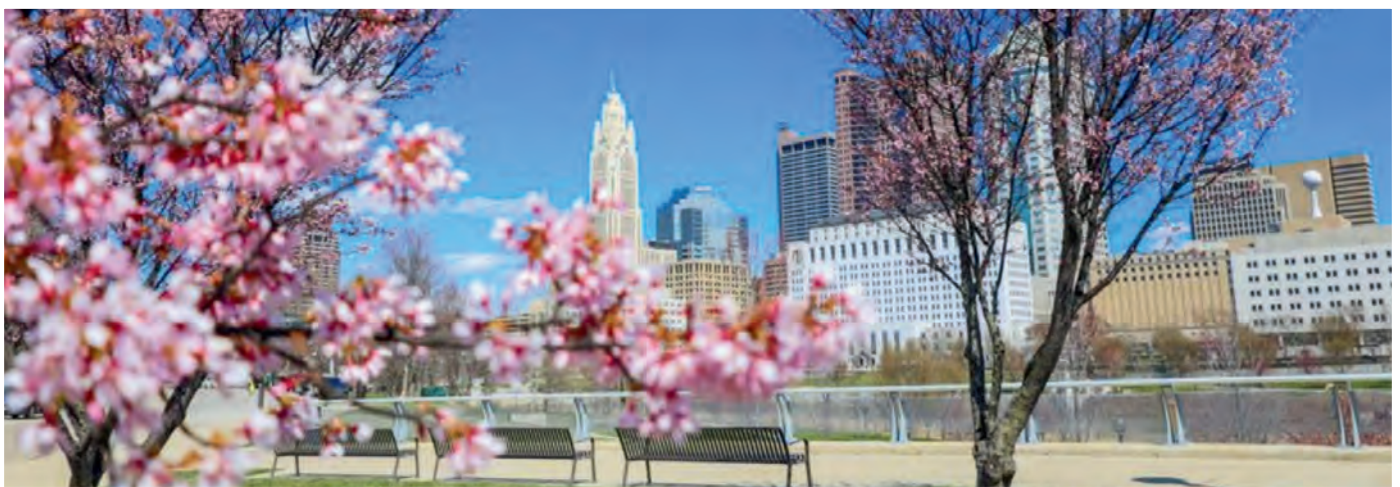


# Citywide Training & Development

## Community Partner Spring Quarter Course Catalog

### April - June 2026



Jerry Hammond Center  
111 East Broad Street, Lower Level 01  
Chester C. Christie Training Center  
Columbus, Ohio 43205  
614-645-8294 | [CTD@columbus.gov](mailto:CTD@columbus.gov)



# Upgraded Registration Process - Register Today!

No more printing registration forms or filling PDFs, register online now instead!

## Option 1

Click [this link](#) to register

## Option 2

Paste or type this URL into your web browser: [bit.ly/4b0skiC](https://bit.ly/4b0skiC)

## Option 3

Scan the QR Code



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 or via WebEx. 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*



## TABLE OF CONTENTS

Page 1	The Management Container
Page 2	April Calendar
Pages 3 - 4	April Session Descriptions
Page 5	May Calendar
Pages 6	May Session Descriptions
Page 7	June Calendar
Pages 8 - 10	June Session Descriptions, CTD Signature Topics, Pricing Information

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
	Health & Wellness
	Supervisory Skills Series
	Emotional Intelligence, Personal Growth, and Belonging
	Professional Growth & Customer Service
	Computer & Technology Skills

# THE MANAGEMENT CONTAINER

Join us for the newly refreshed and reinvigorated supervisor training series from Citywide Training & Development. **The container is a key idea in relationships like therapy, coaching, and mentoring, and refers to a safe space within the relationship to share, explore, try new things, and to learn and grow.** This is the Management Container, your safe place to dive deep into what makes a great supervisor, gain greater self-awareness, apply new techniques, and connect with other like-minded supervisors. So, what does it entail?


