

Expo 2016



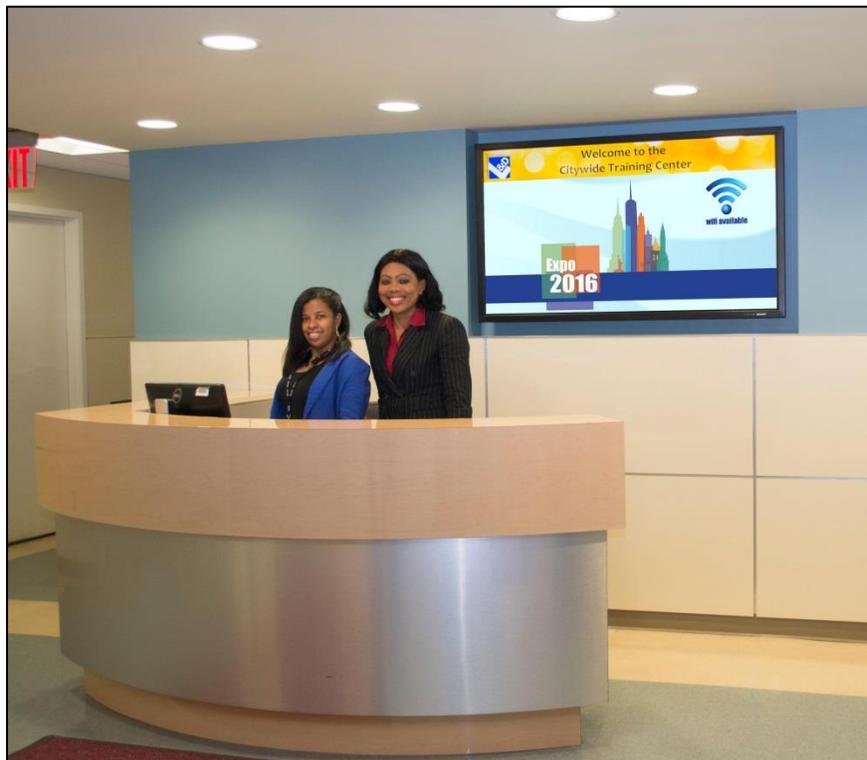
Join us for a week of FREE training showcasing workshops, information sessions, and learning opportunities for City employees of all levels and professional disciplines. Attending the EXPO involves more than just discovering learning opportunities. Participants can meet with consultants who are leaders in their fields of expertise, participate in new course offerings, and network with fellow City colleagues. There are over 50 unique sessions at EXPO 2016 that highlight the many available programs at Citywide Learning & Development.

Registration:

EXPO events are open to all agency staff. There is no cost to attend, but applicants must pre-register through their agency training liaisons and receive confirmation to attend. The application for EXPO classes is located on the last page of this brochure.

Location:

Citywide Training Center
1 Centre Street, 24th Floor South
New York, NY 10007
212.386.0005 or 212.386.6425
www.nyc.gov/ctc



