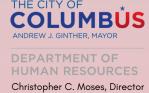
Citywide Training & Development

Summer Quarter Course Catalog

July - September 2025







Jerry Hammond Center – 1111 E Broad Street LL01, Chester C. Christie Training Center Columbus, Ohio 43205 614–645–8294 | CTD@columbus.gov



If you haven't met us yet, we're Citywide Training & Development! We are a resource that the City of Columbus offers to employees who wish to participate in training on a wide range of subjects, whether in-person at our Jerry Hammond Building location, via WebEx, or on their own time using self-guided courses in the Training Gateway. Now that you know what we do, we'd like to introduce the people who make it happen:



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



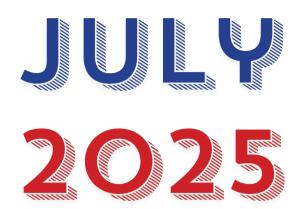


ELISSA LEACH OFFICE ASSISTANT EST 2024

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Pages 2 - 3	July Session Descriptions	
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Page 9	See bottom of page for link to request one of our Rosetta Stone licenses!	
Page 10	How to Register and Information Regarding Registering Family Members for Sessions	

Trying to find sessions that cover a specific subject? Use the key below and look for the symbol that represents the subject you're interested in on the descriptions pages!

SYMBOL KEY FOR SESSION DESCRIPTIONS		
	WebEx Webinar	
×	New or Featured Sessions	
	Financial Wellness Sessions	
✓	Supervisory Skills Series	
	Emotional Intelligence, Personal Growth, and Belonging	
Constant Constant	Professional Growth & Customer Service	
	Computer & Technology Skills	
	Session not available for family members (see page 10 for more details)	
(h)	Session is at Fire Training Academy, 3639 Parsons Avenue, 43207	



All sessions are held at the Citywide Training & Development training center located in the lower level of the Jerry Hammond building at 1111 East Broad Street, 43205 unless otherwise indicated using the key below:





Please see the pages following the calendar for course descriptions and further details.

We hope to see you soon!

Monday	Tuesday	Wednesday	Thursday	Friday
Click Here to	1	2	3	4
login and register for courses	Seasoned Supervisor: Communicating with Tact & Diplomacy - Managing Difficult Conversations			
7	8	9	10	11
	Seasoned Supervisor: Increasing Employee Accountability	Enhancing Language Access & Eliminating Barriers in Public Service	Interest Meeting for CTD Coaching Services	One-on-One Coaching Sessions
			Watch & Discuss Series: Phone Etiquette	
14	15	16	17	18
One-on-One Coaching Sessions	Seasoned Supervisor: Inclusive Leadership			Mortgages and Refinancing Tips
21	22	23	24	25
One-on-One Coaching Sessions	Drug-Free Safety Program (DFSP) Supervisor	Clear, Kind, & Candid: The Art of Feedback		One-on-One Coaching Sessions
28	29	30	31	
One-on-One Coaching Sessions	Verbal De-Escalation Skills/Techniques		CPR & AED: Adult, Child, Infant	xctd
			Trust Edge: The Case for Trust & Clarity	CITYWIDE TRAINING & DEVELOPMENT

Seasoned Supervisor: Communicating with Tact & Diplomacy - Managing Difficult Conversations 🗸

Tuesday, July 1, 2025 | 9:00 AM - 11:00 AM

At some point in a supervisor's career, they will be faced with a difficult or sensitive conversation. Communicating with tact and diplomacy is extremely important especially during these types of challenging conversations. This course examines what tact is, how to develop it, and how to use it effectively to preserve relationships, build credibility, and demonstrate respect.

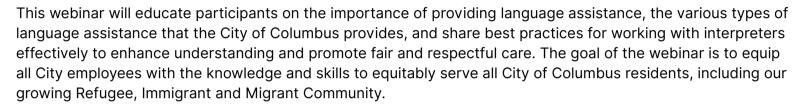
Seasoned Supervisor: Increasing Employee Accountability 🗸

Tuesday, July 8, 2025 | 9:00 AM - 11:00 AM

Organizations and departments who promote accountability are more successful and productive. This 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.

