

# Citywide Training & Development Summer Course Catalog July – September 2018 For Family Members of City of Columbus Employees



## Citywide Training & Development

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

DEPARTMENT OF  
HUMAN RESOURCES

Nichole M. Brandon, Director  
Brooke Carnevale, Deputy Director



### **Vision:**

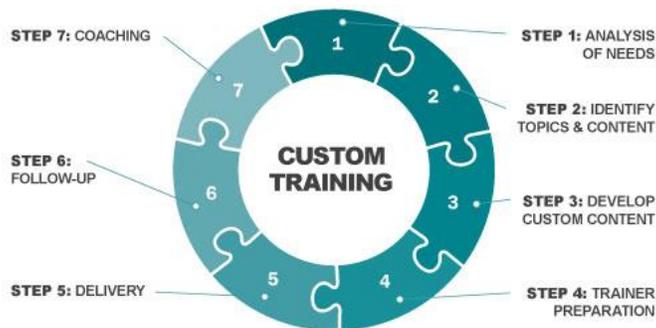
To be an innovative provider of relevant organizational and personal development training opportunities.

### **Mission:**

To promote, support and increase peak performance by providing City of Columbus employees and Enterprise customers (Greater Columbus residents and businesses) training and development opportunities which enable them to reach personal, professional and organizational excellence.

### **Values:**

Citywide Training & Development is committed to inspiring innovation, encouraging life-long learning, challenging norms, remaining accountable and seeking performance excellence.



### **Customized Training Requests**

Busy schedules sometimes make it difficult to get away from work to attend training at 1111 E. Broad St. If this is the case, contact us so we can plan and present shorter, single-focused trainings for you at your worksite. These 60 to 90 minute sessions are a great activity for staff meetings, retreats and/or work group trainings. The opportunity to interact and then practice skills and techniques together can have a very positive effect on productivity and morale.

Call 645-8294 for more information.

### **Citywide Training & Development Team**

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## Table of Contents (Listed By Competency)

	Page		Page
<b>Career Development</b>		<b>Personal Development</b>	
Developing your Executive Presence	6	Habit 1: Be Proactive	6
Goal Setting for Your Career	11	Developing Positive Relationships @Work	7
MBTI & Your Career	12	Women & Leadership	8
Resume Writing	14	Business Etiquette Refresher	9
Mastering the Interview	15	Habit 2: Begin with the End in Mind	11
		Self-Leadership	13
<b>Communication</b>		Habit 3: Put First Things First	15
Talk Like a Leader	6	The Imposter Syndrome	15
Active Listening	13	All In: Parenting Essentials	16
Digital Citizenship: Conducting Yourself in a Digital World	13	Becoming Management Material	17
Navigating Difficult Conversations	19	Habit 4: Think Win/Win	18
<b>Computer Skills</b>		<b>Safety</b>	
Microsoft Excel Basics	3	Stop the Bleed	9
Microsoft Word Basics	3	Defensive Driving	11
Microsoft PowerPoint Basics	3		
		<b>Supervision, Management Leadership</b>	
<b>Conflict Resolution</b>		New Supervisor Series	5
Challenging Negative Attitudes	10	Conversational Leadership	11
Taking Control of Conflict	12	Motivating Employees to Be their Best	12
Resolving Conflict at Work	17	Giving & Receiving Feedback	16
		Creating a Positive Work Environment	16
<b>Diversity &amp; Inclusion</b>			
Implicit Bias	4	<b>Time Management, Productivity</b>	
		Juggling Multiple Priorities	7
<b>Decision Making</b>		Understanding & Overcoming Procrastination	10
Why We Struggle with Tough Decisions	8	Ideas Into Action	14
Critical Thinking	18		
<b>Emotional Control, Composure</b>			
Overcoming a Toxic Work Environment	9		
"In the Grip" -MBTI	10		
How to Manage Your Emotions	14		
De-Stress Your Life	17		

<b>Microsoft Office Courses</b>		<b>Cost: \$65</b>
<b>Course Name</b>	<b>Date</b>	<b>Time</b>
Microsoft Excel Basics Part 1	July 31	8:30 – 12:30
Microsoft Excel Basics Part 2	August 7	8:30 – 12:30
Microsoft Word Basics	August 8	8:00 – 12:30
Microsoft Power Point Basics	September 13	8:00 – 12:30

**Microsoft Excel Basics** *(Part 1 and Part 2 must be completed in sequence.)*

This is the first level of Microsoft Excel 2010 and should be taken by those new to Excel or those needing a refresher on the basics. Topics taught include: exploring the Excel environment and becoming acquainted with Spreadsheet terminology. Entering and editing text and numbers into the spreadsheet and basic spreadsheet formatting will be covered. Formula writing will include the basic math operators, methods of writing formulas, copying formulas and basic Functions will be introduced. The basic class will include creating pie charts and column charts, headers and footers, printing and worksheet manipulation.

