Small Business
Winter Quarter Course Catalog
January-March 2022

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

Citywide Training & Development
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World Class Training for World Class People
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.
World Class Training for World Class People

Microsoft Excel Intermediate Module 6 (WebEx)
Monday, January 10 (10:00a-11:30p)
Excel Intermediate Module 6 Outlining & Grouping Data Creating Subtotals

Microsoft PowerPoint Basics (WebEx)
Monday, January 10 (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.

Understanding & Overcoming Procrastination (WebEx)
Tuesday, January 11 (10:00a-11:00a)
Procrastination can result from a lack of motivation, fear and anxiety about doing poorly, low self-confidence, being overwhelmed by the task, or not having complete control of the outcome. This workshop explores the causes of procrastination, discusses proven strategies to overcome procrastination and presents a four-step process to get those projects started and finished on time!

From Boss to Leader (WebEx)
Wednesday, January 12 (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.

Do I Have to Be Politically Correct? (WebEx)
Wednesday, January 12 (2:00p-3:30p)
Agenda/Session Objectives:
• Define Political Correctness/Politically Correct
• Politically Correct vs Other/Old School words
• Understand how political correctness influences our conversations and relationships
• List the Pros vs the cons of Being Politically Correct
• Discuss best practices of when and how to be ‘PC’

Accomplish Your Goals in Only 3 Steps (Facebook Live)
Thursday, January 13 (12:00p-12:30p)
Weight loss, stop procrastinating, be on time, get ahead on a project or simply finish a task - at this time of the year we seem to commit ourselves to so many goals. It can get crazy and very easy to neglect our new tasks with everything on our plates. This Web-ex on-line course will share 3 easy steps to accomplish your goals. All 3 designed to help you be successful in various areas of your life. When you devote an hour to listening in; we'll help you rise to the top and be a better you!

Click Here to Complete Registration Form
Successfully Managing Change (WebEx)
Thursday, January 13 (2:00p-3:00p)
Change is something that excites people who love opportunities for growth, 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.

Proactive Planning for the New Year (WebEx)
Wednesday, January 19 (10:00a-11:30a)
Many people plan; the difference is their approach. Planning should be, proactive, strategic, and S.M.A.R.T. goal-focused. By proactively planning, you are able to create a desired future, schedule important events and prepare for success personally and professionally in the New Year. In order to be most effective, we should strive to be more proactive in our daily lives.

Coaching and Mentoring (WebEx)
Wednesday, January 19 (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.

Being Civil in a Diverse Workplace (WebEx)
Thursday, January 20 (10:00a-11:00a)
It’s not always a given that you will like the people that you work with, but it is still necessary to be civil to one another in order to maintain an environment conducive for working. In this session, participants will explore various techniques for overcoming conflict, bullying and rudeness. Cultural sensitivity and its necessity in the workplace will also be covered in this interactive session.

Let’s Get Organized in 15 Minutes: Projects (WebEx)
Friday, January 21 (12:00p-12:30p)
It is the beginning of a new year and it’s time to get organized! There are some items that we’ve all been procrastinating about or keep being pushed into the lower priority category. But, together we can conquer things like the 18 receipts we’ve become fond of that hang out in our purses or wallets. The growing number of papers and emails that have taken over. All of these things have the tendency to stress a person out which effects other areas of our business and personal lives. This is a 20 minute micro series to help you get organized in all the necessary places. This micro-webinar series will provide a task-driven guideline where we will complete each session goal as a team.

Let’s Get Organized in 15 Minutes: Desks & Paper Filing (WebEx)
Friday, January 21 (12:30p-1:00p)
It is the beginning of a new year and it’s time to get organized! There are some items that we’ve all been procrastinating about or keep being pushed into the lower priority category. But, together we can conquer things like the 18 receipts we’ve become fond of that hang out in our purses or wallets. The growing number of papers and emails that have taken over. All of these things have the tendency to stress a person out which effects other areas of our business and personal lives. This is a 20 minute micro series to help you get organized in all the necessary places. This micro-webinar series will provide a task-driven guideline where we will complete each session goal as a team.