Enhancing Language Access and Eliminating Barriers in Public Service 🕞 🤾 🌑





Interest Meeting for CTD Coaching Services Thursday, July 10, 2025 | 10:00 AM - 11:00 AM







Join us to learn about our personalized coaching program, designed for and available to all City of Columbus employees at all organizational levels. We partner with individuals in a thought-provoking and creative process that inspires them to maximize their professional potential by unlocking untapped sources of imagination, productivity, and development. Coaching services are offered to 4 employees per quarter; don't miss out!

Watch & Discuss Series: Phone Etiquette

Thursday, July 10, 2025 | 1:30 PM - 3:00 PM

Watch informative videos and debrief to determine how it applies to your current role.

- Learning Objectives & discussion include:
- 8 Essential Rules for Phone Etiquette
- 10 Tips for Super Customer Service
- Take and Leave Phone Messages Like a Pro
- Defusing Angry Customers

Seasoned Supervisor: Inclusive Leadership 📝

Tuesday, July 15, 2025 | 9:00 AM - 11:00 AM

Inclusive leaders create a safe team environment where employees speak up, feel valued and welcomed. Inclusive leaders embrace the input of employees whose backgrounds or expertise differ from their own, foster collaboration among employees with diverse backgrounds, experiences, viewpoints and strengths to facilitate constructive conversations among team members and peers, give actionable feedback, and act upon advice of diverse employees. This course gives insight and practical tips on how to be a more inclusive leader by focusing on four key areas:

- The Impact of Inclusive Leadership
- The Inclusive Leadership Model
- · Six Traits of Inclusive Leaders
- Action Steps to Inclusive Leadership

Mortgages and Refinancing Tips



Friday, July 18, 2025 | 12:00 PM - 1:00 PM

This comprehensive session is designed to provide individuals with the knowledge and strategies needed to navigate the complex world of mortgages and refinancing. Whether you're a first-time homebuyer, a homeowner looking to refinance, or someone interested in understanding the financial aspects of real estate, this session will equip you with the essential tools to make informed decisions.

Topics covered include:

- Understanding mortgage basics: loan types, interest rates, and repayment terms
- The mortgage application process: how to prepare, what lenders look for, and common mistakes to avoid
- Refinancing strategies: when to refinance, how to determine if it's the right time, and the benefits of refinancing
- · Comparing mortgage options: fixed-rate vs. adjustable-rate mortgages, government-backed loans, and more
- Navigating closing costs and fees: what to expect during the loan closing process
- Credit scores and their impact on mortgage rates
- Options for refinancing debt using the equity in your home

Drug-Free Safety Program (DFSP) Supervisor 🕡 🌑 🤾





Tuesday, July 22, 2025 | 9:00 AM - 11:00 AM

Mandatory course for supervisors to ensure a Drug-Free Safe work environment.



Clear, Kind, & Candid: The Art of Feedback Wednesday, July 23, 2025 | 9:00 AM - 11:00 AM

Want to improve the art of feedback for yourself and your team? This course will teach you simple techniques to encourage growth. Learn to craft clear feedback strategies, process feedback, deliver timely, read cues, and build a culture of feedback.

Verbal De-Escalation Skills/Techniques



Tuesday, July 29, 2025 | 1:00 PM - 3:00 PM

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.

CTD CPR AED: Adult, Child, Infant - American Heart Association



Thursday, July 31, 2025 | 8:30 AM - 12:00 PM

This hands-on CPR/AED course is designed to give you the confidence to respond in an emergency situation with skills that can save a life. You will develop skills necessary to recognize and provide cardio-pulmonary resuscitation and utilize an Automated External Defibrillator (AED) for victims of sudden cardiac arrest.

Trust Edge: The Case for Trust & Clarity Thursday, July 31, 2025 | 10:00 AM - 12:00 PM

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.