**Microsoft Word Basics**

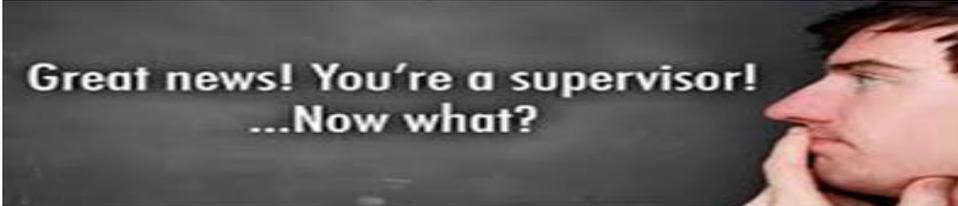
This is the first level of Microsoft Word and should be taken by those new to Word or those needing a refresher of the basics. Topics taught: Using Word help, navigating a document; creating & editing a document; Formatting; Using proofing tools; printing documents and adding clip art.

**PowerPoint Basics**

This seminar will show participants the tools to create a basic PowerPoint presentation. Participants will create and edit individual slides; move slides in the presentation as well as create a presentation from a PowerPoint Template. Students will format slides with font, bullets, and color options and use a theme to provide consistent formatting. Students will work with graphic elements of drawing, WordArt, Pictures and ClipArt. Participants will explore how to provide consistency in their presentation using Slide Master and finalize the presentation by adding transitions, creating speaker notes and creating handouts.





<b>New Supervisor Series: Setting Up for Success</b>	
<b>Date:</b> Thursdays, September 13 – November 1, 2018	<b>Time:</b> 12:30 – 4:00
<b>Competency:</b> Supervision , Management	<b>Cost:</b> \$39
<p><b>Learning to Manage – Sept. 13</b>          Making the transition from doing work yourself to managing others can feel overwhelming. So how do you set yourself up for success? This course is designed to help minimize the stress and walk you through management principles by targeting five specific areas. You'll learn to successfully handle staff, projects, performance, conflict, and even yourself as you evaluate and continuously improve your effectiveness as a supervisor.</p>	
<p><b>Performance Appraisals and Documentation – Sept. 20</b>          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.</p>	
<p><b>Supervisor Communication Skills – Sept. 27</b>          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.</p>	
<p><b>Sexual Harassment and Implicit Bias – Oct. 4</b>          Sexual harassment, a form of sexual discrimination, is unacceptable conduct that will not be tolerated in the workplace. This course identifies supervisors' specific roles and responsibilities in eliminating and preventing sexual harassment and retaliation. Supervisors will review and learn how to apply the City's Sexual Harassment Policy and explore Implicit Biases and what to do for an inclusive workforce.</p>	
<p><b>Oct. 11 (No Class)</b></p>	
<p><b>MBTI – Intro to Your Type &amp; Teams – Oct. 18</b>          The Myers-Briggs Type Indicator (MBTI) is a widely used instrument to help understand our personality types and how we prefer to communicate. This course takes an in-depth look into your own personality style and explores how it affects your team. Six core team issues covered in this course are communication, team culture, leadership, change, conflict resolution and stress.</p>	
<p><b>Conflict Resolution &amp; Bullying in the Workplace – Oct. 25</b>          This course provides supervisors with the knowledge to recognize causes of workplace conflict, how to facilitate resolution of conflict and how to manage the work relationships once the conflict has been resolved.</p>	
<p><b>Employee Engagement through Coaching Conversations – Nov. 1</b>          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.</p>	
	

<b>Developing Your Executive Presence</b>	
<b>Date:</b> July 10, 2018	<b>Time:</b> 8:30 – 11:30
<b>Competency:</b> Career Development	<b>Cost:</b> \$19

Some people immediately command attention and respect when they walk into a room. Do you have that kind of presence? This workshop will help you to gain that type of presence by building your credibility, improving your personal appearance, honing your networking skills, and enhancing your ability to communicate effectively.



