Citywide Training & Development

Fall Quarter Course Catalog
October - December 2023

Enterprise Training Fees
General Virtual Sessions - $49 each
Microsoft Virtual Sessions - $59 each
In-Person General Sessions - $79 each
In-Person Microsoft Sessions - $129 each

Citywide Training & Development
Chester C. Christie Training Center
1111 E Broad St. Suite, LL01
Columbus, Ohio 43205
Phone: 614-645-8294
CTD@columbus.gov
www.columbus.gov/citywidetraining
www.facebook.com/CitywideTraining
www.linkedin.com/company/citywide-training-development
HOW TO SIGN UP FOR COURSES

1. **View Available Courses**
   There are in-person and virtual courses with limited seating.

2. **Select Your Courses**
   It’s helpful to highlight the courses you want to attend.

3. **Complete The Registration Form**
   Complete the fillable form by clicking this link: Complete Form or use the form on the last page of this packet. Pricing information is located on the cover page of this packet.

4. **Send form to US**
   You may fax or email us by following the instructions on the form. Reach out if we can assist. We’ll confirm your selections within a few days.
   - Phone: 614-645-8294
   - Email: CTD@Columbus.gov

Congratulations!
You’ve taken the next step on your learning journey.
Supervisor Communication Skills | Tuesday, October 3 | 9:00 AM - 11:00 AM | In-Person
In general, there are four basic purposes of communication: to inform, to persuade, to ask a question, or to learn. It's as important to know what you don't want as it is to know what you do want. This course covers the importance of assertive speaking; techniques for holding others accountable; and creating and practicing equitable compromise.

Dealing with Workplace Dilemmas | Wednesday, October 4 | 9:00 AM - 11:00 AM | In-Person
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.

Leadership Skills for Supervisors: Communication, Coaching & Conflict | Thursday, October 5 | 1:00 PM - 3:00 PM | In-Person
Supervisors represent an important force in the economy. You have the power to turn on or turn off the productivity of the people who report to you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This course will give you the skills in communication, coaching, and conflict that you need to be successful.

Learning to Manage | Tuesday, October 10 | 9:00 AM - 11:00 AM | In-Person
For current supervisors with less than two (2) years of supervisory experience. Making the transition from doing work yourself to managing others can feel overwhelming. How do you set yourself up for success? This course is designed to help minimize the stress & walk participants through management principles by targeting five specific areas. Participants will learn to successfully handle staff, projects, performance, conflict and even accountability, while continuously improving.

Getting Past, “That’s The Way We’ve Always Done It” | Thursday, October 12 | 10:00 AM - 12:00 PM | In-Person
Too often, individuals do not know how to use their speaking and listening skills to manage a conversation. This often leads to an endless cycle of past thinking guiding present action. The result is business as usual: repeating the same routines, only doing it more, better or different. To break out of this rut, individuals, teams and organizations need to understand how to use conversation to achieve unforeseen innovations and improvements. Course Objectives: Identify which conversations are reflecting the past, present or future. Learn how to change speech patterns to reflect present and future-oriented opportunities versus past problems or issues.

Rising Above Anger | Fridays, October 13, 20, & 27 | 9:00 AM - 11:00 AM | In-Person
This three-part workshop is designed to help give you tools to deal with your anger or help another with their anger. Participant must attend all 3 workshops. Anger is a universal experience. 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 are much more successful than those who don't. At the end of this workshop, you will understand how 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 people's anger. Identify ways to help other people safely manage some of their repressed or expressed anger. Communicate with others in a constructive, assertive manner.

Conflict Resolution & Bullying in the Workplace | Tuesday, October 17 | 9:00 AM - 11:00 AM | In-Person
This course provides supervisors with the knowledge to recognize causes of workplace conflict, how to facilitate resolution of conflict and how to manage the relationships once the conflict has been resolved. This course also touches on preventing bullying in the workplace.

The Conflict/Opportunity Test

Here are some questions to ask yourself when you find yourself caught up in a conflict:

- What is the conflict?
- Who are the players?
- If this conflict is resolved, what are the benefits?
- If this conflict is not resolved, what are the payoffs or benefits for me?
- If the conflict is not resolved, what harm can follow?
- If this conflict is resolved, will the benefit create a better situation than before the conflict arose?
- Whatever the outcome is, can I see that the conflict added a positive dimension to the potential outcome?
Microsoft Word Basics Mods 2-5 Cut Copy Paste, Formatting Text | Tuesday, October 17 | 1:00 PM - 3:00 PM | In-Person - WordBasics Mods 2-5 Cut Copy Paste, and Formatting Text.

