

Citywide Training & Development

4th Quarter Course Catalog

October - December 2025



THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
HUMAN RESOURCES
Christopher C. Moses, Director

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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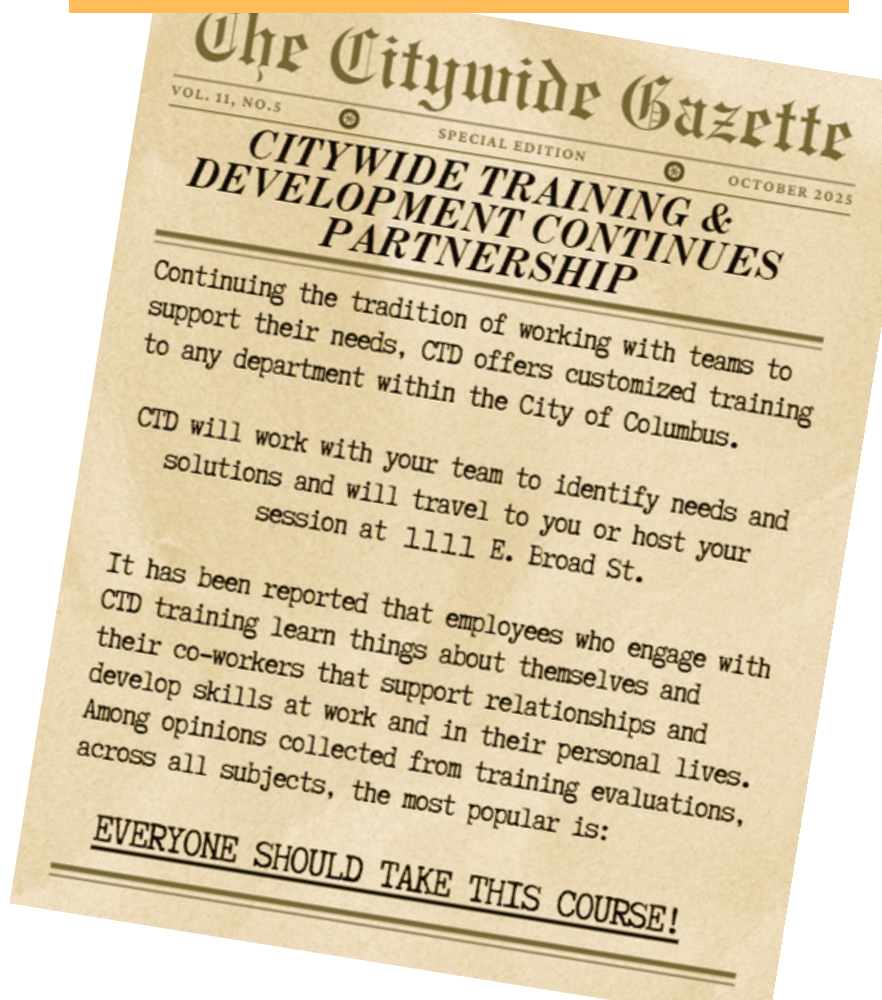
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HR New Hire Orientation Dates

October 8th & 9th
November 5th & 6th
December 3rd & 4th

Q&A Expo Dates

October 9th
November 6th
December 4th



OCTOBER 2025

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:



WebEx
Webinar



Fire Training Academy
3639 Parsons Avenue, 43207

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

Monday	Tuesday	Wednesday	Thursday	Friday
<u>Click Here to login and register for courses</u>		1	2	3
			New Supervisor: Learning to Manage	
6	7	8	9	10
	Clear, Kind, & Candid: The Art of Feedback		New Supervisor: Supervisor Communication Skills	Interest Meeting for CTD Coaching Services
13	14	15	16	17
	Introduction to Computers and Microsoft Office	(EQ)ualizer: Stress Management & Emotional Intelligence	New Supervisor: Conflict Resolution & Bullying in the Workplace	
		The Habit Makeover: From Stuck to Strategic 	Understanding and Overcoming Procrastination 	
20	21	22	23	24
		CTD CPR AED: Adult, Child, Infant AHA	Verbal De-Escalation Skills/Techniques	
			New Supervisor: Performance Appraisals and Documentation	
27	28	29	30	31
Emotional Intelligence in One Hour 		Drug-Free Safety Program (DFSP) Supervisor	OPTUM - Making Time for Fitness	Halogen Performance Management Training
			Enhancing Your Department/Division Training 	Disability Etiquette
			Contract Administration: Working with Unions	

New Supervisor: Learning to Manage

Thursday, October 2, 2025

2:00 PM - 4:00 PM



Supervisor Skills

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.

