Citywide Training & Development

Course Schedule for Small Businesses

January – March 2017

Citywide Training & Development

Citywide Training & Development
Chester C. Christie Training Center
1111 E Broad St. Suite, LL01
Columbus, Ohio 43205
Phone: 614-645-8294
Fax: 614-645-0466
CTD@columbus.gov
www.columbus.gov/citywidetraining

THE CITY OF COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF HUMAN RESOURCES

www.facebook.com/CitywideTraining

www.twitter.com/CTD_Columbus

Nichole M. Brandon, Director
Brooke Carnevale, Deputy Director

Does YOUR business qualify to receive FREE professional development training?

- ✓ Are you a Small Business Owner with less than 50 employees?
- ✓ Are you registered with the City of Columbus as a vendor?
- ✓ Are you a for-profit business owner looking for professional development opportunities for yourself and/or your staff?

If you answered yes to these questions, then Citywide Training & Development, part of the City of Columbus Human Resource Department, may be able to help!

For a limited time, Citywide Training & Development is offering FREE professional development seminars for small businesses and their employees. A wide range of relevant skills course are available, including:

- Juggling Multiple Priorities
- Budgeting Basics
- New Supervisors' series
- Conversational Spanish
- ...and so much more

For more information or to register for one of these classes, contact Kris.

Citywide
Training & Development

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.

Citywide Training & Development

Kris Cannon-Jackson, Training Coordinator | 614-645-2851 or kecannon@columbus.gov

**All courses are FREE for eligible small businesses

For more information on eligibility requirements, check out: www.Columbus.gov/SmallBusinesses

Table of Contents (Listed By Competency)

	Page
Business Acumen	
Advertising on Facebook	6
Communication	
Business Writing	11
Communication Strategies that Work	8
Give 'Em the Pickle – Customer Service Basics	5
Conversational Spanish	10
Composure	
Defensive Driving	5
Mindfulness	10
Emotional Control	
Anger Management	6
Ethical Practice	
Drug-Free Workplace for Supervisors	5
Goal Setting	
Accomplish Your Goals in 3 Steps – Webinar	5
Begin with the End in Mind – Habit 2	7
Financial Acumen	
Budgeting Basics	10
HR Expertise	
FMLA for HR & Payroll Professionals	11
Leadership & Navigation	
New Supervisors' series	7

	Page
Personal & Professional Branding	
Building a Brand on Social Media	8
Career Development Series	4
Developing a Powerful Resume	4
Goal Setting for Your Career	4
Mastering the Interview	4
Your Personality Type & Your Career	4
LinkedIn: Let's Get Started	5
Planning	
Being Proactive – Habit 1	6
Priority Setting	
Juggling Multiple Priorities	7
Put First Things First – Habit 3	9
Relationship Management	
Overcoming a Toxic Work Environment	6
Seek First to Understand – Habit 5	11
Think Win-Win – Habit 4	9
Self-Awareness	
Mindfulness	10
Self-Development	
Self-Leadership webinar	8

**All courses are FREE for eligible small businesses

For more information on eligibility requirements, check out: www.Columbus.gov/SmallBusinesses

Microsoft Computer Courses

Citywide Training & Development is dedicated to bringing you relevant courses in topics that are useful to you. The Microsoft Office Suite offers a variety of programs you need in order to make you more productive in an office environment.

Session #	Course	Date	Time	Cost
4821	Outlook Shortcuts	January 26	8:30am – 11:00am	$79
4952	OneNote Basics	January 26	1:00pm – 3:00pm	$79
4849	Typing Basics	February 8	8:30am – 11:00am	$79
4848	Computer Basics	February 8	1:00pm – 4:00pm	$79
4833	Word Basics *abbreviated	February 9	8:30am – 12:30pm	$79
4930	Excel Basics *abbreviated	February 10	8:30am – 12:30pm	$79
4850	PowerPoint Basics *abbreviated	February 16	8:30am – 12:30pm	$79
4939	Mail Merge with Word	March 1	8:30am – 11:00am	$79
4834	Word Basics	March 2	8:30am – 12:30pm	$79
4935	Computer Basics	March 7	8:30am – 12:30pm	$79
4936	Typing Basics	March 7	1:30pm – 4:00pm	$79
4931	Excel Basics	March 9	8:30am – 12:30pm	$79
4851	PowerPoint Basics	March 21	8:30am – 12:30pm	$79

Course Descriptions can be found on page 12

**All courses are FREE for eligible small businesses

For more information on eligibility requirements, check out: www.Columbus.gov/SmallBusinesses

Career Development Courses
March 2017
8:30am – 11:30am

Become every employer's dream job candidate by defining, developing, becoming and presenting the best 'YOU' possible. Come develop many necessary skills of what it takes to set you apart from others in the job market. No matter what your job is or whether you are at the mid- or executive level of your career - there is something to learn.