Microsoft Excel Intermediate Module 8 (WebEx)
Monday, January 24 (10:00a-11:30a)
Excel Intermediate Mod 8 Using Solver

Microsoft Excel Basics Modules 4 & 5 (WebEx)
Monday, January 24 (1:00p-2:30p)
Excel Basics - Mods 45 Formulas Functions
How to Conduct Interviews Legally and Effectively (In-Person)
Wednesday, January 26 (2:00p-4:30p)

Hiring the right candidate is one of the most important responsibilities an organization has. In a competitive market where candidates have more options, the interview and selection process becomes more important than ever. Think about it...in a relatively small window known as the "interview", companies must determine whether an individual has the skills necessary to perform a job successfully. So, how can you achieve this and ultimately hire the best talent into your organization? This course is designed to equip individuals involved in the interview process with the tools, techniques, and resources to conduct interviews both legally and effectively.

Productive Work Habits (WebEx)
Thursday, January 27 (10:00a-11:30a)

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.

Ideas into Actions (Facebook Live)
Thursday, January 27 (12:00p-12:30p)

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.

Let's Get Organized in 15 Minutes: Purses & Wallets (WebEx)
Friday, January 28 (12:00p-12:30p)

It is the beginning of a new year and it's time to get organized! There are some items that we've all been procrastinating about or keep being pushed into the lower priority category. But, together we can conquer things like the 18 receipts we've become fond of that hang out in our purses or wallets. The growing number of papers and emails that have taken over. All of these things have the tendency to stress a person out which effects other areas of our business and personal lives. This is a 20 minute micro series to help you get organized in all the necessary places. This micro-webinar series will provide a task-driven guideline where we will complete each session goal as a team.

Let's Get Organized in 15 Minutes: Email (WebEx)
Friday, January 28 (12:30p-1:00p)

It is the beginning of a new year and it's time to get organized! There are some items that we've all been procrastinating about or keep being pushed into the lower priority category. But, together we can conquer things like the 18 receipts we've become fond of that hang out in our purses or wallets. The growing number of papers and emails that have taken over. All of these things have the tendency to stress a person out which effects other areas of our business and personal lives. This is a 20 minute micro series to help you get organized in all the necessary places. This micro-webinar series will provide a task-driven guideline where we will complete each session goal as a team.

Microsoft Excel Basics- Modules 6-8 (WebEx)
Monday, January 28 (1:00p-2:30p)
Excel Basics - Modules 6-8 Formatting Text Data Workbook

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

Click Here to Complete Registration Form
Active Listening (WebEx)
Tuesday, February 1 (2:00p-3:30p)
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 half-day workshop will help participants develop and practice their active listening skills.

Implicit Bias Series Part 1 of 7 (ZOOM)
Wednesday, February 2 (10:00a-11:00a)
An in-depth look at implicit bias, starting with the foundations on what exactly is implicit bias.

NEW 15 Invaluable Laws of Growth (WebEx)
Wednesday, February 2 (1:00p-2:00p)
John C. Maxwell says in order to reach your potential, you must be intentional about personal growth. This training curriculum will help you understand how personal growth really works, and how you can develop yourself to become a more effective and fulfilled individual. You will learn how to build up your sense of purpose and become more successful in every area of your life. Come alongside John C. Maxwell in your growth journey to become the person you are destined to be!

Verbal De-Escalation (WebEx)
Thursday, February 3 (10:00a-11:30a)
Public sector employees may deal with a customer displaying difficult, hostile, or non-compliant behavior from time to time. An employee's response to the defensive behavior is often the key to de-escalating the interaction. This interactive workshop teaches you the importance of self-control; explores how to recognize nonverbal signals in yourself and the customer; and demonstrates proven verbal de-escalation techniques. Participants will put their de-escalation skills to practice in realistic scenarios.

Critical Thinking Skills (WebEx)
Thursday, February 3 (1:00p-2:00p)
In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths?
The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This 2-part workshop will give you some practical tools and hands-on experience with critical thinking & problem-solving.

Let's Get Organized in 15 Minutes: The Catch All Drawer (WebEx)
Friday, February 4 (12:00p-12:30p)
It is the beginning of a new year and it's time to get organized! There are some items that we've all been procrastinating about or keep being pushed into the lower priority category. But, together we can conquer things like the 18 receipts we've become fond of that hang out in our purses or wallets. The growing number of papers and emails that have taken over. All of these things have the tendency to stress a person out which effects other areas of our business and personal lives. This is a 20 minute micro series to help you get organized in all the necessary places. This micro-webinar series will provide a task-driven guideline where we will complete each session goal as a team.