All sessions are held at the Citywide Training & Development training center located in the lower level of the Jerry Hammond building at 1111 East Broad Street, 43205 unless otherwise indicated using the key below:





Please see the pages following the calendar for course descriptions and further details. We hope to see you soon!

descriptions and further details. We hope to see you soon:			-	
Monday	Tuesday	Wednesday	Thursday	Friday
	Click Here to			1
	<u>login and</u>			One-on-One Coaching
	<u>register for</u>			Sessions
	courses			
4	5	6	7	8
One-on-One Coaching Sessions	Pre-Supervisor Series: Introduction to Supervision	The Habit Makeover: From Stuck to Strategic	Trust Edge: Character & Consistency	
Watch & Discuss Series: Change Management Survival	Performance Appraisals for AFSCME, CWA & FOP-OLC		True Colors	
11	12	13	14	15
One-on-One Coaching Sessions	American Heart Association First Aid			
	Pre-Supervisor Series: Setting Goals & Planning for Success			
18	19	20	21	22
One-on-One Coaching Sessions	Pre-Supervisor Series: Managing Conflict & Challenging Situations	Inner Hero Unleashed	Trust Edge: Competency & Contribution	Halogen Performance Management Training
			"In the Grip" - A Look at MBTI & Stress	One-on-One Coaching Sessions
25	26	27	28	29
One-on-One Coaching Sessions			Trust Edge: Compassion & Commitment	One-on-One Coaching Sessions

Watch & Discuss Series: Change Management Survival

Monday, August 4, 2025 | 1:30 PM - 3:00 PM



Watch informative videos and debrief to determine how it applies to your current role. Learning Objectives & discussion include:

- Unplanned Change
- Organizational Restructuring
- Unexpected Leadership
- Communicating Concerns to Your Manager
- Coping with Change

Pre-Supervisor Series: Introduction to Supervision

Tuesday, August 5, 2025 | 10:00 AM - 11:00 AM

This course introduces participants to the roles and responsibilities of supervisors. Participants will also explore how to make a smooth transition into supervision.

Performance Appraisals for AFSCME, CWA & FOP-OLC 🗸





Tuesday, August 5, 2025 | 12:00 PM - 4:00 PM

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.

Target Audience: Supervisors and Managers of AFSCME, CWA and FOP-OLC employees



The Habit Makeover: From Stuck to Strategic Wednesday, August 6, 2025 | 10:00 AM - 11:00 AM

Stuck in a cycle of bad habits? Break free, build healthier routines, and boost your well-being with proven techniques. Learn to: Understand habit psychology, Identify and track triggers, Break & replace habits, Overcome setbacks effectively.

Trust Edge: Character & Consistency



Thursday, August 7, 2025 | 10:00 AM - 12:00 PM

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.



True Colors (Thursday, August 7, 2025 | 1:00 PM - 3:00 PM

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.

Pre-Supervisor Series: Setting Goals & Planning for Success 🕡

Tuesday, August 12, 2025 | 10:00 AM - 11:00 AM

Learn how goal setting and planning sets the stage for success in supervision.

CTD American Heart Association First Aid



Tuesday, August 12, 2025 | 8:30 AM - 12:00 PM

First Aid is the immediate care that you give someone with an illness or injury before trained help arrives and takes over. In this course, you will learn basic first aid in order to assit anyone who has suffered some of the most common injuries such as cuts, scrapes, broken bones, heat strokes and heat exhaustion, cardiac emergencies, strokes, choking and other emergencies. Learn what to assemble in a first aid kit to be prepared when an emergency arises. Your actions during the first minutes of an emergency can be critical. What you do may help a victim to a more complete and quicker recovery. Learn to help those who may not be able to help themselves.

Pre-Supervisor Series: Managing Conflict & Challenging Situations 🗸

Tuesday, August 19, 2025 | 10:00 AM - 11:00 AM

Conflict happens. Participants will explore how to resolve conflict and handle challenging situations.



Is self-doubt holding you back? This course helps boost your confidence, build self-esteem, & unlock your full potential. Participants will learn to identify self-esteem traits, understand self-esteem roots, boost self-esteem effectively, and handle criticism positively.



"In the Grip" - A Look at MBTI & Stress
Thursday, August 21, 2025 | 1:00 PM - 3:00 PM

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. Registration ends two weeks prior to class date to allow for on line assessment completion.

Trust Edge: Competency & Contribution



Thursday, August 21, 2025 | 10:00 AM - 12:00 PM

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.