If you are seeking upward mobility, considering a career move or even if you have been recently outplaced our Career Development courses are designed especially for you.
Sign up for any or all of the courses!

Best of All – It's Free and Open to the Public!

Competency: Career Ambition & Personal/Professional Branding

Goal Setting for Your Career **Session # 4970** **Date: March 2** This session is designed to help participants set appropriate and realistic goals for his/her desired career. Participants will walk 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.	**Developing a Powerful Resume** **Session # 4972** **Date: March 16** This is a working course where participants will have the opportunity in the computer lab to work on developing a powerful resume with all of the vital components necessary. Participants must bring information from previous positions, desired jobs and a detailed list of their skills and accomplishments.
MBTI Getting to Know You (to Find Your Career) **Session # 4971** **Date: March 9** 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.	**Mastering the Interview** **Session # 4973** **Date: March 28** 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. 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 think about asking. Participants will also discuss second interviews, testing, shadowing and how to follow up on their interview sessions.

**All courses are FREE for eligible small businesses
For more information on eligibility requirements, check out: www.Columbus.gov/SmallBusinesses

Defensive Driving	**Session:** 4780
Date: January 19	**Time:** 12:00pm – 4:00pm
Competencies: Composure	**Cost:** $69

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.

Accomplish Your Goals in Only 3 Steps!	**Session:** 4950
Date: January 23	**Time:** 12:00pm – 1:00pm
Competencies: Goal Setting	**Cost:** $39

Weight loss, stop procrastinating, be on time, get ahead on a project or simply finish a task - at this time of the year we seem to commit ourselves to so many goals. It can get crazy and very easy to neglect our new tasks with everything on our plates. This webinar course will share 3 easy steps to accomplish your goals. All 3 designed to help you be successful in various areas of your life. When you devote an hour to attending this webinar, we'll help you rise to the top and be a better you! Join us for this webinar hosted by CTD.

LinkedIn – Let's Get Started	**Session:** 4944
Date: January 26	**Time:** 8:30am – 12:30pm
Competencies: Personal Branding	**Cost:** $79

Beginner level workshop that walks users through the process of account set-up, alongside detailed explanation of various LinkedIn features, their purpose, and potential uses for those features. Additional topics include best practices of summary statements, app uses and integration, joining groups, and much more!

Give 'Em the Pickle – Customer Service Basics	**Session:** 4951
Date: January 31	**Time:** 8:30am – 12:30pm
Competencies: Customer Service & Communication	**Cost:** $79

We're all in the same business, the people business. It's not what we make or sell that's critical; it's how we take care of the people who buy it. Our job is to make customers (internal and external) happy. What's the best way to do that? By giving our "pickles." "Pickles" are those special or extra things you do to make people happy. It may be doing something extra for a customer or sending a handwritten thank you to them. The trick is figuring out what your customers want, then making sure they get it, that's the "Pickle!"

Anger Management	**Session:** 4945
Date: February 1, 8 & 22 *Must attend all 3 sessions in sequence*	**Time:** 2:00pm – 4:00pm
Competencies: Emotional Control	**Cost:** $59

During this course you will discover ways to express anger in a less destructive manner; communicate more effectively with your co-workers and family; and spot potential anger-producing situations before they escalate. *Participants must attend all 3 sessions in sequence.*

Overcoming a Toxic Work Environment	**Session:** 4819
Date: February 7	**Time:** 9:00am – 11:00am
Competencies: Relationship Management	**Cost:** $59

While the dangers of a toxic work environment are well-known, it's a difficult situation to diagnosis and then overcome. However, it can be done. This course will walk participants through recognizing if their work environments are harmful and provide tips for how to stay sane in a toxic office.