Clear, Kind, & Candid: The Art of Feedback

Tuesday, October 7, 2025

9:00 AM - 11:00 AM



Professional Growth

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.

New Supervisor: Supervisor Communication Skills

Thursday, October 9, 2025

2:00 PM - 4:00 PM



Supervisor Skills

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.

Interest Meeting for CTD Coaching Services

Not available to family members

Friday, October 10, 2025

10:00 AM - 11:00 AM



Professional Growth

Introducing Citywide Training and Development's Coaching Program! Our personalized coaching program is designed for and available to all City of Columbus employees at all organizational levels. It is our pleasure to partner with individuals in a thought-provoking and creative process that inspires them to maximize their professional potential by unlocking previously untapped sources of imagination, productivity and professional development. Spaces are limited. More information will be provided during this info session, so don't miss it!

Introduction to Computers and Microsoft Office

Tuesday, October 14, 2025

9:00 AM - 11:30 AM



Computer & Technology Skills

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.



(EQ)ualizer: Stress Management & Emotional Intelligence

Wednesday, October 15, 2025

9:00 AM - 11:00 AM



Emotional Intelligence

Stress is unavoidable, so how do we deal with it? Join this emotional intelligence (EQ) backed session to help handle your stress. Flexibility, stress tolerance, optimism and more; we'll practice some EQ driven stress management activities and learn from each other.

The Habit Makeover: From Stuck to Strategic

Wednesday, October 15, 2025 10:00 AM - 11:00 AM



Professional Growth

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, and overcome setbacks effectively.

New Supervisor: Conflict Resolution & Bullying in the Workplace

Thursday, October 16, 2025 2:00 PM - 4:00 PM



Supervisor Skills

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.

Understanding and Overcoming Procrastination

Thursday, October 16, 2025 10:00 AM - 11:00 AM



Professional Growth

Procrastination can result from a lack of motivation, fear and anxiety about doing poorly, low self-confidence, being over-whelmed 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 get those projects started and finished on time!

CTD CPR AED: Adult, Child, Infant AHA

Not available to family members - CRPD contact Health & Safety

Wednesday, October 22, 2025 8:30 AM - 12:30 PM



At Fire Training Academy

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.

New Supervisor: Performance Appraisals and Documentation

Thursday, October 23, 2025 2:00 PM - 4:00 PM



Supervisor Skills

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.

Verbal De-Escalation Skills/Techniques

Thursday, October 23, 2025 9:00 AM - 11:00 AM



Professional Growth & Customer Service

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.



Emotional Intelligence in One Hour

Monday, October 27, 2025

11:00 AM - 12:00 PM



Emotional Intelligence

Emotions are a part of every person and drive our behavior. This session will keep participants at the top of their game with practical ways to manage themselves and their energy. Participants will gain an understanding of key strategies to build winning partnerships, focus on curiosity to challenge obstacles and find solutions, and lift others up with better understanding, communication, and connection.

Drug-Free Safety Program (DFSP) Supervisor

Not available to family members

Wednesday, October 29, 2025 1:00 PM - 3:00 PM



Supervisor Skills

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

Contract Administration: Working with Unions

Not available to family members

Thursday, October 30, 2025 2:00 PM - 4:00 PM



Supervisor Skills

Participants will gain information concerning collective bargaining contracts that govern the relationship between the City of Columbus, as the employer, and the unions that represent the employees. Explore the supervisor's role in collective bargaining; the process of arrival at a contract; the meaning of the term contract administration and the initial steps in a grievance.



Enhancing Your Department/Division Training

Thursday, October 30, 2025 2:00 PM - 3:00 PM



Professional Growth

This workshop invites you to start creating or transferring departmental training into an alternate portal to enhance learning and employee skills. We'll cover: Working with Citywide Training to upgrade or transfer your existing training to a learning portal, how to identify when your employees need training or a quick job aid, creating training/job aids, delivering a training vs email/manager notifications, post-training follow-up.

Making Time for Fitness

Thursday, October 30, 2025 11:00 AM - 12:00 PM



Health & Wellness

An estimated 80 percent of the U.S. population doesn't get enough exercise, and 60 percent are sedentary. For that reason, this program serves as a great reminder for so many. It shares practical ways for even the busiest person to weave 30 minutes of physical activity into their day. Participants will define the FITT principle, create a personal action plan, identify ways to fit fitness into their day, discover the benefits of physical activity, and explore ways to be more physically active.

