership, by John C. Maxwell, is a guide to the major principles of leadership. Learn how to connect with and influence people. Learn how to empower others and build an all-star leadership team. And learn how to create a succession plan and leave a legacy.
Career Development: Phone Interview Tips: Getting to the Next Round  
Thursday, July 15 (12:00p-12:30p)  
It’s important to do well in the phone interview in order to get to the next round. Learn 10 practical tips will help you do just that.

Productive Work Habits (WebEx)  
Friday, July 16 (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.

Microsoft Word Basics (WebEx)  
Monday, July 19 (10:00a-11:00a)  
Modules 9-11 Finishing Touches, Viewing Printing & Sharing Documents

Making Meetings Matter More (Webinar)  
Tuesday, July 20 (9:00a-10:00a)  
Meetings come in all shapes and sizes, from an annual conference to a regular staff meeting to the quick huddle in the boss’ office. What is one thing all meetings have in common? Attendees want to achieve something out of their time spent together: solving problems, brainstorming, or simply sharing information. This workshop will help you do just that.

Creative Thinking & Innovation (WebEx)  
Tuesday, July 20 (2:00p-3:15p)  
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.

How to Handle Change & Upheaval (WebEx)  
Wednesday, July 21 (10:00a-11:00a)  
Change is a certainty in today’s environment. The key to surviving and thriving is to take a proactive approach to change. This program provides the tools to assess typical attitudes toward change, intervene in the change cycle with positive strategies, and combat change-related stress.

Implicit Bias Series Part 2 of 7 - How to be Aware When I’m Being Biased  
Wednesday, July 21 (10:00a-11:00a)  
An in-depth look at implicit bias. How to be aware of when you’re being biased.

Career Development: The Offer- When to Say Yes (Facebook Live)  
Thursday, July 22 (12:00p-12:30p)  
Learn what to consider before accepting that job offer.

---

**Summer Survival Tips for Parents**

- **Set a Routine:** Even the most basic structure can be a great help in the summer. Most children feel comforted when there is a predictable pattern to their day or week.
- **Be Flexible:** Too much planning can get in the way of fun. Teach your children that it is ok to be spontaneous and to make adaptations when plans change.
- **Clarify Expectations:** Summer often comes with a laid back attitude. Talk with your kids about any changes to chores, curfew, allowance or spending money in advance.
Communicating with Tact & Diplomacy (WebEx)
Thursday, July 22 (2:00p-3:00p)
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.

NEW Workplace Success: 7 Skills You’ll Need (WebEx)
Friday, July 23 (10:00a11:00a)
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.

Ten Minute Presentations (WebEx)
Monday, July 26 (11:00a-12:00p)
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.

Overcoming a Toxic Work Environment (WebEx)
Tuesday, July 27 (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.

Implicit Bias Series Part 3 of 7 - Interrupt Your Bias in the Moment (WebEx)
Wednesday, July 28 (10:00a-11:00a)
An In-depth look at implicit bias. How to interrupt your bias in the moment.

Family Time: Tips to Thrive in the New Normal (WebEx)
Wednesday, July 28 (11:00a-12:00p)
In this session we will be discussing some essential tools to help you and your family not only survive the “New Normal” but also thrive in it. Grab your family, a pen and a notebook and join us!

Career Development: Look the Part: Confident & Dressed for Success (Facebook Live)
Thursday, July 29 (12:00p-12:30p)
First impressions are lasting impressions. Discover how to appear confident and dressed for success!

Managing Pressure & Maintaining Balance (WebEx)
Thursday, July 29 (2:00p-3:15p)
When things are extremely busy at work and you have your hands full with many tasks and dealing with difficult people, having skills you can draw on are essential for peace of mind and growth. This half-day course will help participants understand the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. They will also learn how to increase optimism and resilience, and develop strategies for getting ahead.