Microsoft Excel Basics Modules 9-11 (WebEx)
Monday, February 7 (1:00p-2:30p)
Excel Basics - Modules 9-11 Inserting Art Objects Charting Data Viewing

Everyone Communicates Few Connect (WebEx)
Tuesday, February 8 (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.
LWL Laugh While Learning: Why Do We Blame Others? (WebEx)
Tuesday, February 8 (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 Why Do We Blame Others? will allow us to take a look at how people blame others and what role it plays in our lives. Featuring world-renowned author/speaker Brene' Brown and many more! Our goals are to laugh, reflect and maybe set an action plan in motion (if needed). Come hang with us as we LWL!

Time Management Tips to Reduce Stress (WebEx)
Tuesday, February 8 (2:00p-3:00p)
Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. This course will provide attendees specific tips & stress management strategies to use every day.

Implicit Bias Series Part 2 of 7 (WebEx)
Wednesday, February 9 (10:00a-11:00a)
An In-depth look at implicit bias. How to be aware of when you're being biased.

Conquering Fear of Public Speaking (In-Person)
Thursday, February 10 (10:00am-11:30a)
Do you get nervous when presenting at meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this one-day workshop is just for you! It's aimed at anybody who wants to improve their speaking skills in informal situations. We'll give you the confidence and the skills to interact with others and to speak in informal situations and in front of small groups.

Let's Talk about Race & Racism (Facebook Live)
Thursday, February 10 (12:00p-12:30p)
Mini-session - 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.

Microsoft Excel: Pivot Tables (ZOOM)
Monday, February 14 (10:00a-11:30a)
Pivot tables extract meaning from large sets of data in Microsoft Office Excel. It allows you to group and summarize large amounts of data into a concise columns or tables. This makes reporting and analysis easier without creating complicated formulas to perform calculations.

Increasing Your Influence (WebEx)
Tuesday, February 15 (2:00p-3:00p)
Based off the Book "Influencer - The Power to Change Anything", this course will take a look at how an Influencer motivates others to change; replaces bad behaviors with powerful new skills in others; and makes things happen. This course is designed to take participants through a journey of self-exploration to discovery.

Implicit Bias Series Part 3 of 7 (ZOOM)
Wednesday, February 16 (10:00a-11:00a)
An In-depth look at implicit bias. How to interrupt your bias in the moment.

Building Trust: The Trust Advantage (WebEx)
Thursday, February 17 (1:00p-2:30p)
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.
Implicit Bias Series Part 4 of 7 (WebEx)
Wednesday, February 23 (10:00a-11:00a)
Model & Break Everyday Habits of Bias

Let's Talk about Privilege (Facebook Live)
Thursday, February 24 (12:00p-12:30p)
Privilege is a special right or advantage available to a particular person or group. Having privilege does not mean that someone has not experienced hardships, but it does mean having unearned benefits received by nature of one's identity. Identities including but not limited to sexual orientation, religion, socioeconomic status, language, ability, and yes...race. Privilege is a tricky subject to talk about. Thinking about privilege and challenging it is an ongoing exercise. Let's talk about it.

Emotional Intelligence for Busy Professionals -It's not what you think (WebEx)
Thursday, February 24 (2:00p-3:30p)
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.

Mail Merge with Word and Excel (WebEx)
Monday, February 28 (9:00a-11:00a)
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.

8 Ways to Honor & Celebrate Black History Month
1. Learn About Noteworthy Black Figures in Central Ohio and Their Contributions
2. Support Central Ohio Black-Owned Businesses
3. Donate to Charities That Support Anti-Racism Equity and Equality
4. Purchase, Read, and Share Books by Black Authors
5. Support and Learn About Black Women
6. Listen to or Read “The 1619 Project” by the New York Times
7. Participate in Online Events Locally and Nationally
8. Become an Advocate and Ally in the Workplace for Black Coworkers
9. Attend Diversity Equity & Inclusion Classes through Citywide Training & Development

“Darkness cannot drive out darkness; only light can do that. Hate cannot drive out hate; only love can do that.”
— Martin Luther King, Jr.
Strength to Love
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.

NEW Overcoming Objections to Nail the Sale (WebEx)
Tuesday, March 1 (9:00a-10:00a)
Mini-session - 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

NEW 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

NEW 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.

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

Click Here to Complete Registration Form
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.

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 (10:00a-11:00a)**  
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 (1:00pm-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.

Budgeting Basics (In-Person)
Tuesday, March 29 (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.

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.

Click Here to Complete Registration Form
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