Hello Small Business Customers,

May is Here and it's time to **GROW**!

Your CTD Team is offering more amazing courses, created 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 Communication/Presentations** – Honing & Delivering Your Message | Active Listening | Managing Difficult Conversations | Conquering Your Fear of Public Speaking | Assertive Communication Skills | Everyone Communicates Few Connect


**Supervision & Management** – Coaching a Leadership Skill | (NEW) Making Meetings Matter More | From Boss to Leader | Increasing Employee Accountability

**Microsoft Office** – PowerPoint Basics | Word Basics Mods 6-8 Formatting the Page, Inserting Art Pt.1 & Pt. 2 | Word Basics Mods 9-11 Finishing Touches | Viewing Printing & Sharing documents | Excel Basics Mods 4-5 Formulas & Functions

**Personal Development** – Stress Management for in the Workplace and at Home | Building Trust: The Trust Advantage

**Team Development** – Being a Team Player | Ideas into Action

**Career/Business Development** – Marketing For Your Small Business

**Click Link Below:**
May Catalog with Descriptions & Registration
Understand the value of meetings as a management tool.

Recognize the critical planning step that makes meeting time more effective.

Identify process tools that can help create an open and safe forum for discussion.

Develop and practice techniques for handling counterproductive behavior.

Microsoft PowerPoint Basics
Monday, May 3 (2:00p-3:30p)
This session 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.

What If? Part 1
Tuesday, May 4 (10:00a-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.

Stress Management for in the Workplace and at Home (WebEx)
Tuesday, May 4 (2:00p-3:00p)
Session will equip participants with tips to help reduce stress in the workplace and at home during the holidays. "When you give from an empty place, you're not giving the best you."

Coaching a Leadership Skill (WebEx)
Wednesday, May 5 (10:00a-11:00a)
This session is designed to help managers, supervisors, and leaders understand the coaching process, apply effective strategies for overcoming common coaching challenges, and to create and maintain a successful coaching relationship with an employee.

Making Meetings Matter More (WebEx)
Wednesday, May 5 (2:00p-3:00p)
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:
- Understand the value of meetings as a management tool.
- Recognize the critical planning step that makes meeting time more effective.
- Identify process tools that can help create an open and safe forum for discussion.
- Develop and practice techniques for handling counterproductive behavior.

Step up and take ownership in solving problems and achieving the right results.
Honing & Delivering Your Message 📣 Live
Thursday, May 6 (12:00p-12:30p)
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.

Conversational Spanish (8-Part Series) (WebEx)
Fridays, May 7 - July 2 (11:00a-12:00p)
This eight-week interactive, conversational Spanish course: Participants will study elements of Spanish with emphasis on spoken language, learn simple phrases in order to converse on a basic level, develop an understanding of cultural dos and don'ts and acquire idiomatic expressions. *(When you register for the session, you will automatically be set up for the entire series). Employees need to attend all 8 sessions*

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

Being a Team Player (WebEx)
Tuesday, May 11 (10:00a-11:30a)
Teamwork is essential in any successful organization and to have an effective team, an organization must be comprised of individuals who pride themselves on being great team players. Many of us would consider ourselves to be team players, but are we really? Do we know what that takes and what managers consider to be the qualities that make a person a team player, or that make a good team player a ‘great’ team player? Everyone brings their own skills and strengths to the table; understanding how to use those skills within the context of a team is vital to help an organization succeed.

Everyone Communicates Few Connect (WebEx)
Wednesday, May 12 (10:00a-11:00a)
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.

Active Listening 📣 Live
Thursday, May 13 (12:00p-12:30p)
Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This workshop will help participants develop and practice their active listening skills.

Marketing For Your Small Business (WebEx)
Thursday, May 13 (10:00a-11:00a)
Marketing is about getting your business known and building your position within the marketplace. Small businesses don’t always have a big budget for marketing, so they have to do things a little differently than big business in order to grow their presence, increase results, and meet business goals. This workshop will help small business owners and managers develop their marketing message, create a marketing plan, and apply the right strategies.

*Are passionate about the work they do and that same passion becomes contagious to others.*
Microsoft Word Basics (WebEx)
Monday, May 17 (10:00a-11:30a)
Modules 9-11 Finishing Touches, Viewing Printing & Sharing documents.

Building Trust: The Trust Advantage (WebEx)
Tuesday, May 18 (2:00p-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.

From Boss to Leader (WebEx)
Wednesday, May 19 (10:00a-11:00a)
Leaders nurture and inspire their team, giving them the confidence to do their jobs well. Leaders provide guidance and motivation, while showing integrity and modeling the behaviors they want to see in their employees. This session will arm you with the tips and information you need to enhance your skills and transform from a boss to a great leader.

Managing Difficult Conversations (WebEx)
Wednesday, May 19 (2:00p-3:00p)
We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This session will give you the tools to manage difficult conversations and get the best results possible out of them.

Ideas into Action (WebEx)
Wednesday, May 26 (10:00a-11:00a)
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.

Increasing Employee Accountability (WebEx)
Wednesday, May 26 (2:00p-3:00p)
Organizations and departments who promote accountability are more successful and productive. This half-day workshop will take a look into what accountability is, and how to promote it within an organization. Participants will explore opportunities to implement a higher degree of accountability for a more productive work environment.

Let's Talk about Race and Racism (Zoom)
Thursday, May 27 (10:00a-11:30a)
What do you think about when you contemplate differences in our society? Chances are you think of one of three major categories identified by sociologists – race, class and/or gender. Race is the proverbial elephant in the room. The mere mention of it can cause our palms to sweat and our hearts to beat faster. Are you ready for a bold, inclusive and yes... uncomfortable conversation? Let's talk about...(inhale/exhale) race.

Assertive Communication Skills (Live)
Thursday, May 27 (12:00p-12:30p)
Assertive Communication Benefits to Participants: Learn to develop skills/styles that will help earn respect. Develop skills for managing communication challenges with confidence. Training Agenda: Self-test: How Assertive Are You Now? Build Self-Esteem and Become Less Passive and More Assertive; Learn to Voice Your Opinion with Confidence, Set Parameters for Effective Results, Replace Limp Language with Strong Alternatives, Use Language that Gains Attention, and Respect.

Further their growth and development to help make their team even better.
Top Qualities of Good Bosses and Leaders

- Communicates clear vision
- Sets performance expectations
- Provides constructive feedback
- Supportive
- Recognize efforts

- Get’s to know employee
- Decisive
- Makes work fun
- Shares credit with staff
- Is available for employees