Advertising on Facebook	**Session:** 4948
Date: February 7	**Time:** 12:30pm – 4:30pm
Competencies: Business Acumen	**Cost:** $119

You know that Facebook is still the social media leader – and that's why you have a Facebook business page. Now, it's time to engage your customers and gain new fans. Whether you want to increase your bottom line or raise attendance at an event (and this is just to name a few things you can do); this course is a Facebook Blueprint Guided Tour where you'll learn the best Facebook advertising practices by choosing your goals, creating an ad campaign and managing those ads. **Prerequisite:** *Participants must have a current Facebook business page with administrative access.*

Being Proactive – Habit 1 – *A Lesson from 7 Habits of Highly Effective People*	**Session:** 4799
Date: February 9	**Time:** 8:30am – 12:00pm
Competencies: Planning	**Cost:** $59

This course takes 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.

**All courses are FREE for eligible small businesses

For more information on eligibility requirements, check out: www.Columbus.gov/SmallBusinesses

Begin with the End in Mind – Habit 2 – *A Lesson from the 7 Habits of Highly Effective People*	**Session:** 4822
Date: February 9	**Time:** 1:00pm – 4:00pm
Competencies: Goal Setting	**Cost:** $59

This course takes 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 second 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.

New Supervisors' Series	**Session:** 4866
Date: Thursdays, February 9 – April 6	**Time:** 8:30am – 12:00pm
Competencies: Leadership & Navigation	**Cost:** $199

"New Supervisor: Setting Up for Success" is designed for supervisors promoted or hired with less than two years of experience. This series will equip new supervisors with tools and resources to be successful in their new role.

Courses in this series:

- Learning to Manage
- Performance Appraisals & Documentation
- Supervisor Communication Skills
- Contract Administration – Working with Unions
- Sexual Harassment and Diversity & Inclusion
- MBTI – Introduction to Your Type
- Conflict Resolution & Bullying in the Workplace
- Employee Engagement & Coaching Conversations

Juggling Multiple Priorities	**Session:** 4953
Date: February 15	**Time:** 8:30am – 12:30pm
Competencies: Priority Setting	**Cost:** $79

How am I supposed to get all of this done? - Reports, meetings, evaluations, proposals, etc. – AND, it all needs to be done NOW! 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 program 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.

Communication Strategies that Work	**Session:** 4820
Date: February 21	**Time:** 8:30am – 12:30pm
Competencies: Communication; Relationship Management	**Cost:** $79

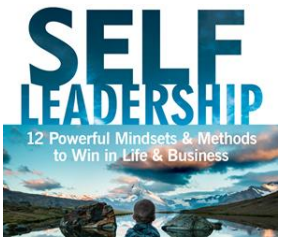
Communication is key in all aspects of your life. It is the exchange of information between a sender and receiver. Information can be conveyed verbally, non-verbally and visually. Unclear communication at work can cause misunderstandings that can potentially cost the business important relationships, time and money. The key is to get your message across as clearly as possible. Communication strategies are the blueprints for how information can be exchanged.

Building a Brand on Social Media	**Session:** 4943
Date: February 23	**Time:** 8:30am – 4:00pm
Competencies: Personal & Professional Branding	**Cost:** $129

In today's online-focused world, it's important that your brand has a definitive, consistent, and responsive presence. Whether you're looking to build a brand from scratch, or strengthen an existing brand, this course will help you build a brand using social media. We'll cover how to build a social media strategy, identify social media platforms that fit your brand, craft strong messages that will engage your audience, and evaluate and revise your strategy.

webinar

Self-Leadership: The 12 mindsets & methods to WIN at life & business - *webinar*	**Session:** 4974
Date: February 27	**Time:** 12:00pm – 1:00pm
Competencies: Business Acumen; Self-Development	**Cost:** $39



"People who have adopted these mindsets and methods have succeeded in taking control of their lives or career. And, together we are going to 'design' the best version of you. One of the mindsets includes a mantra for self-efficacy: There is no failure – only "feedback for improvement." – Andrew Bryant. When we adopt this way of thinking, we allow room to build our wisdom without negative judgement. Join our collective journey to self-improvement! You won't regret joining us for this 1-hour lunch & learn webinar.

Put First Things First – Habit 3 – *A Lesson from 7 Habits of Highly Effective People*	**Session**: **4823**
Date: February 28	**Time:** 9:00am – 12:00pm
Competencies: Priority Setting	**Cost:** $59

This course has been based on the highly acclaimed book, "The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change"

This course reviews 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.