EXPO 2016 Schedule at a Glance

	THURSDAY, JANUARY 7	FRIDAY, JANUARY 8	MONDAY, JANUARY 11	TUESDAY, JANUARY 12	WEDNESDAY, JANUARY 13
10:00 a.m. – 12:30 p.m.	<p>(Page 3)</p> <ul style="list-style-type: none"> • ABC's of Project Management • Creative Leadership: Integrating Hard and Soft Skills for Sustainable Success • Intergenerational Dynamics • Pursuing an Advanced Degree with MGSP • Six Steps to Problem Solving • Time Management 	<p>(Page 5)</p> <ul style="list-style-type: none"> • Effective Meetings: Less Pain, More Gain • Employee Engagement: What Employees Really Want! • Introduction to Open Data • Storytelling: Beyond Bland Presentations • Stress Management • Windows 10: Microsoft's New Interface • Writing in Plain Language 	<p>(Page 7)</p> <ul style="list-style-type: none"> • Anger Management: Flip the Script • Basics of Diversified Investing & Retirement Planning • Customer Service • Motivation & Engagement • Personal Financial Management • Positive Psychology: Values in Action 	<p>(Page 9)</p> <ul style="list-style-type: none"> • Are Your Auditors Ready for Challenges Ahead? • Conflict Management • Executive Presence: Tools for Increasing Your Leadership Success • Giving Effective Feedback • Hit the Ground Writing • Rewarding Employee Achievement 	<p>(Page 12)</p> <ul style="list-style-type: none"> • Creating and Sustaining an Inclusive Workplace: How <i>Catalyst</i> Can Help • Customer Service • Fundamentals of Supervision • Managing Yourself in Challenging Situations • Performance Based Learning for Managers & Supervisors • Power Up Your Presentations with MS PowerPoint 2013 • Presentation Skills • Using Excel to Analyze Data
1:30 p.m. – 4:00 p.m.	<p>(Page 4)</p> <ul style="list-style-type: none"> • Calculating the Time Value of Money Using Excel • Creative Leadership: Integrating Hard and Soft Skills for Sustainable Success • Cross Cultural Communication • Developing Creativity and Innovation • Intergenerational Dynamics • Time Management 	<p>(Page 6)</p> <ul style="list-style-type: none"> • Business Writing that Works • Communication for Auditors • Creating a Performance Culture • Employee Engagement: What Employees Really Want! • Open Source Mapping • Resolving & Managing Conflict • Windows 10: Microsoft's New Interface 	<p>(Page 8)</p> <ul style="list-style-type: none"> • Customer Service • Formatting Basics with Word & Excel • Increase Your Energy, Productivity, Health & Happiness • Introduction to Procurement • Neuroscience and Management • Team Building 	<p>(Page 10)</p> <ul style="list-style-type: none"> • Active Listening • Are Your Auditors Ready for Challenges Ahead? • Conflict Management • Grammar Update • Hardwiring Accountability into Your Workforce • MS Word 2013: Let's Set the Table • Successful Workplace Communication 	<p>(Page 13)</p> <ul style="list-style-type: none"> • A New Look at Customer Service • Creating and Sustaining an Inclusive Workplace: How <i>Catalyst</i> Can Help • Fundamentals of Supervision • Presentation Skills • Self-Awareness and Emotional Intelligence • Tactical Communication • Using Excel to Analyze Data

Thursday, January 7, 2016

10:00 a.m. – 12:30 p.m.

ABC's of Project Management

In today's work environment working with others to complete projects is an essential skill. In this course you will learn to identify the fundamental concepts of Project Management, understand your capability/mind-set as a project manager, apply concepts to one of your real projects, identify roadblocks to success and solutions, practice how to avoid common project failures, and use your and the team's management styles to improve outcomes.

Target Audience: Leaders, Managers and Supervisors

Creative Leadership: Integrating Hard and Soft Skills for Sustainable Success

A recent study found that most leaders are ill equipped to deal with the level of change and the extent of diversity in today's work environment. By blending analytic and intuitive modes of thinking to better understand both the work environment of your organization and the individual capacities of team members, you will increase the likelihood of sustainable success where you and your team will be valued for your contribution. Learn to build on your strengths, find your unique voice, take account of both hard and soft skills, and build resilience in a changing environment.

Target Audience: Executives and Team Leaders with management responsibility

Intergenerational Dynamics

Today's workplace is a multi-generational place in which people of all ages must be able to interact positively to accomplish goals. Research has shown that the different styles and values of Generation X, Y, Z and others have a dynamic impact on workplace issues including communication, empowerment, supervision, learning, and recognition. This course will focus on understanding various generational styles so we can learn to appreciate the values and principles different generations bring to the workplace.

Target Audience: Staff at all levels

Pursuing an Advanced Degree with MGSP

This EXPO session will provide an overview of the Mayor's Graduate Scholarship Program (MGSP). The program is open to current, full-time New York City employees (provisional, per diem, and permanent) having earned undergraduate/graduate degrees to study at participating accredited colleges/universities within the metropolitan area. Scholarships are competitive and the awards are solely determined by the participating schools. Come learn about the application process and how MGSP can help you.

