Overcoming Objections to Nail the Sale (WebEx)
Tuesday, March 1 (9:00a-10:00a)
If you are like most sales professionals, you are always looking for ways to overcome customer objections and close the sale. In the session we will help you to work through objections effectively. We will help you plan and prepare for objections so that you can address customer concerns, reduce the number of objections you encounter, and improve your averages at closing sales.

True Colors (In-Person)
Wednesday, March 2 (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.

Implicit Bias Series Part 5 of 7 (ZOOM)
Wednesday, March 2 (10:00a-11:00a)
Why It’s Hard to Talk About Bias & Why You

Effective Planning & Scheduling (WebEx)
Thursday, March 3 (10:00a-11:30a)
Project management is no longer only for mega projects worth hundreds of thousands of dollars. Small projects can benefit from project management tools. Statements of Work, Work and Resource Breakdown Structures and Project Planning documents can help you to get that small project done well, under budget, and on time. This workshop is not intended for those looking to be certified as project managers but rather for those who complete projects at work from time to time.

Seasoned Supervisor Series (In-Person)
Communicating with Tact & Diplomacy/ Managing Difficult Conversations
Thursday, March 3 (2:00p-4:00p)
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.

Microsoft Outlook Shortcuts (WebEx)
Monday, March 7 (9:00a-11:00a)
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.
Recognize how anger affects your body, your mind, and your behavior.

Use the five-step method to break old patterns and replace them with a model for assertive anger.

Use an anger log to identify your hot buttons and triggers.

Control your own emotions when faced with other peoples' anger.

Identify ways to help other people safely manage some of their repressed or expressed anger.

Communicate with others in a constructive, assertive manner.

**Rising Above Anger Series Part 1 of 3 (In-Person)**
**Tuesday, March 8 (8:30a-10:30a)**
This three part workshop is designed to help give you and your department that edge. Attendee must attend all 3 workshops. 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. At the end of this workshop, you will be better able to:

- Recognize how anger affects your body, your mind, and your behavior.
- Use the five-step method to break old patterns and replace them with a model for assertive anger.
- Use an anger log to identify your hot buttons and triggers.
- Control your own emotions when faced with other peoples' anger.
- Identify ways to help other people safely manage some of their repressed or expressed anger.
- Communicate with others in a constructive, assertive manner.

**Implicit Bias Series Part 6 of 7 (WebEx)**
**Wednesday, March 9 (10:00a-11:00a)**
How Unconscious Bias Effects Work

**Women & Leadership: Working Through Barriers & Biases (In-Person)**
**Wednesday, March 9 (1:00p-2:30p)**
Women and Leadership: Working Through Barriers and Biases identifies the specific challenges imposed on women in the workplace and provides an in-depth look at how they can combat these obstacles to maximize their strengths -- helping not only women, but all professionals and organizations as they work to build the leadership skills of their employees.

**Seasoned Supervisor Series: Increasing Employee Accountability (In-Person)**
**Thursday, March 10 (2:00pm-4:00p)**
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.

**Building Self Esteem & Assertiveness Skills (Facebook Live)**
**Thursday, March 10 (12:00p-12:30p)**
Building your self-esteem is essential for confidence and success, and it all begins with you! Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be enormously painful. During this course, participants will discover some simple techniques that dramatically change how they feel about themselves. Participants will discuss the importance of learning self-acceptance and asserting oneself.

**Microsoft PowerPoint Part 2 (WebEx)**
**Monday, March 14 (9:00a-10:30a)**
This seminar will show participants the tools to create a basic PowerPoint presentation.

**Rising Above Anger Part 2 of 3 (In-Person)**
**Tuesday, March 15 (8:30a-10:30a)**
This three part workshop is designed to help give you and your department that edge. Attendee must attend all 3 workshops. 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.

**Implicit Bias Series Part 7 of 7 (ZOOM)**
**Wednesday, March 16 (10:00a-11:00a)**
Build Structures to Combat Bias
Seasoned Supervisor Series: Employee Engagement Through Coaching Conversations (In-Person)
Thursday, March 17 (2:00p-4:00p)
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.

Rising Above Anger Series Part 3 of 3 (In-Person)
Tuesday, March 22 (8:30a-10:30a)
This three part workshop is designed to help give you and your department that edge. Attendee must attend all 3 workshops. 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.

Ten Minute Presentations (WebEx)
Tuesday, March 22 (1:00p-2:00p)
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.

Problem Solving & Decision Making (ZOOM)
Wednesday, March 23 (1:00p-2:00p)
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.

Women & Leadership: Owning Your Strengths & Skills (In-Person)
Wednesday, March 23 (1:00p-2:30p)
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. However, there are some areas in which women could still be more visible and vocal. This session will offer personal opportunities for exploration, identification, and development of leadership strengths and skills.

All In: Parenting Essentials (Facebook Live)
Thursday, March 24 (12:00p-12:30p)
This mini session 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.

Seasoned Supervisor Series: Implicit Bias (In-Person)
Thursday, March 25 (2:00p-4:00p)
Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. Biases reside deep in the subconscious, and 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. This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.

Winning a Seat at the Table (WebEx)
Tuesday, March 29 (10:00a-11:00a)
What does it take to win a seat at the table? Join Citywide Training & Development in an engaging discussion on two key factors that will help you get noticed, gain credibility and ultimately win a seat at the table.
Making Meetings Matter More (WebEx)
Tuesday, March 29 (1:00p-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.

LWL- Laugh While Learning: Setting Boundaries (WebEx)
Tuesday, March 29 (2:00p-3:00p)
Listen from your phone or computer. NO PowerPoint! Just discussion and chat sharing. We’ll watch/listen to a few videos that will surely have us laughing and yet be poignantly truthful. Our subject of Setting Boundaries will allow us to take a look at what boundaries are and how to set them for you or others. Our goals are to laugh, reflect, and maybe set an action plan in motion (if needed). Come hang with us as we LWL!

Taking Control of Conflict (WebEx)
Wednesday, March 30 (10:00a-11:00a)
Is conflict an ongoing battle in your organization? Apparently, it is foremost. A recent study reveals that 85% of employees experience conflict at work -- a staggering 2.8 hours each week -- ranging from mild squabbles with teammates to explosive disagreements between managers. Organizations can benefit from conflict in the form of increased productivity and improved relationships -- that is, when it’s managed successfully. This course introduces the different types of conflict, shows individuals how to communicate clearly and tactfully, explores appropriate resolution strategies, and establishes a common-sense approach for preventing unnecessary conflict.

Dealing With the Imposter Syndrome (WebEx)
Thursday, March 31 (9:00a-10:00a)
"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.

Customer Service with Impact (WebEx)
Thursday, March 31 (10:00a-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.

Ways to Honor and Celebrate Women History Month

- Support Local Female Entrepreneurs and Business Owners
- Read books by Women Authors to Celebrate
- Be an Advocate and Ally for Women in Workplace
- Write a Sincere "Thank You Note" to the Women in your Life
- Watch Movies and TED Talks that are led by Women
- Do a virtual tour at the National Women’s History Museum
- Donate to Charities that Center around Women Causes

Questions: Contact US at CTD@columbus.gov