Think Win-Win – Habit 4 – *A Lesson from 7 Habits of Highly Effective People*	**Session:** 4825
Date: February 28	**Time:** 1:00pm – 4:00pm
Competencies: Communication; Listening	**Cost:** $59

This course has been based on the highly acclaimed book, "The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change"

This course reviews 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.

Conversational Spanish *Must attend all 8 sessions in sequence	**Session:** 4954
Date: Wednesdays & Fridays – March 1 - 24	**Time:** 8:30am – 10:30am
Competencies: Cultural Effectiveness, Communication	**Cost:** $129

Do you interact with individuals who speak Spanish? Would acquiring basic Spanish communication skills be beneficial to you? This course helps you become more adept at communicating with Spanish speakers. Participants will study elements of Spanish with emphasis on spoken language; learn simple phrases in order to converse on a basic level; develop an understanding of cultural do's and don'ts and acquire idiomatic expressions. This interactive course is designed for employees with no Spanish experience.

Budgeting Basics	**Session:** 4724
Date: March 1	**Time:** 1:00pm – 4:00pm
Competencies: Financial Acumen	**Cost:** $79

What is a budget and why is it important? Simply put, a budget is an itemized summary of likely income and expenses for a given period of time. It is an invaluable tool that helps you manage and prioritize your spending, no matter how much or how little you have. Creating a budget can also decrease your stress levels because there are no surprises. Monitoring your budget will help you identify wasteful expenditures, adapt as your financial situation changes, and achieve your financial goals. After completing this course, participants will be able to turn their business and personal goals into numbers, build, negotiate and manage a budget...even if they aren't a numbers person.

Mindfulness	**Session:** 4969
Date: March 8	**Time:** 1:00pm – 4:00pm
Competencies: Self-Awareness; Composure	**Cost:** $79

Hurrying, worrying, preoccupied, tense, distracted, anxious – sound familiar? Unfortunately, these words have become the normal daily state of mind for many in our American culture. Fearing negative futures and fixated on past regret can often be overwhelming as well. Are you lost and controlled by your thoughts all the time? Do you wish you were more disciplined to focus on the present? If this sounds like you or someone you know, there is help and it's called - Mindfulness. It is a discipline tool used to regain control of our lives by finding a state of mind that allows us to witness our current feelings, sensations and non-judgmental awareness of our thoughts. In this course, participants will learn techniques to take charge of their own perceptions and reactions.

**All courses are FREE for eligible small businesses

For more information on eligibility requirements, check out: www.Columbus.gov/SmallBusinesses

Business Writing	**Session:**
Date: March 22	**Time:** 8:00am – 12:00pm
Competencies: Communication	**Cost:** $79

In business writing, the language is concrete, the point of view is clear and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing.

Course Objectives:

- Implement techniques to effectively write all types of business documents
- Utilize outlining to plan documents
- Review acceptable email protocol
- Edit and proofread for complete and professional documents

Seek First to Understand – *A Lesson from 7 Habits of Highly Effective People*	**Session:** 4826
Date: March 28	**Time:** 9:00am – 12:00pm
Competencies: Relationship Management	**Cost:** $59

This course has been based on the highly acclaimed book, "The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change"

This course reviews the 5th 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 te 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.

Stay tuned… Habits 6 and 7 will be offered Q2.

FMLA for HR & Payroll Professionals	**Session:** 4790
Date: March 30	**Time:** 1:00pm – 4:00pm
Competencies: HR Expertise	**Cost:** $59

Are you up to date with FMLA changes? This course takes an issue that is often difficult and confusing for employees and explains procedures and provisions of the Family Medical Leave Act. Participants will identify employer and employee FMLA related obligations, as well as become acquainted with forms, benefits and leave issues.

Microsoft Office Course Descriptions & Requirements

Computer Basics – Learn the basics of how to operate a computer, receive a tour of Windows 7 and basic components of the internet, Internet Explorer and Google Chrome. A brief overview of the Microsoft Office suite will be given so participants will be ready for Word Basics.

Excel Basics – 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.

OneNote Basics – Many of us carry a notebook or notepad around to take notes for business, school, or personal projects. But can you easily find — and decipher — the info you need? Is it convenient to share your notes with others? Take control with Microsoft Office OneNote 2010, the easy-to-use note-taking and information-management program where you can capture ideas and information in electronic form. Insert files or Web content in full-color, searchable format or as icons that you can click to access. Attend this seminar to learn how to say goodbye to your notepad! Participants should have a working knowledge of using a computer.