<b>Talk Like a Leader</b>	
<b>Date:</b> July 11, 2018	<b>Time:</b> 8:30-12:00
<b>Competency:</b> Communication	<b>Cost:</b> \$39

Did you know the average person speaks up to 16,000 words each and every day? No doubt, that's a lot of chatter. But successful leaders know there's a significant difference between being a big talker and being an effective communicator. And they also know communication is the key to motivating and inspiring people. This workshop cuts through the noise to focus on four key areas of leadership communication: Vision, Competence, Relationships, and Support. An interactive workshop chock-full of activities, action planning exercises, and takeaway resources, Talk Like a Leader is the learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships.

<b>Habit 1: Be Proactive</b>	
<b>Date:</b> July 18, 2018	<b>Time:</b> 1:00 – 3:30
<b>Competency:</b> Personal Development	<b>Cost:</b> \$39



This course has been based on the highly acclaimed book, "The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change" by taking a look at the 1st of 7 Habits as described by esteemed author, Stephen R. Covey, who presents a holistic, integrated, principle-centered approach for solving personal and professional problems. With penetrating insights and pointed anecdotes, this is the first of several courses where we will help participants discover what Covey reveals to be a step-by-step pathway for living with fairness, integrity, service, and human dignity--principles that give us the security to adapt to change and the wisdom and power to take advantage of the opportunities that change creates.

<b>Juggling Multiple Priorities</b>	
<b>Date:</b> July 19, 2018	<b>Time:</b> 1:00 – 4:00
<b>Competency:</b> Time Management, Organization	<b>Cost:</b> \$39



How am I supposed to get all of this done In order to decide what work is most important, you must know the specific outcomes you and/or your organization desire, and take those outcomes and break them down into daily roles and responsibilities. This workshop examines many different approaches to time

management and introduces new techniques to enhance your approach in different situations. Practice tools for prioritizing tasks, setting boundaries, eliminating tainted time, and much more in this action packed program.

<b>Developing Positive Relationships at Work</b>	
<b>Date:</b> July 24, 2018	<b>Time:</b> 8:30 – 12:00
<b>Competency:</b> Communication, Personal Development	<b>Cost:</b> \$39

It's no secret that the aim of every organization is to hire the best talent. But when it comes to success in the workplace, Ivy League degrees and decades of professional experience are of no use if individuals fail to develop and maintain healthy relationships. In other words, when the people in your organization can't work together and "play nice", business is bound to suffer.

If you want to create balance in your life and make meaningful improvements to your professional career, develop your people skills with the aid of *Developing Positive Relationships at Work*. This course takes a holistic approach to help you to develop the skills you need to interact with others, including building rapport, establishing trust, setting boundaries, and learning to overcome interpersonal conflict.



<b>Women &amp; Leadership: Owning Your Strengths and Skills</b>	
<b>Date:</b> July 24, 2018	<b>Time:</b> 8:30 – 12:00
<b>Competency:</b> Personal Development	<b>Cost:</b> \$39

This is a time of great change in the workforce, in part because of the increase in numbers and influence of women in the workplace. Flex time, daycare and caregiver support, and telecommuting are a few examples of workplace initiatives that benefit everyone, but evolved primarily due to the roles and influence of women who are often juggling multiple home, workplace, and community responsibilities. However, there are some areas in which women could still be more visible and vocal. This session will offer personal opportunities for exploration, identification, and development of leadership strengths and skills.



<b>Stop the Bleed</b>	
<b>Date:</b> July 25, 2018	<b>Time:</b> 2:00 – 3:30
<b>Competency:</b> Safety	<b>Cost:</b> \$19

Led by the American College of Surgeons Committee on Trauma, the Stop the Bleed initiative is designed to save lives by educating civilians on basic bleeding control techniques. The most common cause of preventable deaths from severe injury is uncontrolled bleeding. Similar to efforts to educate bystanders on how to save lives with cardiopulmonary resuscitation (CPR) courses, this B-Con course empowers civilians to decrease preventable deaths. Participants will be able to how to identify and respond to life-threatening bleeding. Hands-on scenarios will allow participants to practice packing wounds and applying tourniquets. You do not need to have any type of medical background to participate in this course.

<b>Why We Struggle with Tough Decisions</b>	
<b>Date:</b> July 26, 2018	<b>Time:</b> 8:30 – 12:00
<b>Competency:</b> Decision Making	<b>Cost:</b> \$39

How can you make a high-impact decision that is effective, practical, and successful? By having a clear objective, gathering and evaluating information in a structured way, avoiding common decision traps, and by using your intuition to confirm or question your decision. This course enhances your confidence and skill at making and implementing tough decisions, allowing you to increase your value to your workplace and actively contribute to its success.