Target Audience: Staff at all levels

Six Steps to Problem Solving

Is there an issue, challenge, or situation you would like to improve? This workshop will show you how to apply a proven six step method to break down complex problems and gain clarity about developing possible solutions. It will also assist participants to explore innovative approaches that will help increase the number of options that can be generated and create an implementation plan and review process.

Target Audience: Professionals who want to enhance their problem solving skills, using a foundation process of analytical reasoning

Time Management

This workshop will assist participants in taking control of the time in their work day. Participants will identify unproductive work habits and learn a wide array of time management tips and techniques to maximize their effectiveness. Focus will be on setting priorities and planning as the cornerstones of developing productive work habits. Participants will also identify those strategies that best fit their work style and the realities of their work environment.

Target Audience: Staff at all levels

Thursday, January 7, 2016

1:30 p.m. – 4:00 p.m.

Calculating the Time Value of Money Using Excel

Because money can be invested at a given interest rate, it has a time value. The time value of money impacts business, consumer, and government finance. Economists recognize that a dollar received today is worth more than a dollar received tomorrow. In this session, participants will learn how to calculate future values, calculate present values, apply the time value of money equation using an Excel spreadsheet, explain the Rule of 72, and perform a simple estimation of doubling values.

Target Audience: All employees with basic Excel and math skills

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Target Audience: Executives and Team Leaders with management responsibility

Cross Cultural Communication

This workshop provides participants with the opportunity to explore different communication styles that exist in diverse workplaces. Through structured exercises, participants will experience the value of multiple perspectives and see how increased sensitivity to diversity issues can maximize effective communication in the workplace.

Target Audience: Staff at all levels

Developing Creativity and Innovation

You can now get proven techniques for generating new ideas, and a blueprint for establishing a climate of innovation in this lively, interactive hands on workshop. You will also discover new ways to break through mental barriers and roadblocks in order to improve performance and unleash the creative potential in yourself and your team.

Target Audience: Staff at all levels

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Target Audience: Staff at all levels

Friday, January 8, 2016

10:00 a.m. – 12:30 p.m.

Effective Meetings: Less Pain, More Gain

Lead meetings with confidence and be more effective! From organizing your thoughts to writing agendas, practice the skills that result in more productive meetings. Receive tips on how to manage a meeting and capture what is being said. Finally, practice effective follow-up techniques.

Target Audience: Staff at all levels

Employee Engagement: What Employees Really Want!

A disengaged staff can have a significant negative effect on productivity, customer service, and retention. There are plenty of ways to make your team feel more inspired by their work, and many of these tactics can easily be incorporated into your day-to-day operations. The aim of this program is to look at the building blocks of employee engagement and consider some of the tools that can assist managers and supervisors to enhance employee engagement in the workplace.

Target Audience: Leaders, Managers and Supervisors

Introduction to Open Data

As the primary users of open data, city employees often have questions about the uses and issues around open data. With the growing trend towards making an ever-increasing amount of data available to the public, it's important city employees at all levels understand the opportunities and challenges of open data. This course introduces participants to the idea and practice of open data with a discussion of the history of open data, the nature of open data, examples of how open data has been used to help cities be more responsive to their citizens, and examples of when open data has been abused. The course offers city employees the opportunity to ask questions about open data, explore open data portals, and get hands-on experience working with open data in a basic exercise.

Target Audience: Managers, Supervisors and Team Leaders involved in data analysis

Storytelling: Beyond Bland Presentations

Think back to the last time you attended a presentation or key note address that completely captured your attention. Most likely, the speaker used compelling stories that left a lasting impression. Stories are like “movies of the mind” using imagery to engage their audience, feed their imagination, and paint a picture with words highlighting the value of the ideas they want you to remember. You will learn the basic elements of storytelling and use templates and tools to structure your presentations around stories, so that you can take your presentations to the next level.