Outlook Shortcuts & Organizing Your Inbox—The class will focus on time saving features of the software and how to use the software to organize your day. Some topics to be included are: Organizing with Folders with Folder Rules; Search Folders; Color Categories; Search and filter for email message in the Inbox; Conversation Cleanup; Signature Blocks; Creating calendar entries from an email; Voting Buttons; Quick Steps; and Attaching Outlook Items. ***Attendees should have working knowledge of sending, replying, forwarding emails, as well as adding contacts and using the calendar.***

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.

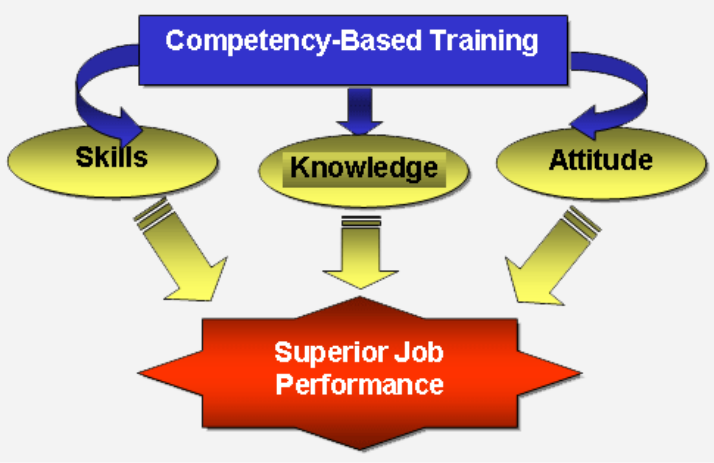
Typing Basics – This typing classes is designed to help people who simply want to type better where the ability to type quickly and accurately is necessary. Specifically designed for people with no formal typing training, this course starts with finger placement and provides an overview of how to type different letters, numbers, and symbols quickly, accurately, and eventually without looking at a keyboard.

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.

What's Up with Training Competencies?

We are working hard to provide relevant and timely courses that City of Columbus employees find valuable for their professional development. Continuing in this effort, Citywide Training now lists training competencies associated with each course. These competencies identify specific areas participants can strengthen after successful completion of each course.

Training should no longer be looked at as a way to get "soft skills", but yet, *relevant skills* needed to continue to develop a competent and efficient workforce, ready to serve the residents and businesses in the City of Columbus.



Citywide Training & Development

THE CITY OF COLUMBUS
ANDREW J. GINTHER, MAYOR
DEPARTMENT OF HUMAN RESOURCES

CITYWIDE TRAINING & DEVELOPMENT

CHESTER C. CHRISTIE TRAINING CENTER
1111 E. Broad St., Suite LL01 Columbus, Ohio 43205
Phone: 614-645-2851 Fax: 614-645-0466

EMAIL: CTD@COLUMBUS.GOV WEBSITE: COLUMBUS.GOV/SMALLBUSINESSES

Small Business Training Participant Registration Form

Last Name, First **Middle Initial:**

Email: **Phone**:

BUSINESS INFORMATION			
Business Name		**Active Contract Compliance #:**	
Business Address:		Is this business registered with the Ohio Secretary of State as a Non-Profit:	**YES or NO**

COURSES			
Session Number	**Course Title(s)**	**Date/Time of Course(s)**	**Cost** (if applicable)

CLASSES ARE FILLED ON A FIRST COME, FIRST SERVED BASIS. REGISTRATION IS NOT COMPLETE UNTIL YOU RECEIVE A CONFIRMATION EMAIL WITH A PARKING PASS. FAX YOUR COMPLETED REGISTRATION FORM TO 614-645-0466 or email to: CTD@columbus.gov Attention: Registrations

Learning Participant Signature _____ *Date* _____

Supervisor Name (if needed for approval to attend) _____ *Email:* _____

Supervisor Phone (if applicable): _____ *How did you hear about us?* _____

Please indicate if any special accommodations are needed:

Please provide CTD with at least 48hours cancellation notice so that wait listed individuals may enroll in a class.

A signature indicates knowledge that this registration form will be submitted to CTD for processing and certify/acknowledge that all information is true to the best of your knowledge.

Now accepting Visa, Mastercard, Discover, checks and/or money orders as forms of payment.