Employee Engagement through Coaching for Supervisors | Tuesday, October 24 | 9:00 AM - 11:00 AM | In-Person
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.

Microsoft Word Basics: Mods 6-8 Formatting Page, Inserting Art | Tuesday, October 24 | 1:00 PM - 3:00 PM | In-Person
Items covered are formatting text, adding watermarks, changing page color, adding borders, inserting tables and charts, pictures and videos.

Business Writing | Wednesday, October 25 | 9:00 AM - 11:00 AM | In-Person
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.

Developing High Performance Teams | Wednesday, October 25 | 1:00 PM - 3:00 PM | In-Person
Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

"In the Grip" - A Look at MBTI & Stress | Thursday, October 26 | 9:00 AM - 11:00 AM | In-Person
Registration ends two weeks prior to class date to allow for online assessment completion.
This course will examine the effects of chronic stress on your personality. The Myers-Briggs Type Indicator (MBTI) is the most widely used personality assessment and this course will provide a comprehensive insight into your inferior function, what triggers it, and how it is expressed through different types. This course focuses on workplace issues and the effects of long-term stress on employees at all levels within an organization, based on substantiated research.

Dealing with the Impostor Syndrome | Thursday, October 26 | 2:00 PM - 3:00 PM | Virtual
"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 Word Basics: Mods 9-11 Finishing Touches, Viewing Printing | Tuesday, October 31 | 1:00 PM - 3:00 PM | In-Person
Items covered in Modules 9 through 11: Spell check, inserting page numbers, adding headers and footers, views, zoom, navigation pane, printing, saving and sharing document options.

Microaggressions - What They are and How to Address Them | Thursday, November 2 | 10:00 AM - 11:00 AM | Virtual
This training is designed to break down what micro-aggressions are so you can better identify a micro-aggression happening to you or if you are committing a micro-aggression towards another person. We will go over the different types of micro-aggressions, examples of what these can look like, and how to address them.

Career Development: Marketing Your Transferrable Skills | Tuesday, November 7 | 10:00 AM - 11:00 AM | Virtual
This workshop will help you understand the concept of transferable skills and how to market them to potential employers.

**Identify your Transferable Skills**
Transferable skills are skills we all have to varying degrees and are applicable for many situations/jobs and can be either technical or soft. They enable an employer to distinguish between candidates with similar qualification backgrounds. Transferable skills improve the competitiveness and impact of a resumé or cover letter. They also provide ‘speaking points’ for interviews, networking and career management discussions.
Effective Presentations | Tuesday, November 7 | 2:00 PM - 4:00 PM | In-Person
Participants will explore how to determine realistic presentations objectives, analyze the audience, use supporting materials effectively, organize a presentation clearly, and successful incorporate visual aids. Course activities also cover reducing the fear of speaking, remaining calm, appearing relaxed and improving the delivery of your presentation. Finally, participants will explore ways to assess the audience members and answer their questions, organize a persuasive presentation, and use reasoning and emotional appears to persuade an audience.

Winning a Seat at the Table | Wednesday, November 8 | 10:00 AM - 11:00 AM | Virtual
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.

Talk Like a Leader: What Every Leader Needs to Hear | Thursday, November 9 | 1:00 PM - 3:00 PM | In-Person
Successful leaders know there’s a significant difference between being a big talker and being an effective communicator. And they also know communication is the key to motivating and inspiring people. This session that cuts through the noise to focus on four key areas of leadership communication: Vision, Competence, Relationships, and Support. An interactive workshop chock-full of activities, action planning exercises, and takeaway resources, Talk Like a Leader is the learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships.

Verbal De-Escalation Skills/Techniques | Tuesday, November 21 | 1:00 PM - 3:00 PM | In-Person
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.

How to Make Yourself Indispensable | Wednesday, November 22 | 10:00 AM - 11:00 AM | Virtual
Indispensable employees are always indispensable, no matter where they go or what they do. That's because it's more about attitude than skill set. They know the key to their success is to work smarter, not harder. They understand where to focus their energy to get the greatest return on their efforts. They take time out to plan and they offer a solution for every problem. They get the difference between being proactive and being reactive. They also know they are replaceable...and perhaps most importantly, they want to be replaceable. It's how they climb the ladder faster than everyone else.

Challenging Negative Attitudes | Wednesday, November 29 | 1:00 PM - 3:00 PM | In-Person
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.