<b>“In the Grip” - MBTI</b>	
<b>Date:</b> August 2, 2018	<b>Time:</b> 8:30 – 12:00
<b>Competency:</b> Emotional Control, Composure	<b>Cost:</b> \$39

This course examines 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.



**NEW**

<b>Understanding and Overcoming Procrastination</b>	
<b>Date:</b> August 7, 2018	<b>Time:</b> 8:30 – 11:30
<b>Competency:</b> Time Management, Productivity	<b>Cost:</b> \$19



Procrastination can result from a lack of motivation, fear and anxiety about doing poorly, low self-confidence, being overwhelmed 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 presents a four-step process to get those projects started and finished on time!

<b>Defensive Driving</b>	
<b>Date:</b> August 8, 2018	<b>Time:</b> 12:00 – 4:00
<b>Competency:</b> Safety	<b>Cost:</b> \$39

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.

<b>Conversational Leadership</b>	
<b>Date:</b> August 9, 2018	<b>Time:</b> 8:30 – 12:00
<b>Competency:</b> Leadership, Management and Supervision	<b>Cost:</b> \$39



Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom, and innovation present in their workforce. Conversational leadership provides the space and infrastructure for knowledge sharing to take place; for employees, stakeholders, and the community to be involved in discussing big, important questions; and to generate solutions that people within the organization can take action.

<b>Habit 2: Begin with the End in Mind</b>	
<b>Date:</b> August 10, 2018	<b>Time:</b> 12:00 – 2:30
<b>Competency:</b> Personal Development	<b>Cost:</b> \$29



This course has been based on the highly acclaimed book, "The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change" by taking a look at the 2nd of 7 Habits as described by esteemed author, Stephen R. Covey, who presents a holistic, integrated, principle-centered approach for solving personal and professional problems. With penetrating insights and pointed anecdotes, this is the first of several courses where we will help participants discover what Covey reveals to be a step-by-step pathway for living with fairness, integrity, service, and human dignity--principles that give us the security to adapt to change and the wisdom and power to take advantage of the opportunities that change creates.

<b>Goal Setting for Your Career</b>	
<b>Date:</b> August 15, 2018	<b>Time:</b> 1:00 – 4:00
<b>Competency:</b> Career Development	<b>Cost:</b> \$39

This session is designed to help participants set appropriate and realistic goals for his/her desired career. Then, after goals have been solidified, participants will be walked through job searching techniques that have proven successful for many candidates. This course requires work on a computer and internet. Participants must have basic computer knowledge prior to this class.



<b>Taking Control of Conflict</b>	
<b>Date:</b> August 16, 2018	<b>Time:</b> 1:00 – 4:00
<b>Competency:</b> Conflict Management	<b>Cost:</b> \$39

Let's face it. Conflict isn't going to become obsolete anytime soon. But individuals can learn how to handle it maturely and collaboratively with insight, knowledge, and the proper skills. And better yet, organizations can actually benefit from conflict in the form of increased productivity and improved relationships when it's managed successfully. This interactive course introduces the different types of conflict, shows individuals how to communicate clearly and tactfully, explores appropriate resolution strategies, and establishes a common-sense approach for preventing unnecessary conflict.

<b>Motivating Employees to Be Their Best</b>	
<b>Date:</b> August 21, 2018	<b>Time:</b> 1:00 – 4:00
<b>Competency:</b> Leadership, Management and Supervision	<b>Cost:</b> \$39



Motivating employees to be their best is about helping employees to find intrinsic motivation by fostering positive feelings and eliminating obstacles. This engaging course focuses on providing the skills you need to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings.

<b>MBTI &amp; Your Career</b>	
<b>Date:</b> August 22, 2018	<b>Time:</b> 1:00 – 4:00
<b>Competency:</b> Career Development	<b>Cost:</b> \$39

This course uses the Myers Briggs Type Indicator (MBTI) Assessment as a tool to help explore the individuality of each participant. After some intense self-discovery, the course then explores careers that are best suited for each personality type. This course is extremely helpful in helping participants finding their career, not just another job.

**NEW**

<b>Digital Citizenship: Conducting Yourself in a Digital World</b>	
<b>Date:</b> August 22, 2018	<b>Time:</b> 8:30 – 12:00
<b>Competency:</b> Communication	<b>Cost:</b> \$39



The pace of the development of new technology is accelerating, and we find ourselves becoming increasingly dependent on technology to communicate with each other. As a result, we find ourselves spending more and more time living in a 'digital world'. For many people, online interactions are replacing real world one-to-one interactions. Therefore, it is vital that the concept of 'Digital Citizenship' is understood.

