

# Citywide Training & Development Spring Quarter Course Catalog

## April - June 2025



### 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**

THE CITY OF  
**COLUMBUS**  
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF  
HUMAN RESOURCES

**Christopher C. Moses, Director**

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Departments/Citywide-Training-Development](https://www.columbus.gov/Government/Departments/Citywide-Training-Development)

# LEARN | GROW | THRIVE

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**Click [HERE](#) or scan the QR code to register**

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# HOW TO SIGN UP FOR COURSES

STEPS



## 4. Send form to **US**

You may 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



## 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 page 3 of this packet.

### Making a Payment?

Click the box below.



## 2. Select Your Courses

It's helpful to highlight the courses you want to attend.



## 1. View Available Courses

There are in-person and virtual courses with limited seating.

Congratulations!  
You've taken the next step on your learning journey.



# Mapping Your Career

## SUPERVISOR SERIES!

### NEW SUPERVISOR SERIES

New Supervisors (curriculum) series is designed for those with 2 years or less of experience in their roles. All experience levels are welcome.

**Learning to Manage - April 1, 2025, 9am-11am - In-person**

**Supervisor Communication Skills - April 8, 2025, 9am-11am - In-person**

**Conflict Resolution & Bullying in the Workplace - April 15, 2025, 9am-11am - In-person**

**Employee Engagement through Coaching - May 6, 2025, 9am-11am - In-person**

**Implicit Bias - May 13, 2025, 9am-11am - In-person**

We offer 3 levels of supervisor series: Pre-Supervisor, New Supervisor, and Seasoned Supervisor. See the information below on how to find the series, what they include, and who each is designed for.

You can request the entire series, or each session individually!

#### INSTRUCTIONS:

1. Determine which series fits your needs or experience.
2. Review the offerings below for each series.
3. Follow the instructions on page 3 to complete the registration form.
  - a. Please include each individual session/date you would like to register for on your registration form.

### PRE-SUPERVISOR SERIES

The Pre-Supervisor curriculum is a series of classes that is the first tier in the City's Supervisor Development Program. The specially designed courses will give you a realistic view of supervision by assessing your skills, exploring the roles, responsibilities, rewards and common challenges. By the end of this 9-hour series, you will be equipped with the insight to determine if supervision is for you.

### SEASONED SUPERVISOR SERIES

Designed for supervisors with more than three years of experience, this series (curriculum) provides new approaches and solutions to recurring challenges. Participants will also explore practical ways to engage employees, improve communication and build trust. Competency learned: Leadership & Developing Others.

*The Pre- and Seasoned-supervisor series do not have sessions scheduled in Spring 2025.  
Please look for our Summer and Fall Catalogs with 2025 dates.*



**Click [HERE](#) or scan the QR code to register**

**New Supervisor: Learning to Manage | Tuesday, April 1 | 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 and 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 as a supervisor.

**Verbal De-Escalation Skills/Techniques | Thursday, April 3 | 9:00 AM -11:00 AM | 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 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.

**New Supervisor: Supervisor Communication Skills | Tuesday, April 8 | 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.

**Developing High Performance Teams | Wednesday, April 9 | 9:00 AM – 11:00 AM | 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.

**How to Rise Above Anger in one hour! | Wednesday, April 9 | 2:00 PM – 3:00 PM | Virtual**

This one-hour quick reference is designed to help give you the basic tools to deal with your anger or help another with their anger. At the end of this workshop, you will understand the tools to: Recognize how anger affects your body, your mind, and your behavior. Review the five-step method to break old patterns and replace them with a model for assertive anger. Understand the use of an anger log to identify your hot buttons and triggers. Reflect on your own emotions when faced with other peoples' anger. Identify ways to help other people safely manage some of their repressed or expressed anger. Understand ways to communicate with others in a constructive, assertive manner.

**Emotional Intelligence: Enhance Your Life and Work | Thursday, April 10 | 9:00 AM – 11:00 AM | In-person**

Emotions are part of life and play a role in communicating and decision making. This session will help participants understand dynamics of emotions and social intelligence to improve decision making, communicating, & working with others.

