Hello Small Business Customers,

June is Here and it's time to **THRIVE**!

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 - (NEW) Building Relationships for Success in Business (June 23) | Six Critical Elements of Customer Service (June 24)**

**Diversity, Equity & Inclusion – What If? Part 2 (June 23) | Managing Across Cultures (June 29) | Language at Work: Humor or Harassment (June 30)**

**Leadership/Management/Supervision – Conversational Leadership (June 2) | (NEW) 21 Irrefutable Laws of Leadership (June 9) | Leading Through Change (June 17)**

**Microsoft Office – Excel Basics Modules 6-8 Formatting Text Data Workbook (June 7) | Excel Basics - Modules 9-11 Inserting Art Objects Charting Data Viewing (June 14) | Word Basics Modules 2-5 Cut Copy Paste, Formatting Text (June 21)**

**Personal Development – Challenging Negative Attitudes (June 2) | Budgeting Basics (June 3) | Introduction to Mindfulness (June 10) | Self-Care is not Selfish (June 10) | ALL IN: Parenting Summer Survival Tips (June 15) | How to Manage Your Emotions (June 24) | Dealing with Workplace Dilemmas (June 29)**

**Team Development –Intrapreneurship (June 16) | Problem Solving & Decision Making (June 9)**

**Time Management/Productivity – Juggling Multiple Priorities (June 30)**
Conversational Leadership  
Wednesday, June 2 (10:00a-11:00a)  
Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom, and innovation present in their workforce. Conversational leadership provides the space and infrastructure for knowledge sharing to take place; for employees, stakeholders, and the community to be involved in discussing big, important questions; and to generate solutions that people within the organization can take action on.

Challenging Negative Attitudes (WebEx)  
Wednesday, June 2 (2:00p-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

Budget Basics Live  
Thursday, June 3 (12:00p-12:30p)  
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.

Excel Basics (WebEx)  
Monday, June 7 (10:00a-11:30a)  
Modules 6-8 Formatting Text Data Workbook

21 Irrefutable Laws of Leadership  
Wednesday, June 9 (10:00a-11:30a)  
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.

Accessibility and Flexibility allows learners to have easier access to VILT sessions, it allows you to attend sessions from your office or home. This balance allows the learner to fulfill various other commitments if travel is involved.
Problem Solving and Decision Making (WebEx)
Wednesday, June 9 (2:00p-3:00p)
If you are tired of applying dead-end solutions to recurring problems, this workshop will help you reconstruct your efforts and learn new ways to approach problem-solving, and develop practical ways to solve some of your most pressing problems and reach win-win decisions.

Introduction to Mindfulness
Thursday, June 10 (10:00a-11:00a)
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.

Self-Care is Not Selfish Live
Thursday, June 10 (12:00p-12:30p)
Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. This mini workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

Excel Basics (WebEx)
Monday, June 14 (10:00a-11:30a)
Modules 9-11 Inserting Art Objects Charting Data Viewing

All IN: Parenting Summer Survival Tips (WebEx)
Tuesday, June 15 (2:00p-3:00p)
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.

Intrapreneurship (WebEx)
Wednesday, June 16 (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,

Leading Through Change Live
Thursday, June 17 (12:00p-12:30p)
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.

Word Basics (WebEx)
Monday, June 21 (10:00a-11:30a)
Modules 2-5 Cut Copy Paste, Formatting text, Working

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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.

What If? Part 2 (WebEx)
Wednesday, June 23 (2:00p-3:00p)
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.

How to Manage Your Emotions (WebEx)
Thursday, June 24 (10:00a-11:30a)
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.

Six Critical Elements of Customer Service (WebEx)
Thursday, June 24 (12:00p-12:30p)
This interactive mini session explores six critical elements of customer service and equips participants with effective tools to improve their customer service delivery.

Managing Across Cultures (WebEx)
Tuesday, June 29 (10:00a-11:00a)
Our culture defines many aspects of how we think, feel, and act. It can be challenging for managers to bridge cultural differences and bring employees together into a functioning team. This course will give supervisors and managers easy-to-use techniques for communicating across cultures, building teams, and promoting multiculturalism in the organization.

Dealing with Workplace Dilemmas (WebEx)
Tuesday, June 29 (2:00p-3:00p)
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.

Juggling Multiple Priorities (WebEx)
Wednesday, June 30 (10:00a-11:30a)
This session examines many different approaches to time management and introduces new techniques to enhance your approach in different situations. You will receive practical 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 30 (2:00p-3:00p)
Now, we are online more than ever and you’ve probably been invited to a WebEx meeting or must create your own. First, visit this link to get to know your controls and the WebEx environment: https://www.webex.com/test-meeting.html/

Then, let us help quell any fears by attending the WebEx meeting lab. You'll be able to test in the environment with a real person and help you understand how to navigate your meeting successfully.
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 potential promotion
- 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