Halogen Performance Management Training

Not available to family members

Friday, October 31, 2025 9:00 AM - 10:00 AM



Professional Growth

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. Participants are encouraged to bring questions and problems to discuss during the class while live in Halogen for individual assistance. Target Audience: MCP/HACP Managers & Employees (FT & PT, excludes Auditor and Attorney)



Disability Etiquette

Friday, October 31, 2025 9:00 AM - 10:00 AM



Belonging

Focuses on using disability inclusive language, avoiding negative words and phrases, and being respectful of people with disabilities.

NOVEMBER

2025

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WebEx
Webinar



Fire Training Academy
3639 Parsons Avenue, 43207

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

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
(EQ)ualizer: Decision Making & Emotional Intelligence			Employee Engagement through Coaching for Supervisors	
10	11	12	13	14
		CTD CPR AED: Adult, Child, Infant AHA 	Career Development: Mastering the Interview	
			Implicit Bias	
			Performance Appraisals for AFSCME, CWA & FOP-OLC	
17	18	19	20	21
		Career Development: Vocabulary Bling	OPTUM - Caregiving in Multigenerational Families	Halogen Performance Management Training
		Drug-Free Safety Program (DFSP) Supervisor	Understanding Motivation: Theories, Strategies, and the Role of Engagement 	Maternity Health
		MBTI & You		
24	25	26	27	28

NEW (EQ)ualizer: Decision Making & Emotional Intelligence

Monday, November 3, 2025

1:00 PM - 3:00 PM



Emotional Intelligence

This or that? Now or later? How do I decide. Join this emotional intelligence (EQ) backed session to explore decision making components like problem solving, reality testing, and impulse control; we'll practice some EQ driven decision making activities and learn from each other.

Employee Engagement through Coaching for Supervisors

Thursday, November 6, 2025

2:00 PM - 4:00 PM



Professional Growth

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.

CTD CPR AED: Adult, Child, Infant AHA

Not available to family members - CRPD contact Health & Safety

Wednesday, November 12, 2025

8:30 AM - 12:30 PM



At Fire Training Academy

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.

Career Development: Mastering the Interview

Thursday, November 13, 2025

9:00 AM - 11:00 AM



Professional Growth

The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. This insightful workshop explores how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions job candidates should think about asking. Attendees will discover necessary preparation steps for second interviews, testing, and shadowing, as well as how to effectively follow up on their interview sessions.

Implicit Bias

Thursday, November 13, 2025

2:00 PM - 4:00 PM



Personal Growth and Belonging

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. 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. This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.

Performance Appraisals for AFSCME, CWA & FOP-OLC

Not available to family members

Thursday, November 13, 2025

8:30 AM - 12:30 PM



Professional Growth

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.

Career Development: Vocabulary Bling

Wednesday, November 19, 2025 9:00 AM - 10:30 AM



Professional Growth

Turn your everyday words into professional language with Vocabulary Bling! Participants will be empowered to formulate their own with professional summaries for resume building, confidence for interviewing and professional networking.

Drug-Free Safety Program (DFSP) Supervisor

Not available to family members

Wednesday, November 19, 2025 2:00 PM - 4:00 PM



Professional Growth

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

MBTI & You

Not available to family members

Wednesday, November 19, 2025 1:00 PM - 3:00 PM



Personal Growth and Belonging

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.

OPTUM - Caregiving in Multigenerational Families

At COAAA 3776 S. High St., 43207

Thursday, November 20, 2025 1:00 PM - 2:00 PM



Health & Wellness

A multigenerational family is any home where two or more generations reside under one roof. Living with multiple generations was not uncommon in the past but urbanization and the rise of the nuclear family as the norm in many societies caused a decline in multigenerational households over time. However, multigenerational living has become more popular in recent decades due to a variety of socioeconomic and cultural factors. One of those factors is caregiving for both ageing family members and children in the same home. This program will explore the concepts of the multi-generational family and caregiving, as well as identifying challenges associated with caregiving in a multi-generational family and self-care strategies for the caregiver.

NEW Understanding Motivation: Theories, Strategies, and the Role of Engagement

Thursday, November 20, 2025 10:00 AM - 11:00 AM



Professional Growth

Stress is unavoidable, so how do we deal with it? Join this emotional intelligence (EQ) backed session to help handle your stress. Flexibility, stress tolerance, optimism and more; we'll practice some EQ driven stress management activities and learn from each other.