<p><b>Step One</b></p>	<p><b>Register</b></p>	<p>Visit <a href="#"><u>this link to register</u></a> and submit the form. Choose your preferred dates in the "Choose Full Series" section.</p>
<p><b>Step Two</b></p>	<p><b>Complete EQ-i2.0</b></p>	<p><b>We will email you a link to the EQ-i2.0 assessment.</b> The EQ-i2.0 is the first scientifically validated Emotional Intelligence tool in the world. This delivers increased self-awareness and an action plan through the 4-week series.</p>
<p><b>Step Three</b></p>	<p><b>Attend Skills Session 1</b></p>	<p><b>Emotional Intelligence for Managers</b> EQ-i2.0 report review; individual and group activities for understanding; Action planning.</p>
<p><b>Step Four</b></p>	<p><b>Attend Skills Session 2</b></p>	<p><b>Fundamentals</b> Psychological safety; managing self, work, and people; Communication flow (up, down, and lateral).</p>
<p><b>Step Five</b></p>	<p><b>Attend Skills Session 3</b></p>	<p><b>Conflict Management</b> Recognizing and defining; Dispelling myths and uncovering positives; Conflict styles; Working through conflict.</p>
<p><b>Step Six</b></p>	<p><b>Attend Skills Session 4</b></p>	<p><b>Coaching, Feedback, &amp; Accountability</b> Neuroscience-based coaching; When to use which role (coaching, directing, mentoring, etc.); Tools and practice scenarios.</p>

# APRIL

## 2026

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
6	7	8	9	10
	<b>Defensive Driving</b> 9:00 AM - 12:00 PM		<b>The Habit Makeover: From Stuck to Strategic</b> 10:00 AM - 11:00 AM 	<b>(EQ)ualizer: Stress Management &amp; Emotional Intelligence</b> 9:00 AM - 11:00 AM
13	14	15	16	17
	<b>The Coach-Approach Leader Cohort Part 1</b> 9:00 AM - 11:00 AM			
	<b>The Management Container: Supervisor Success Series Part 1</b> 1:00 PM - 3:30 PM			
20	21	22	23	24
	<b>The Coach-Approach Leader Cohort Part 2</b> 9:00 AM - 11:00 AM			
	<b>The Management Container: Supervisor Success Series Part 2</b> 1:00 PM - 3:30 PM			
27	28	29	30	
	<b>The Coach-Approach Leader Cohort Part 3</b> 9:00 AM - 11:00 AM			
	<b>The Management Container: Supervisor Success Series Part 3</b> 1:00 PM - 3:30 PM			

## Defensive Driving

Tuesday, April 7, 2026

9:00 AM - 12:00 PM



**Safety**

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.

## The Habit Makeover: From Stuck to Strategic WEBINAR

Thursday, April 9, 2026

10:00 AM - 11:00 AM



**Personal & Professional Growth**

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

## (EQ)ualizer: Stress Management & Emotional Intelligence

Friday, April 10, 2026

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.

## **NEW** The Coach-Approach Leader Cohort - Session 1 of 4

Tuesday, April 14, 2026

9:00 AM - 11:00 AM



**Professional Growth**

Step into the Coach-Approach Leader Cohort - your opportunity to shift from being the one with all the answers to the leader who unlocks answers in others. Over four energizing weekly sessions, you'll learn how to replace telling with powerful asking, build trust through empathy, curiosity, and partnership, spark ownership, innovation and accountability on your team, turn everyday conversations into growth moments, create a culture where people think boldly, act confidently and learn continuously. This training is intended for people leaders with direct reports. Attendance Requirement: This is a four-session cohort experience. Attendance at all four sessions is required (4/14, 4/21, 4/28, 5/5).

## **NEW** The Management Container: Supervisor Success Series - Session 1 of 4

Tuesday, April 14, 2026

1:00 PM - 3:30 PM



**Supervisory Skills Series**

Session 1: Participants will complete the EQ-i2.0 prior to registration and receive their report in session 1. The session will explain the EQ-i2.0 model for emotional intelligence (EQ), include individual and group activities to apply EQ, discuss EQ for managers, and include an action plan for improving aspects of participants' own EQ.