Halogen Performance Management Training 🗸



Friday, August 22, 2025 | 9:00 AM - 10:00 AM

What is Halogen? Do you need help navigating within the system? This hands-on course is designed to introduce and assist MCP and HACP employees to Halogen and offers actual practice working in the system. This course also provides helpful hints, tips, and tricks for getting the most out of the Halogen experience while exploring features of the system, such as sending and receiving feedback and updating goals. Target Audience: MCP/HACP Managers & Employees (FT & PT, excludes Auditor and Attorney)

Trust Edge: Compassion & Commitment



Thursday, August 28, 2025 | 10:00 AM - 12:00 PM

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.

SEPTEMBER 2025

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descriptions and raration details. We hope to see you soon.				
Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
			Trust Edge: Connection & Trust Shields	One-on-One Coaching Sessions
8	9	10	11	12
One-on-One Coaching Sessions	Pre-Supervisor Series: Civil Service Testing Process Overview and Q&A			
	Word Intermediate Part 1 of 4			
15	16	17	18	19
One-on-One Coaching Sessions	Pre-Supervisor Series: Effective Communication and Feedback	Watch & Discuss Series: Building Great Relationships	Pronouns: A Guided Conversation	One-on-One Coaching Sessions
	Word Intermediate Part 2 of 4			
22	23	24	25	26
One-on-One Coaching Sessions	How to Rise Above Anger in one hour!	Drug-Free Safety Program (DFSP) Supervisor	Defensive Driving	Halogen Performance Management Training
	Word Intermediate Part 3 of 4			One-on-One Coaching Sessions
29	30			
One-on-One Coaching Sessions	Word Intermediate Part 4 of 4			

Trust Edge: Connection & Trust Shields

Thursday, September 4, 2025 | 10:00 AM - 12:00 PM

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.

Pre-Supervisor Series: Civil Service Testing Process Overview and Q&A 🗸

Tuesday, September 9, 2025 | 10:00 AM - 11:00 AM

Review the Civil Service Testing Process and consider if supervision is right for you.

Word Intermediate, Parts 1 through 4

Tuesday, September 9, 2025 1:00 PM - 3:30 PM Pre-requisite: Completion of Word Basic Parts 1-4

Tuesday, September 16, 2025 1:00 PM - 3:30 PM Pre-requisite: Part 1 Tuesday, September 23, 2025 1:00 PM - 3:30 PM Pre-requisite: Part 2 Tuesday, September 30, 2025 | 1:00 PM - 3:30 PM Pre-requisite: Part 3

Learn to:

- Add images, lists, & tables
- Wrap text around objects
- Use styles, themes, & templates
- Manage sections, outlines, & TOCs

Trust Edge: The Case for Trust & Clarity

Thursday, September 11, 2025 | 1:00 PM - 3:00 PM

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.

Pre-Supervisor Series: Effective Communication and Feedback

Tuesday, September 16, 2025 | 10:00 AM - 11:00 AM

Explore proven strategies and techniques for effective communication and delivering feedback.

Watch & Discuss Series: Building Great Relationships

Wednesday, September 17, 2025 | 1:30 PM - 3:00 PM



Watch informative videos and debrief to determine how it applies to your current role. Learning Objectives & discussion include Building great relationships at work, with co-workers, with employees, and with difficult people.

Pronouns: A Guided Conversation
Thursday, September 18, 2025 | 1:00 PM - 2:00 PM

Pronouns are the words we use to describe someone when we don't use or don't yet know their name. Using the right pronouns to refer to a person can be one of the easiest ways to build rapport, show respect, and affirm someone. This training expands on LGBTQIA+ basic terminology, encourages confidence normalizing correct pronoun use, and promotes safe, open dialogue. The City of Columbus's LGBTQIA+ Employee Resource Group (ALL OUT) and Co-leader, B, invite you to join our guided Safe Space conversation. All are welcome.

How to Rise Above Anger in one hour!

Tuesday, September 23, 2025 | 1:00 PM - 2:00 PM

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.

Drug-Free Safety Program (DFSP) Supervisor



Tuesday, September 9, 2025 | 10:00 AM - 11:00 AM

Mandatory course for supervisors to ensure a Drug-Free Safe work environment.

Defensive Driving 💯



Thursday, September 25, 2025 | 1:00 PM - 4:00 PM

This four-hour course motivates participants to change their behind-the-wheel behaviors and attitudes. It gives them key understanding, skills and techniques to avoid collisions and reduce future violations. The result is a more responsible driver who grasps best practices to prevent injury and death while operating a motor vehicle.