**Introduction to Computers and Microsoft Office | Tuesday, April 15 | 1:00 PM – 4:00 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.

***Did  
You  
Know?***

We have an in-house team that can  
build training for your workplace.  
Contact us to learn more.



**Click HERE or scan the QR code to register**



**New Supervisor: Conflict Resolution & Bullying in the Workplace | Tuesday, April 15 | 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.

**Trust Edge: The Case for Trust & Clarity | Thursday, April 17 | 1:00 PM – 3:00 PM | In-Person**

Deeper relationships, faster results, stronger outcomes. Everything of value is built on trust. In this workshop, you will learn how trust is the real currency of life and that trust is not a soft skill. Then, dive into Clarity and walk away with practical tools for both strategic and communication clarity.

**Dealing with Imposter Syndrome | Thursday, April 17 | 2:00 PM - 3:00 PM | Virtual**

"Imposter 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.

**New Supervisor: Performance Appraisals and Documentation | Tuesday, April 22 | 9:00 AM - 11:00 AM | In-Person**

As a supervisor, it's necessary to understand our Performance Appraisal System. Explore the system for rating AFSCME, CWA and FOP-OLC employees and learn to develop performance standards and document/reinforce daily performance. This course also offers guidelines for conducting an objective performance review and actual practice preparing the performance appraisal form.

**From Doubt to Dare - Unleash Your Confidence | Tuesday, April 22 | 2:00 PM - 3:00 PM | Virtual**

Ready to boost your self-assurance? Build confidence with strategies to excel. Learn mental strategies for lasting confidence, physical cues to boost confidence, excel in diverse situations and turn setbacks into strengths.

**Trust Edge: Character & Consistency | Wednesday, April 30 | 1:00 PM - 3:00 PM | In-person**

Would you follow you? What drives you? What are you known for? This session will focus on decision making, reputation, and brand, tooling you with actionable strategies to stay true to your character and let people know who you really are.

MEET

*Citywide  
Training &  
Development*



**Drema Kirkling**  
Training Manager  
Est. 2012



**Andria Williams**  
Learning  
Solutions  
Architect  
Est. 2009



**Kanisha Dillard**  
Executive  
Leadership  
Development  
Coach  
Est. 2022



**Jared Morrison**  
Training  
Coordinator  
Est. 2024



**Elissa Leach**  
Office  
Assistant  
Est. 2024



**Click [HERE](#) or scan the QR code to register**

**New Supervisor: Employee Engagement through Coaching | Tuesday, May 6 | 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.

**Word Basic 2021 Part 1 | Tuesday, May 6 | 1:00 PM - 3:30 PM | In-Person**

During this interactive session guided by AI modules and live instruction, participants will cover the foundations of Microsoft Word! Learn how to understand the screen, create new documents, open and save documents and more!

**Implicit Bias | Tuesday, May 13 | 9:00 AM - 11:00 AM | In-person**

What IS Implicit Bias? We all have biases! 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 cause us to have feelings and attitudes about other people based on characteristics such as race, ethnicity, age, and appearance. They 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. In addition to early life experiences, the media and news programming are often-cited origins of implicit associations. This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.

**Word Basic 2021 Part 2 | Tuesday, May 13 | 1:00 PM - 3:30 PM | In-person**

Part 2 of this interactive session is guided by AI modules and live instruction! Learn how to select and edit text, cut, copy and paste, insert symbols, undo, redo and more!

**Trust Edge: Competency & Contribution | Thursday, May 15 | 1:00 PM - 3:00 PM | In-person**

Are you staying fresh and relevant? Are you seeing the right results? Dive into the world of inputs and outputs, self-development and performance. This session will give you applicable frameworks and resources to improve learning and results.

**Word Basic 2021 Part 3 | Tuesday, May 20 | 1:00 PM - 3:30 PM | In-Person**

Part 3 of this interactive session is guided by AI modules and live instruction! Learn how to create list, borders and shading, paragraph alignment, find and replace formatting and more!