## The Coach-Approach Leader Cohort - Session 2 of 4

Tuesday, April 21, 2026

9:00 AM - 11:00 AM



**Professional Growth**

Step into the Coach-Approach Leader Cohort - your opportunity to shift from being the one with all the answers to the leader who unlocks answers in others. Attendance Requirement: This is a four-session cohort experience. Attendance at all four sessions is required (4/14, 4/21,4/28, 5/5).



## The Management Container: Supervisor Success Series - Session 2 of 4

Tuesday, April 21, 2026

1:00 PM - 3:30 PM



**Supervisory Skills Series**

Session 2: Psychological safety, trust, communication, managing self, people, and tasks. Management is often the lynchpin to the greatest successes and teams of an organization, and it usually comes down to how the fundamentals are handled. We'll cover the balancing act of managing yourself, other people, and the work being produced; the importance of creating an environment in which people thrive; and communication, up, down, and sideways.



## The Coach-Approach Leader Cohort - Session 3 of 4

Tuesday, April 28, 2026

9:00 AM - 11:00 AM



**Professional Growth**

Step into the Coach-Approach Leader Cohort - your opportunity to shift from being the one with all the answers to the leader who unlocks answers in others. Attendance Requirement: This is a four-session cohort experience. Attendance at all four sessions is required (4/14, 4/21,4/28, 5/5).



## The Management Container: Supervisor Success Series - Session 3 of 4

Tuesday, April 28, 2026

1:00 PM - 3:30 PM



**Supervisory Skills Series**

Session 3: Conflict can be the dread of so many. In this session, participants will understand the definition of conflict, how to recognize it, dispel myths about conflict, analyze positives and negatives of conflict, understand different styles to approach conflict, and practice working through conflict.

# MAY

# 2026

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
4	5	6	7	8
	<b>The Coach-Approach Leader Cohort Part 4</b> 9:00 AM - 11:00 AM		<b>DISCflex</b> 9:00 AM - 11:00 AM	
	<b>The Management Container: Supervisor Success Series Part 4</b> 1:00 PM - 3:30 PM			
11	12	13	14	15
				<b>(EQ)ualizer: Decision Making &amp; Emotional Intelligence</b> 9:00 AM - 11:00 AM
18	19	20	21	22
			<b>"In the Grip" - A Look at MBTI &amp; Stress</b> 1:00 PM - 3:00 PM	
25	26	27	28	29
		<b>Verbal De-Escalation Skills/Techniques</b> 10:00 AM - 12:00 PM		

**NEW** The Coach-Approach Leader Cohort - Session 4 of 4

Tuesday, May 5, 2026

9:00 AM - 11:00 AM



**Professional Growth**

Step into the Coach-Approach Leader Cohort - your opportunity to shift from being the one with all the answers to the leader who unlocks answers in others. Attendance Requirement: This is a four-session cohort experience. Attendance at all four sessions is required (4/14, 4/21,4/28, 5/5).

**NEW** The Management Container: Supervisor Success Series - Session 4 of 4

Tuesday, May 5, 2026

1:00 PM - 3:30 PM



**Supervisory Skills Series**

Session 4: Coaching, feedback, and accountability, Oh my! Understand the different roles a supervisor may play and when to use them. Practice tools and frameworks to make feedback and accountability easier and more successful. Explore a neuroscience based coaching approach to use with teams, peers, direct reports, and superiors.

**NEW** DISCflex

Thursday, May 7, 2026

9:00 AM - 11:00 AM



**Emotional Intelligence**

Complete the DISCflex assessment and receive your personalized report.You'll understand the archetypes of the four DISC styles, gain additional self awareness and understanding of behavior, and practice dialing up and dialing down your DISC styles.

**(EQ)ualizer: Decision Making & Emotional Intelligence**

Friday, May 15, 2026

9:00 AM - 11:00 AM



**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.

**"In the Grip" - A Look at MBTI & Stress**

Thursday, May 21, 2026

1:00 PM - 3:00 PM



**Personal & Professional Growth**

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.

