Small Business
Fall Quarter Course Schedule
October-December 2021

(Small Business Sessions are free- 50 employees or less and business resides in the city of Columbus-Franklin County)

World Class Training for World Class People

Citywide Training & Development
Chester C. Christie Training Center
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THE CITY OF COLUMBUS
ANDREW J. GINTHER, MAYOR
DEPARTMENT OF HUMAN RESOURCES
Nichole M. Brandon, Director
Brooke Carnevale, Deputy Director
www.linkedin.com/company/citywide-training-development
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
Drema Kirkling, Citywide Training Manager, 614-645-7242 or dpkirkling@columbus.gov
Kenston Henderson, Citywide Training Enterprise Coordinator 614-645-8505 or kehenderson@columbus.gov
Ric Morrison, Citywide Training Administrator 614-645-8294 or CTD@columbus.gov
Conversations that Matter (WebEx)
Monday, October 4 (12:30p-1:30p)
Have an important conversation or event coming up? Whether work or personal related, it might help to practice that conversation - one to one. Here are some examples of important conversations: Talk with your supervisor, Talk with your employees, Tell someone how you feel, Will you marry me? And many more!
You will work with a coach who can help build your confidence and ease any nervousness in a safe environment. Select as many sessions as needed. Don't see an available session? Contact Andria Williams @ ALWilliams@Columbus.gov to request an alternate day and/or time.

Microsoft Word Basics Modules 9-11 (WebEx)
Monday, October 4 (1:00p-2:30p)
Modules 9-11 Finishing Touches, Viewing Printing & Sharing documents

Balancing Priorities (WebEx)
Tuesday, October 5 (11:00a-12:30p)
Are deadlines tight? resources limited? technology complex? If so this pressure can lead to increased conflict and overwhelming feelings of confusion. That is, until you're equipped with the skills needed to manage your workload effectively. Balancing Priorities will show you How to Successfully Manage Tasks, Deadlines, and Expectations. This session shows individuals - step by step - how to ditch the time-wasters and improve performance through better goal setting, task delegation, organization, and the proper use of technology.

Intrapreneurship (WebEx)
Tuesday, October 5 (2:00p-3:30p)
Intrapreneurship has been described as a great way to make beneficial changes to your organization. People can choose to continue with the status quo, or they can work to make a difference in the lives of themselves and others within the company.
Who wants to feel empowered and recognized for their innovative and creative ideas? Who wants to make a difference? If you answered yes to these questions, then this course will help you become energized and ready to push your ideas forward. After you complete this workshop, you will have ways to get started and implement your plans.

Building Better Teams (WebEx)
Wednesday, October 6 (1:00p-2:30p)
Teams are an important building block of successful organizations. Your success as an organization can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together? This course can help you get there!

7 Habits of Highly Effective People Series Habits 1-2 (ZOOM)
Thursday, October 7 (9:00a-11:00a)
Habit 1 - Be Proactive & Habit 2 - Begin With The End In Mind. This session is based on the book, The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change" by taking a look at the first 2 of 7 Habits as described by author, Stephen R. Covey.

Marketing Your Transferrable Skills (Facebook Live)
Thursday, October 7 (12:00p-12:30p)
This mini workshop will help you understand the concept of transferable skills and how to market them to potential employers.
Mail Merge (WebEx)  
Monday, October 11 (9:00a-10:30a)  
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.

21 Irrefutable LAWS of Leadership (WebEx)  
Tuesday, October 12 (11:00a-12:00p)  
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.

7 Habits of Highly Effective People Series Habits 3-4 (ZOOM)  
Thursday, October 14 (9:00a-11:00a)  
Habit 3 - Put First Things First & Habit 4 - Think Win Win. This session is based on the book, The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change by taking a look at Habits 3 & 4 of 7 Habits as described by author, Stephen R. Covey.

Women & Leadership: Owning Your Strength & Skills (WebEx)  
Tuesday, October 19 (2:00p-3:30p)  
This is a time of great change in the workforce, in part because of the increase in numbers and influence of women in the workplace. Flex time, daycare and caregiver support, and telecommuting are a few examples of workplace initiatives that benefit everyone, but evolved primarily due to the roles and influence of women who are often juggling multiple home, workplace, and community responsibilities. This session will offer personal opportunities for exploration, identification, and development of leadership strengths and skills.