**Trust Edge: Compassion & Commitment | Wednesday, May 28 | 1:00 PM - 3:00 PM | In-Person**

"People don't care how much you know unless they know how much you care" - Theodore Roosevelt. Equip yourself with new ways to show care and concern for others, face adversity, and practice accountability.

**Being Civil in a Diverse Workplace | Wednesday, May 28 | 2:00 PM - 3:00 PM | Virtual**

It's not always a given you will like the people you work with, but it is 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.

***"But the true nature of the human heart is as whimsical as spring weather.  
All signals may aim toward a fall of rain when suddenly the skies will clear."  
— Maya Angelou***



**Click [HERE](#) or scan the QR code to register**

**Intentional Communication | Tuesday, June 3 | 10:00 AM - 12:00 PM | In-Person**

Work meetings, phone buzzing, friendly chatting, and email dinging. Communication is literally surrounding us in today's world, and how often are we intentional about the communication we take part in? This session will walk through competencies to help us focus, listen and connect better, and build trust in our communication. Participants will walk away with an idea of different listening styles, four main areas of emotional intelligence, and a tool for clear, concise communication.

**Excel Basic 2021 Part 1 | Tuesday, June 3 | 1:00 PM - 3:30 PM | In-person**

In this session we will understand the excel screen, create and navigate, open and close workbooks. Participants will also learn how to use Auto Recover, the quick access toolbar and more!

**How to Make a Good Impression & Hate Networking Less | Tuesday, June 10 | 9:30 AM - 11:30 AM | In-Person**

First impressions and networking are important aspects in the career journey. So, if you're an introvert, shy, or just simply hate small talk, how do you get through it? Learn about first impressions, important cues, and strategies to leave a lasting, positive impression, and how to skip the meaningless small talk to hate networking less, and maybe even make it enjoyable!

**Excel Basic 2021 Part 2 | Tuesday, June 10 | 1:00 PM - 3:30 PM | In-Person**

In this session participants will practice selecting cells and ranges, editing cell data, cut, copy, paste, along with inserting as well as hiding rows and so much more!

**Excel Basic 2021 Part 3 | Tuesday, June 17 | 1:00 PM - 3:30 PM | In-Person**

In this interactive session participants will cover formula basics, auto fill, sums, averages and more!

**Trust Edge: Connection & Trust Shields | Wednesday, June 18 | 1:00 PM - 3:00 PM | In-person**

In 2023, the US Surgeon General released "Our Epidemic of Loneliness and Isolation." The solution? CONNECTION! Explore the pillar of connection and participate in one of the most loved activities in the Trust Edge platform - Trust Shields! You will walk away from this session with at least one new connection point, and ways to enhance connections throughout your life.

**Excel Basic 2021 Part 4 | Tuesday, June 24 | 1:00 PM - 3:30 PM | In-Person**

In this interactive session participants will expand their learning of basic formulas by covering how to format text, align and merge cells, format numbers and dates and more!

**How to Handle Change & Upheaval | Tuesday, June 24 | 1:00 PM - 3:00 PM | In-Person**

Change is a certainty in today's environment. The key to surviving and thriving is to take a proactive approach to change. This program provides the tools to assess typical attitudes toward change, intervene in the change cycle with positive strategies, and combat change-related stress.

**MBTI & You | Tuesday, June 26 | 9:00 AM - 11:00 PM | In-Person**

The MBTI (Myers-Briggs Type Indicator) instrument is designed to help you understand your unique personality and the way you relate to others around you. The MBTI® instrument is backed by thousands of research studies and has been found to be both reliable and valid in assessing personality. Registration ends two weeks prior to the class date to allow time for completion of online assessment.

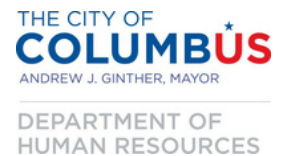


**Click HERE or scan the QR code to register**





**Citywide Training & Development**  
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**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](mailto:CTD@Columbus.gov)**

COURSE DATE	COURSE TITLE	PRIMARY REASON FOR REQUESTING COURSE	COURSE TIME	Cost
			<b>TOTAL</b>	

**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#**

\_\_\_\_\_

**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

**Please indicate if any special needs are needed:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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!**