**Verbal De-Escalation Skills & Techniques**

Wednesday, May 27, 2026

10:00 AM - 12:00 PM



**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.

# JUNE

# 2026

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



Monday	Tuesday	Wednesday	Thursday	Friday
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>The Management Container: Supervisor Success Series Part 1</b> 1:00 PM - 3:30 PM			<b>Power Skills Advantage</b> 2:00 PM - 3:00 PM 	
<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
<b>The Management Container: Supervisor Success Series Part 2</b> 1:00 PM - 3:30 PM	<b>Word Basic 2021 Part 1</b> 1:00 PM - 3:30 PM			<b>(EQ)ualizer: Wellbeing &amp; Emotional Intelligence</b> 9:00 AM - 11:00 AM
	<b>The Power of Yet: Developing A Growth Mindset</b> 2:00 PM - 3:00 PM 			
<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>
<b>The Management Container: Supervisor Success Series Part 3</b> 1:00 PM - 3:30 PM	<b>Word Basic 2021 Part 2</b> 1:00 PM - 3:30 PM	<b>Pronouns: A Guided Conversation</b> 10:00 AM - 11:30 AM		
<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>
<b>The Management Container: Supervisor Success Series Part 4</b> 1:00 PM - 3:30 PM	<b>Word Basic 2021 Part 3</b> 1:00 PM - 3:30 PM	<b>Unity in Action: Resolving Conflict with Coworkers</b> 11:00 AM - 12:00 PM 		
<b>29</b>	<b>30</b>			
	<b>Word Basic 2021 Part 4</b> 1:00 PM - 3:30 PM			

**NEW** The Management Container: Supervisor Success Series - Session 1 of 4

Monday, June 1, 2026

1:00 PM - 3:30 PM



**Supervisory Skills Series**

Session 1: Participants will complete the EQ-i2.0 prior to registration and receive their report in session 1. The session will explain the EQ-i2.0 model for emotional intelligence (EQ), include individual and group activities to apply EQ, discuss EQ for managers, and include an action plan for improving aspects of participants' own EQ.

**Power Skills Advantage WEBINAR**

Thursday, June 4, 2026

2:00 PM - 3:00 PM



**Professional Growth**

**Ready to level up how you communicate, collaborate, and show up at work?**

In this webinar, you will learn power skills to help you stay adaptable, connect authentically, and handle tough moments with confidence.

You'll walk away with tools you can apply the same day, including:

- A communication technique that instantly reduces misunderstandings,
- A simple emotional intelligence technique for handling pressure with ease,
- A collaboration method that builds trust and credibility,
- A reframing tool to stay adaptable amid change.

**NEW** The Management Container: Supervisor Success Series - Session 2 of 4

Monday, June 8, 2026

1:00 PM - 3:30 PM



**Supervisory Skills Series**

Session 2: Psychological safety, trust, communication, managing self, people, and tasks. Management is often the lynchpin to the greatest successes and teams of an organization, and it usually comes down to how the fundamentals are handled. We'll cover the balancing act of managing yourself, other people, and the work being produced; the importance of creating an environment in which people thrive; and communication, up, down, and sideways.

**Word Basic 2021 - Session 1 of 4**

Tuesday, June 9, 2026

1:00 PM - 3:30 PM



**Computer Skills**

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!

**NEW** The Power of Yet: Developing A Growth Mindset WEBINAR

Tuesday, June 9, 2026

2:00 PM - 3:00 PM



**Personal & Professional Growth**

Developing a growth mindset allows you to realize potential, increase resilience, and achieve success. A growth mindset can unlock your capacity to learn, grow, and thrive—regardless of your current abilities or skill level. Participants will learn about the differences between a fixed mindset versus a growth mindset; explore how a growth mindset can benefit you and your team; and uncover specific strategies to develop a growth mindset expanding your possibilities.