Developing Positive Relationships at Work (WebEx)  
Wednesday, October 20 (1:00p-2:00p)  
If you want to create balance in your life and make meaningful improvements to your professional career, develop your people skills with the aid of Developing Positive Relationships at Work. This course takes a holistic approach to help you to develop the skills you need to interact with others, including building rapport, establishing trust, setting boundaries, and learning to overcome interpersonal conflict.

Developing your Executive Presence (WebEx)  
Wednesday, October 20 (2:00p-3:00p)  
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.

7 Habits of Highly Effective People Series Habits 5-7 (ZOOM)  
Thursday, October 21 (9:00a-11:00a)  
Habit 5 - Seek First to Understand, Habit 6 - Synergy, Habit 7 - Sharpen The Saw. This session is based on the book, The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change by taking a look at the last 3 of 7 Habits as described by author, Stephen R. Covey.

Mastering the Interview (Facebook Live)  
Thursday, October 21 (12:00p-12:30p)  
The job interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should be asking.
Outlook Shortcuts (WebEx)
Monday, October 25 (9:00a-10:30a)
The class will focus on time saving features of the software and how to use the software to organize your day. Some topics to be included are: Organizing with Folders with Folder Rules; Search Folders; Color Categories; Search and filter for email message in the Inbox; Conversation Cleanup; Signature Blocks; Creating calendar entries from an email; Voting Buttons; Quick Steps; and Attaching Outlook Items. Attendees should have working knowledge of sending, replying, forwarding emails, as well as adding contacts and using the calendar.

Building Relationships for Success (WebEx)
Tuesday, October 26 (1:00p-2:00p)
No one questions that making friends is a good thing. In this workshop, you are going to discover that the business of business is making friends, and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.

Leading Through Change (WebEx)
Tuesday, October 26 (2:00p-3:00p)
Change Management is the art and science of guiding an organization and its people through the predictable transitions from current reality to a preferred future position.

Grammar Skills (WebEx)
Wednesday, October 27 (1:00p-2:30p)
Participants will explore how to use grammar effectively while writing business communications. By identifying sentence elements, typical grammar mistakes, etc... Participants will examine the do's and don'ts of proper business writing. This is an interactive course and you will have plenty of opportunities to practice what you discuss during the course.

NEW Celebrating Diversity in the Workplace (WebEx)
Wednesday, October 27 (2:00p-3:30p)
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.

When you attend trainings at Citywide Training & Development:
✓ You help create a healthier, learning and thriving culture of respect and trust
✓ You will help increase customer satisfaction
✓ You will contribute to team comradery and effectiveness
✓ You will help break down barriers and silos within your department
✓ Productivity and retention rates improve
✓ You will have the tools to foster a positive environment for open and honest conversations
✓ Your leadership effectiveness increases
Rising Above Anger Series Pt. 1 of 3 (WebEx)  
**Tuesday, November 2 (2:00p-4:00p)**

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't. This three part workshop is designed to help give you and your department that edge. Use the five-step method to break old patterns and replace them with a model for assertive anger.

Business Writing (WebEx)  
**Wednesday, November 3 (1:00p-2:30p)**

In business writing, the language is concrete, the point of view is clear and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing.

NEW Leadership Gold (WebEx)  
**Thursday, November 4 (2:00p-3:30p)**

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.

Microsoft Excel Basics Modules 4-5 Formulas and Functions (WebEx)  
**Monday, November 8 (9:00a-10:30a)**

Learning to create formulas and functions in Microsoft Excel

Respect in the Workplace (WebEx)  
**Tuesday, November 9 (9:00a-10:30a)**

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.

Budgeting Basics Personal (WebEx)  
**Tuesday, November 9 (1:00p-3:00p)**

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.

Rising Above Anger Series Pt. 2 of 3 (WebEx)  
**Tuesday, November 9 (2:00p-4:00p)**

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't. This three part workshop is designed to help give you and your department that edge. Use the five-step method to break old patterns and replace them with a model for assertive anger.
NEW Becoming a Progressive Employer (WebEx)
Wednesday, November 10 (2:00p-3:00p)
Many people like to think of themselves as progressive in some fashion, but is this usually the case? Employers can be considered progressive for numerous reasons, from the way they treat their staff to their approach to technology. This session will point the way towards being a progressive employer for those who wish to be on the forefront of employee relations and develop an innovative stance on business.