Target Audience: Staff at all levels

Stress Management

This workshop will assist participants to maximize job performance by recognizing and handling the early warning signs of stress, staying calm while others are not, and pinpointing the root causes of tension. Participants will examine strategies and coping mechanisms for increased stress control.

Target Audience: Staff at all levels

Windows 10: Microsoft's New Interface

This introductory session will provide participants with an overview of Microsoft's latest operating system and familiarize them with the Windows 10 user interface. Participants will see how Windows 10 works and explore new features.

Target Audience: Staff at all levels

Writing in Plain Language

The Federal Plain Language Writing Act of 2010 requires government employees to write in plain language that is “simple and easy to understand, with the goal of minimizing uncertainty and litigation.” This workshop is designed to provide you with the tools to write plainly while maintaining a level of professionalism reflective of your position and agency. You will have many opportunities to practice the course principles through writing, revising, editing, and proofreading activities.

Target Audience: Staff at all levels

Friday, January 8, 2016

1:30 p.m. – 4:00 p.m.

Business Writing that Works

Not sure your message is getting through? Avoid conflict and confusion in the workplace by improving your business writing. Receive practical tips on how to improve your daily business writing in emails, memos and letters. Practice these skills by revising “weak” messages, drafting correspondence on a variety of topics and receiving immediate feedback from the trainer.

Target Audience: Staff at all levels

Communication for Auditors

This interactive workshop guides participants through the successful audit report-writing process. Working on a self-selected case study, participants will employ a useful, memorable process for producing quality work papers and drafting and polishing audit reports.

Target Audience: Auditors

Creating a Performance Culture

Highly successful organizations hold individuals and teams accountable, have an entrepreneurial spirit, challenge ideas, and operate in a flexible and stimulating mindset. They achieve this by creating a Performance Management Process that ensures everyone is clear on what is expected. Emphasis will be placed on: What does success look like for my employees and how do I quantify it? How do I motivate and help them perform above expectations? How do I keep track of my employees’ performance throughout the year, not just at year end?

Target Audience: Leaders, Managers and Supervisor

Employee Engagement: What Employees Really Want!

A disengaged staff can have a significant negative effect on productivity, customer service, and retention. There are plenty of ways to make your team feel more inspired by their work, and many of these tactics can easily be incorporated into your day-to-day operations. The aim of this program is to look at the building blocks of employee engagement and consider some of the tools that can assist managers and supervisors to enhance employee engagement in the workplace.

Target Audience: Leaders, Managers and Supervisors

Open Source Mapping

The process of creating maps has gone through radical changes over the past few decades. What was once a specialized craft using expensive tools and carefully curated data has now become something anyone can do as new, easy-to-use, and inexpensive (often free) tools have allowed professionals and hobbyists alike to create beautiful and informative maps with open data. This course will briefly review the principles of mapping, discuss sources of online spatial data, and survey some of the open-source tools available, including QGIS and CartoDB. Participants will get the opportunity to use these tools in a hands-on exercise.

Target Audience: All employees who have some familiarity with mapping, particularly geospatial information systems (GIS) such as ArcGIS, QGIS, or Google Earth

Resolving & Managing Conflict

This workshop will enable participants to develop collaborative problem-solving skills and use these skills to coach staff and address conflict-related work situations and disputes. Participants will role-play different approaches for managing workplace conflict.

Target Audience: Staff at all levels

Windows 10: Microsoft's New Interface

This introductory session will provide participants with an overview of Microsoft's latest operating system and familiarize them with the Windows 10 user interface. Participants will see how Windows 10 works and explore new features.

Target Audience: Staff at all levels

Monday, January 11, 2016

10:00 a.m. – 12:30 p.m.

Anger Management: Flip the Script

Do you lose it when someone cuts you off? Anger is a natural emotion, but uncontrolled anger can be disastrous. This interactive workshop provides participants with tools and techniques to help you stay calm and in control of your emotions. The workshop is designed as a hands-on session that engages participants in role-playing and small group activities. Topics addressed include understanding anger, identifying triggers, and ways to cool down.