## (EQ)ualizer: Wellbeing & Emotional Intelligence

Friday, June 12, 2026

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.

## **NEW** The Management Container: Supervisor Success Series - Session 3 of 4

Monday, June 15, 2026

1:00 PM - 3:30 PM



**Supervisory Skills Series**

Session 3: Conflict can be the dread of so many. In this session, participants will understand the definition of conflict, how to recognize it, dispel myths about conflict, analyze positives and negatives of conflict, understand different styles to approach conflict, and practice working through conflict.

## Word Basic 2021 - Session 2 of 4

Tuesday, June 16, 2026

1:00 PM - 3:30 PM



**Computer Skills**

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!

## Pronouns: A Guided Conversation

Wednesday, June 17, 2026

10:00 AM - 11:30 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.

## **NEW** The Management Container: Supervisor Success Series - Session 4 of 4

Monday, June 22, 2026

1:00 PM - 3:30 PM



**Supervisory Skills Series**

Session 4: Coaching, feedback, and accountability, Oh my! Understand the different roles a supervisor may play and when to use them. Practice tools and frameworks to make feedback and accountability easier and more successful. Explore a neuroscience based coaching approach to use with teams, peers, direct reports, and superiors.

## Word Basic 2021 - Session 3 of 4

Tuesday, June 23, 2026

1:00 PM - 3:30 PM



**Computer Skills**

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!



# Unity in Action: Resolving Conflict with Coworkers WEBINAR

Wednesday, June 24, 2026 11:00 AM - 12:00 PM



**Professional Growth**

Getting along with coworkers can be tricky—but possible. This course guides you on how to work through conflict with coworkers to achieve positive outcomes. You'll discover why workplace conflict can be a good thing, how to have a difficult conversation, and how to seek help when progress is at a standstill.

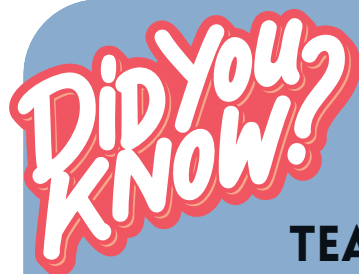
## Word Basic 2021 - Session 4 of 4

Tuesday, June 30, 2026 1:00 PM - 3:30 PM



**Computer Skills**

Part 4 of this interactive session is guided by AI modules and live instruction! Learn how to adjust margins, headers, footers, columns and more!



**OUR IN-HOUSE TEAM SPECIALIZES IN CUSTOM TRAINING FOR YOUR WORKPLACE!**

**CONTACT US TODAY TO LEARN MORE ABOUT:**

- TEAM COACHING**
- INDIVIDUAL COACHING**
- POPULAR ASSESSMENT TOOLS**
- CUSTOM TRAINING**
- STRATEGIC CONSULTING**

## signature TOPICS



**DREMA KIRKLING,  
TRAINING MANAGER**

- Myers Briggs Type Indicator (MBTI)
- True Colors
- Supervisory Skills
- Management
- Leadership



**ANDRIA WILLIAMS,  
LEARNING SOLUTIONS  
ARCHITECT**

- Verbal De-escalation
- Rising Above Anger/Anger Management
- Communication
- Scenario-Based Application
- Best Practice Development



**KANISHA DILLARD,  
EXECUTIVE LEADERSHIP  
DEVELOPMENT COACH**

- Confidence
- Highly Effective Teams
- Coaching
- Interviewing
- Advanced Goal Setting



**JARED MORRISON,  
TRAINING COORDINATOR**

- Emotional Intelligence
- Intentional Communication
- Trust Edge
- Connection & Team Building
- Facilitation Skills

**Community Partner  
Costs per Session**  
for special pricing opportunities, contact Jared [jrmorrison@columbus.gov](mailto:jrmorrison@columbus.gov)

General Virtual Sessions	\$49.00
Microsoft Virtual Sessions	\$59.00
In-Person General Sessions	\$79.00
In-Person Microsoft Sessions	\$129.00