Halogen Performance Management Training

Not available to family members

Friday, November 21, 2025 9:00 AM - 10:00 AM



Professional Growth

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 practice working in the system. This course also provides helpful hints for getting the most out of Halogen while exploring features of the system, such as sending and receiving feedback and updating goals. Participants are encouraged to bring questions to discuss while live in Halogen for individual assistance. Target Audience: MCP/HACP Managers & Employees (FT & PT, excludes Auditor and Attorney)

Maternity Health

Friday, November 21, 2025 1:00 PM - 2:00 PM



Health & Wellness

Join our Health Engagement Nurses Wendy Karcher RN, BSN, CCM & Whitney Smith RN, BSN in person for the final session of the Maternity Health series. This session will focus on Maternity Health and Mental Wellbeing with resources available to you or someone in your family who is pregnant or planning for pregnancy.

DECEMBER 2025

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WebEx
Webinar



Fire Training Academy
3639 Parsons Avenue, 43207

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

Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
8	9	10	11	12
Trust Edge 5-1-1 	Trust Edge 5-1-1 	Trust Edge 5-1-1 	Trust Edge 5-1-1 	Trust Edge 5-1-1 
	Pronouns: A Guided Conversation	How to Rise Above Anger in one hour! 		
		The Leadership Pivot: Choosing the Right Style for the Situation		
15	16	17	18	19
	(EQ)ualizer: Stress Management & Emotional Intelligence		Developing High Performance Teams	Halogen Performance Management Training
22	23	24	25	26
29	30	31		
			Click Here to login and register for courses	

NEW Trust Edge 5-1-1

Monday, December 8 through
Friday, December 12, 2025

9:00 AM - 10:00 AM



Professional Growth

All the Trust Edge essentials with your time in mind. Deeper relationships, faster results, stronger outcomes. Learn how trust is the real currency of life. From clarity and competency to consistency and commitment, we'll explore practical tools and methods to practice trust in life and work.

Pronouns: A Guided Conversation

Tuesday, December 9, 2025

9:00 AM - 10:30 AM



Personal Growth and Belonging

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 invites you to join our guided Safe Space conversation. All are welcome.

How to Rise Above Anger in One Hour!

Wednesday, December 10, 2025 11:00 AM - 12:00 PM



Emotional Intelligence

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. You will understand how to recognize how anger affects your body, your mind, and your behavior, break old patterns and replace them with a model for assertive anger, understand 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 anger, and understand ways to communicate with others in a constructive, assertive manner.

NEW The Leadership Pivot: Choosing the Right Style for the Situation

Wednesday, December 10, 2025

9:00 AM - 11:00 AM



Professional Growth

Leaders have the opportunity to cultivate an understanding of various leadership styles and to determine when it's time to pivot and chose the most effective style for any given situation, individual or team.

NEW (EQ)ualizer: Well-being & Emotional Intelligence

Tuesday, December 16, 2025

9:00 AM - 11:00 AM



Emotional Intelligence

Happiness meets EQ, meets well-being. Join this emotional intelligence (EQ) backed session to explore well-being and happiness. we'll practice some EQ driven activities and learn from each other.

Developing High Performance Teams

Thursday, December 18, 2025

9:00 AM - 11:00 AM



Professional Growth

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.

Halogen Performance Management Training

Not available to family members

Friday, December 19, 2025

9:00 AM - 10:00 AM



Professional Growth

Get 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.

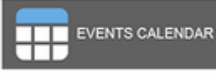
How to Register for the Sessions in this Catalog

Three Ways to Get to the Training Gateway



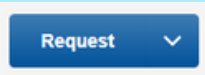
1. Double-click the shortcut that is present on the desktops of most City employee computers
2. [Click Here](#)
3. Type or copy and paste this URL into the address bar of your web browser: <https://cityofcolumbus.csod.com/login/>

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

23	24	25
Clear, Kind, & Candid: The Art of Feedback 9:00 AM EDT - Citywide Training and Development/CTD - Room 10	Clear, Kind, & Candid: The Art of Feedback 7/23 - 7/23 9:00 AM - 11:00 AM EDT Citywide Training and Development/CTD - Room 10 Instructors: KANISHA DILLARD 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. Session Contact: KANISHA DILLARD	

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 non-employee prices), contact ctd@columbus.gov or jrmorrison@columbus.gov.

Who qualifies as a family member of a City of Columbus employee?	Mother, father, sister, brother, son, daughter, niece, or nephew
General Virtual Sessions	\$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

Jerome (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

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 color?

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 cannot be the same as the previous 3 passwords.
- * Passwords must be 15 - 20 characters.
- * Passwords cannot have leading or trailing spaces.
- * Passwords cannot be the same as the Username, 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 we will send you a password reset link ASAP!