The appropriate use of technology needs to be appreciated by everyone. This half-day course defines digital citizenship, explores nine elements of digital citizenship and explains how to conduct oneself appropriately in a digital world.

<b>Active Listening</b>	
<b>Date:</b> August 23, 2018	<b>Time:</b> 8:30 – 11:30
<b>Competency:</b> Communication	<b>Cost:</b> \$19



Communication skills are at the heart of everything we do. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This interactive workshop helps participants develop and practice their active listening skills.

<b>Self-Leadership</b>	
<b>Date:</b> August 23, 2018	<b>Time:</b> 1:00 – 4:00
<b>Competency:</b> Personal Development	<b>Cost:</b> \$39

Self-leadership combines taking responsibility for our outcomes, setting life goals, and acquiring the tools to manage priorities. This half-day workshop helps participants make meaningful, empowered choices while taking action to get where they want to go.



**NEW**

<b>How to Manage Your Emotions</b>	
<b>Date:</b> August 28, 2018	<b>Time:</b> 8:30– 12:00
<b>Competency:</b> Personal Development, Emotional Intelligence	<b>Cost:</b> \$39

While it is not always possible to check emotions at the door, it is possible to figure out what triggers emotional responses and then learn how to respond appropriately. From minimizing frustration to conquering negative self-talk, this training gives participants the tools they need to control physical responses, re-frame thinking, handle accidental outbursts, and learn long-term strategies for channeling emotions productively.



<b>Resume Writing</b>	
<b>Date:</b> August 29, 2018	<b>Time:</b> 1:00 – 4:00
<b>Competency:</b> Career Development	<b>Cost:</b> \$39



The job market continues to change, as does the way we look for work. This course examines the value of presenting yourself as a complete package by using a resume as an introduction to an employer and backing it up with a portfolio presented at the interview.

<b>Ideas into Action</b>	
<b>Date:</b> August 30, 2018	<b>Time:</b> 8:30 – 12:00
<b>Competency:</b> Productivity	<b>Cost:</b> \$39

Innovation is usually less about a revolutionary idea and more about evolution and execution. Simply put, the goal of innovation is to introduce something new or to make something better. But that doesn't mean it has to be complex or difficult. Whether it's improving customer service policies or developing strategic goals, innovation can happen anywhere and by anyone.



<b>Habit 3: Put First Things First</b>	
<b>Date:</b> September 10, 2018	<b>Time:</b> 9:00 – 11:30
<b>Competency:</b> Personal Development	<b>Cost:</b> \$29



This course has been based on the highly acclaimed book, "The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change" by taking a look at the 3rd of 7 Habits as described by esteemed author, Stephen R. Covey, who presents a holistic, integrated, principle-centered approach for solving personal and professional problems.

With penetrating insights and pointed anecdotes, this is the first of several courses where we will help participants discover what Covey reveals to be a step-by-step pathway for living with fairness, integrity, service, and human dignity--principles that give us the security to adapt to change and the wisdom and power to take advantage of the opportunities that change creates.

<b>Dealing with Imposter Syndrome</b>	
<b>Date:</b> September 12, 2018	<b>Time:</b> 8:30 – 11:30
<b>Competency:</b> Personal Development	<b>Cost:</b> \$39

"Impostor Syndrome" is a common concept describing high-achieving individuals who are marked by an inability to internalize their accomplishments and have a persistent fear of being exposed as a "fraud". This is not a new phenomenon; however, it has become more prevalent among millennials and those as they experience success on varying levels. This session will be interactive to help participants overcome these feelings, and walk away with tips for remaining strong when you're questioning their abilities and success.

<b>Mastering the Interview</b>	
<b>Date:</b> September 12, 2018	<b>Time:</b> 1:00 – 3:30
<b>Competency:</b> Career Development	<b>Cost:</b> \$29

The job 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. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should be asking.



## Giving and Receiving Effective Feedback

**Date:** September 13, 2018

**Time:** 8:30 – 11:30

**Competency:** Leadership, Management and Supervision

**Cost:** \$19

This course is designed to help workplace leaders learn how to provide effective feedback anytime that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting. Attendees will learn why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.