Halogen Performance Management Training



Friday, September 26, 2025 | 9:00 AM - 10:00 AM

What is Halogen? Do you need help navigating within the system? This hands-on course is designed to introduce and assist MCP and HACP employees to Halogen and offers actual practice working in the system. This course also provides helpful hints, tips, and tricks for getting the most out of the Halogen experience while exploring features of the system, such as sending and receiving feedback and updating goals. Target Audience: MCP/HACP Managers & Employees (FT & PT, excludes Auditor and Attorney)



Citywide Training and Development is offering Rosetta Stone, an interactive online language learning solution.

Use the digital interest form to make your request, which will be forwarded to your manager for approval.

If there is not an available seat, your request will be added to our waitlist and you will be notified when a license becomes available.

Click Here to Request Rosetta Stone!

CAN'T CLICK RIGHT NOW? TYPE THIS IN YOUR BROWSER INSTEAD: HTTPS://BIT.LY/3IITCAY

How to Register for the Sessions in this Catalog

Three Ways to Get to the Training Gateway



- 1. Double-click the shortcut that is present on the desktops of most City employee computers
- 2. Click Here
- 3. Type or copy and paste this URL into the address bar of your web browser: https://cityofcolumbus.csod.com/login/

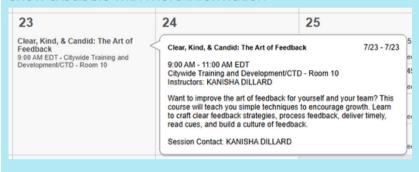
Using the Events Calendar to Register

1. After logging in, click the



button to view the calendar

2. Click the title of the session on the calendar or hover the pointer over it to show a bubble with more information



3. Click the



button

- 4. If the training requires approval from your manager (most in-person sessions do), they will receive an email notifying them of your request and either approve or deny it. When it's approved, you will receive an email notifying you of your registration and give next steps.
- 5. Email us at ctd@columbus.gov if you have any questions!

Employee Family Rates & Information (discounted from the price non-employees pay) Who qualifies as a family member of a City of Columbus employee? General Virtual Sessions Mother, father, sister, brother, son, daughter, niece, or nephew \$24.50 Microsoft Virtual Sessions \$29.50 In-Person General Sessions \$39.50 In-Person Microsoft Sessions \$64.50

Forgot Your Password?

- 1. Click 'Forgot Password',
- 2. You will be prompted to enter your Dayforce ID,
- 3. Answer your security question correctly,
- 4. Change your password and meet criteria.

Log In
isername (Dayforce ID number)? Forgot password?
2. Forgot password?
Please enter your six-digit Dayforce ID number in
the field below and click the submit button. If
you encounter any issues use the following
contact process: DPU employees - reach out to
DPU Training @ DPUTraining@columbus.gov
(614-645-8429). All other employees - contact
Citywide Training & Development @
CTD@Columbus.gov (614-645-8294).
Login Credential
Submit
545
3. Forgot password?
Below is one or more security question(s) you
selected earlier for purposes of confirming your
identity when requesting your password. Please
enter the correct answer EXACTLY as you
originally entered it. If you used capital(upper-
case) letters before, you must use them now. If
you specified a date as the answer to a question the date must be typed in the exact same format
as before (using same dashes, hyphens, or other
characters used when you first entered the
correct answer).
What is your favorite
What is your favorite
COOT:
Submit
Change Password 4.
Your password has expired. Please change your password. The new password must match the following criteria:
Passwords must contain both upper and lower case letters. Passwords must contain alpha and numeric characters.
Passwords must contain both upper and lower case letters. *Passwords must contain ships and numeric characters. *Passwords cannot be the same as the previous 1 passwords. *Passwords must be 15 - 20 characters. *Passwords cannot have leading or trailing spaces. *Passwords cannot have leading or trailing spaces. *Passwords cannot be the same as the Ustername, User ID, or email address
Change Password for YOUR NAME
New password
Confirm password
Having trouble? Please
email your Dayforce ID to
us at ctd@columbus.gov

and tell us that you need your password reset and

password reset link ASAP!

we will send you a