Microsoft Excel Basics Modules 6-8 Formatting Text & Data Workbooks (WebEx)
Monday, November 15 (9:00a-10:30a)
Learning how to format text and data in Microsoft Excel

Motivating Employees to Be Their Best (WebEx)
Tuesday, November 16 (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.

NEW Creating Winning Proposals
Wednesday, November 17 (10:00a-11:30a)
Proposals are persuasive documents that are fundamental tools in organizational funding and output. This course looks at sources of funding, types of proposals and how to write proposals that will meet funding agencies requirements.

Rising Above Anger Series Pt. 3 of 3 (WebEx)
Tuesday, November 18 (2:00p-4:00p)
Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't. This three part workshop is designed to help give you and your department that edge. Use the five-step method to break old patterns and replace them with a model for assertive anger.

Microsoft Excel Basics Modules 9-11 Inserting art and objects, charting and data view in Excel Basics (WebEx)
Monday, November 22 (9:00a-10:30a)
Inserting art and objects, charting and data view in Excel Basics

Mastering the Interview (WebEx)
Tuesday, November 23 (2:00p-3:00p)
The job interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should be asking.

NEW Skills for the New Employee (WebEx)
Tuesday, November 30 (9:00a-10:30a)
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.

Networking for Success (WebEx)
Tuesday, November 30 (11:00a-12:00p)
Business networking is an effective and efficient way for business people to connect, develop meaningful relationships, and grow their businesses. These achievements don't come through a direct sales approach, however. They come from being interested in helping others, in listening, and in purposefully meeting and introducing people to one another. In this two-day course, you'll learn the essential ingredients for business networking, including in-person, people-centered connections and online spaces such as LinkedIn.
If people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? After this workshop you will understand your role as a minute-taker and the best techniques for producing minutes that include all the essential information needed.

**The Great Balancing Act (WebEx)**  
**Wednesday, December 1 (11:00a-12:00p)**  
Are you one of the more than 60% of Americans say time pressures on working families are getting worse, not better? Perhaps you are a working parent who feels you don't have enough time to spend with your children. Many employers talk about Work/Life Balance. But, what IS balance? Balance is meaningful daily achievement and enjoyment in the area of life that are important to you.

**Servant Leadership (WebEx)**  
**Wednesday, December 1 (2:00-3:00p)**  
“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.

**Microsoft Excel Intermediate Modules 1-2: Advanced Functions and Named Ranges (WebEx)**  
**Monday, December 6 (10:00a-11:30a)**  
Mods 1-2 Advanced Functions and Named Ranges

**NEW Entrepreneurship 101 (WebEx)**  
**Tuesday, December 7 (10:00a-11:30a)**  
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 (WebEx)**  
**Tuesday, December 7 (11:00a-12:30p)**  
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.

**Dealing with Imposter Syndrome (WebEx)**  
**Thursday, December 9 (10:00a-11:00a)**  
"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 Excel Intermediate Modules 3-4: Advanced Formulas & Formula Errors (WebEx)**  
**Monday, December 13 (10:00a-11:30a)**  
Modules 3-4 Advanced Formulas & Formula Errors
Challenging Negative Attitudes (WebEx)
Tuesday, December 14 (1:00p-2:00p)
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.

Introduction to Mindfulness (WebEx)
Wednesday, December 15 (11:00a-12:00p)
A discussion on the benefits of meditation to enhance self-awareness, improve focus, lengthen your attention span, control anxiety, reduce stress and much more. Meditation beginners welcome.

Microsoft Excel Intermediate Module 5: Managing & Consolidating Data (WebEx)
Monday, December 20 (10:00a-11:30a)
Module 5: Managing & Consolidating Data

CTD is working hard to provide relevant and timely courses that employees find valuable for their professional development. Continuing in this effort, Citywide Training lists training competencies associated with each course. These competencies identify specific areas participants can strengthen after successful completion of each course. By committing to at least one class a month your knowledge base, confidence in your abilities, and credibility will all increase.

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For Questions Contact US: CTD@columbus.gov