**NEW**

## Creating a Positive Work Environment

**Date:** September 18, 2018

**Time:** 1:00 – 4:00

**Competency:** Leadership, Management and Supervision

**Cost:** \$39

As a manager, if you can create the appropriate climate that fosters positive feelings and eliminates obstacles, employees will be intrinsically motivated. The three elements of this type of climate are community, influence and openness. Come learn the skills and techniques you need to help groups develop a sense of community, to acquire influence over their work-related actions and to enjoy the openness of shared information and feelings.

**NEW**

## ALL IN: Parenting Essentials

**Date:** September 18, 2018

**Time:** 9:00 – 12:00

**Competency:** Personal Development

**Cost:** \$39

This course is designed to help parents simply be the best parents in the world for their child. Active parenting is the key to creating and fostering a healthy, positive, strong environment and relationship with your child. Join this course and learn necessary skills and techniques that will teach you how to create a thriving atmosphere in your home, have open communication and have an ALL IN mindset. We want your child or young adult whether silently or screaming on the outside to declare they have best parents in the world.



<b>Resolving Conflict at Work</b>	
<b>Date:</b> September 19, 2018	<b>Time:</b> 8:30 – 12:00
<b>Competency:</b> Emotional Control, Composure	<b>Cost:</b> \$39

Conflict is inevitable! The good news is that conflict can be productive when dealt with properly. This interactive workshop explores five different strategies for managing conflict. Participants will discover how and when to use an integrating strategy, identify the best uses for alternative strategies and create a conflict management development plan.



<b>De-Stress Your Life</b>	
<b>Date:</b> September 20, 2018	<b>Time:</b> 8:30 – 12:00
<b>Competency:</b> Stress Management	<b>Cost:</b> \$39



Today’s workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This half-day workshop explores the causes of such stress and provides effective techniques you can use to de-stress your personal and professional life.

<b>Business Leadership: Becoming Management Material</b>	
<b>Date:</b> September 24, 2018	<b>Time:</b> 9:00 – 11:00
<b>Competency:</b> Personal Development	<b>Cost:</b> \$19

This insightful workshop is a tool for your leadership development. It is designed to help you create and accomplish your personal best and to help you lead others to get extraordinary results.

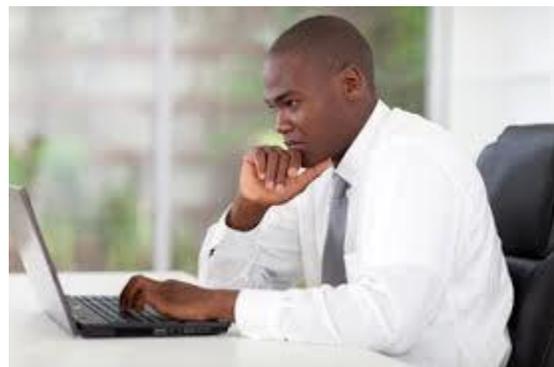
<b>Habit 4: Think Win-Win</b>	
<b>Date:</b> September 25	<b>Time:</b> 9:00 – 11:30
<b>Competency:</b> Personal Development	<b>Cost:</b> \$39



This course has been based on the highly acclaimed book, "The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change" by taking a look at the 4th of 7 Habits as described by esteemed author, Stephen R. Covey, who presents a holistic, integrated, principle-centered approach for solving personal and professional problems. With penetrating insights and pointed anecdotes, this is the first of several courses where we will help participants discover what Covey reveals to be a step-by-step pathway for living with fairness, integrity, service, and human dignity--principles that give us the security to adapt to change and the wisdom and power to take advantage of the opportunities that change creates.

<b>Critical Thinking Part 1 &amp; Part 2</b>	
<b>Date:</b> September 25 & October 2	<b>Time:</b> 8:30 – 11:30
<b>Competency:</b> Decision Making	<b>Cost:</b> \$19

In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths? The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This 2-part workshop will give you some practical tools and hands-on experience with critical thinking & problem-solving.



<b>Navigating Difficult Conversations</b>	
<b>Date:</b> September 26, 2018	<b>Time:</b> 1:00 – 4:00
<b>Competency:</b> Communication	<b>Cost:</b> \$39

Difficult conversations don't have to be feared or dreaded—they can be handled in such a way that increases self-confidence and encourages an environment of positivity. Navigating Difficult Conversations introduces participants to a seven-stage process for taking control in these situations and minimizing negative backlash to effect an environment of reduced stress, increased trust, improved relationships, and higher productivity. With realistic examples and role-playing activities, this program helps participants as they prepare, carry-out, and close difficult conversations in the most productive manner—leading them to embrace, rather than fear confrontation and produce long-lasting benefits for both the employee and organization.