Examining self-talk

- The basis of negativity is found in examining your self-talk.
- To handle negative situations more effectively and minimize the impact they have on your personal attitude, you have to first examine your self-talk.
- Perceptions are the way our minds record a situation and the way each of us views a situation. All experiences are filtered through perceptions.
- Perceptions are communicated to us through our self-talk. Self-talk is the inner dialogue that triggers emotional responses.
- Unless we work on challenging our perceptions, the cycle continues and we cannot gain the control we need to overcome negativity.
### Implicit Bias | Tuesday, December 5 | 9:00 AM - 11:00 AM | In-Person

We all have biases! Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. They are activated involuntarily and without an individual’s awareness or intentional control. Biases reside deep in the subconscious, and cause us to have feelings and attitudes about other people based on characteristics such as race, ethnicity, age, and appearance. This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.

### Creating a Positive Work Environment | Tuesday, December 5 | 10:00 AM - 11:00 AM | Virtual

As a manager, if you can create the appropriate climate that fosters positive feelings and eliminates obstacles, employees will be intrinsically motivated. The three elements of this type of climate are community, influence and openness. Come learn the skills and techniques you 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.

### Introduction to Computers and Microsoft Office | Wednesday, December 13 | 9:00 AM - 12:00 PM | In-Person

Introduces the basic features of Microsoft Office by developing familiarity with Word, Excel and Outlook. This course is for participants who have very little computer experience and limited knowledge of Microsoft Office. It should be taken prior to enrollment in Microsoft Basic courses.

### Self-Care is Not Selfish – Developing your self-care toolkit | Wednesday, December 13 | 1:00 PM - 2:00 PM | Virtual

Today’s workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

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#### Self-Care is Not Selfish – Developing your self-care toolkit

The Balance Wheel is a simple and practical tool to help you enhance resiliency and self-care practices.

![Balance Wheel Diagram](image-url)

**Effective Living - The Balance Wheel**

The Balance Wheel is a simple and practical tool to help you enhance resiliency and self-care practices.

© Effective Living Psychologist Hornsby and Hills / Jun 28

Citywide Training & Development
1111 E. Broad St., Suite LL01, Columbus, Ohio 43205
Phone: 614-645-8294
CTD@Columbus.gov Columbus.gov/CitywideTraining
Enterprise T&D Coordinator

ENTERPRISE TRAINING PARTICIPANT INFORMATION (Required) Please print.

LAST NAME: _____________________ FIRST NAME: _____________________ M.I. _________

AGENCY/ORGANIZATION/NAME: _______________________________________________________

MAILING ADDRESS: ___________________________________________________________________

CITY: ____________________________ STATE ___________________ ZIP _____________

PHONE: __________________________ Billing Attn to: _____________________________________

WORK FAX: ________________________ EMAIL: _________________________________________

CLASSES ARE FILLED ON A FIRST COME, FIRST SERVED BASIS. REGISTRATION IS NOT COMPLETE UNTIL YOU RECEIVE A CONFIRMATION EMAIL WITH PARKING INSTRUCTIONS. EMAIL COMPLETED REGISTRATION FORM TO: CTD@Columbus.gov

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TOTAL

Enterprise Customer
☐ Public ☐ COC employee family
☐ Small Business

COC Employee Name: _______________________

AUTHORIZATION INFORMATION: (if applicable)
Signature indicates knowledge that this registration form will be submitted to CTD for processing and certify/acknowledge that all information is true to the best of your knowledge.

Participant or Authorized Approver Signature (Required)

Small Business Grant Eligibility
☐ My small business has less than 50 employees
☐ My small business is located in Central Ohio
☐ My small business is for-profit

Please contact US if you have any questions regarding eligibility.

Small Business Tax ID#
___________________________________________

Please indicate if any special needs are needed:
_________________________________________________________________________________
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Payment Information: All forms of payment must be submitted with the registration form. We accept Visa, Mastercard, Discover, Checks and Money Orders made payable to the Columbus City Treasurer. Memo – Citywide Training. Once class registration is confirmed, payment is not refundable. Please (v) the appropriate box for your form(s) of payment:

☐ Credit Card ☐ Money Order ☐ Check

How did you hear about us?
☐ Website ☐ Facebook ☐ LinkedIn
☐ Other _______________________

Please provide CTD with at least a 48 hour cancellation notice.

IT’S TIME TO LEARN~GROW~THRIVE WITH US!