Target Audience: Staff at all levels

Basics of Diversified Investing & Retirement Planning

In this seminar you will learn about the different types of investments, common investment risks, and how to match investments to time horizons and goals. Learn about the concept of diversification and why it is important, as well as how to avoid common investing traps. Additionally, understand the many decisions that need to be made prior to retirement. What will it cost to make your retirement vision a reality, and what are your sources of retirement income? Learn how pre-arranged portfolios and pre-tax plans can help provide diversification now and for your retirement.

Target Audience: Staff at all levels

Customer Service

This workshop provides participants with the techniques necessary to provide courteous customer service and support. Participants will learn how to interact more effectively with customers, manage potentially challenging situations, and handle difficult customers with tact and diplomacy.

Target Audience: Staff at all levels

Motivation & Engagement

Empirical evidence proves that when an individual is doing what they love and do well, motivation is a natural by-product. The workshop's customized Five Step System (S³)™ utilizes recent developments in the field of contemporary neuroscience to empower employees to work with passion and feel a profound connection to their company. This program is informed by contemporary neuroscience and adult learning theory, and is taught in an engaging, high-impact learning format.

Target Audience: Managers and Supervisors

Personal Financial Management

When individuals think about personal financial management they often do not know where to start in order to achieve their goals. This needs to change. In order to be successful in personal financial management there are a few things that you just have to do and other things that are strongly recommended. We will be discussing ways to generate assets, protect assets, and build assets. Finally, we will share the importance of prioritization and decision making to enhance your financial situation.

Target Audience: Staff at all levels

Positive Psychology: Values in Action

We are happier, more satisfied, and productive when we use our strengths on a regular basis. Discover your strengths, how to use them in your daily life and discover what happens when you under or over use them. Positive Psychologists have been studying VIA (Values in Action) Character Strengths and uncovering how people can live to their fullest potential while increasing their well-being. In addition to recognizing our own strengths it is important to recognize and acknowledge strengths in others. This is helpful when we need to motivate and develop our staff and is an essential part of delivering great feedback.

Target Audience: Staff at all levels

Monday, January 11, 2016

1:30 p.m. – 4:00 p.m.

Customer Service

This workshop provides participants with the techniques necessary to provide courteous customer service and support. Participants will learn how to interact more effectively with customers, manage potentially challenging situations, and handle difficult customers with tact and diplomacy.

Target Audience: Staff at all levels

Formatting Basics with Word & Excel

Want to make your documents and spreadsheets look great, but just cannot get the page, bullets or text to do what you want? This workshop will show participants how to utilize page settings, borders, bullets, the ruler and other formatting options, in both Word and Excel, to get the look on documents and spreadsheets that are desired.

Target Audience: Staff at all levels

Increase Your Energy, Productivity, Health & Happiness

Where are you spending your time and energy each day? There is a set number of hours in a day, but the quantity and quality of energy we have can change. In this interactive workshop, we will look at the critical components of managing our energy. Research has revealed how we can increase our human energy capacity by building new rituals into our day that will help us get the best from our bodies and brains. How we think, feel and behave matters. We will uncover why we need to bring the body and mind back together to have a greater impact, be more productive and happier. You will leave with take aways to inspire you to think, feel and behave differently so you can enhance your life at home and at work.

Target Audience: Staff at all levels

Introduction to Procurement

This course will provide an introduction to procurement methods and principles, and a framework for procurement planning. The course will cover areas in methods definitions, business requirements, municipal tracking systems and key local laws.

Target Audience: Agency procurement and program staff with no background knowledge on municipal procurement

Neuroscience & Management

This program introduces participants to a basic brain based model that is at the core of high impact leadership. This class enables participants to have a highly productive dialogue in any context. Participants are provided with a process and specific skills they can use to move any conversation from the point of being stuck or challenged, to insight and then motivated action.

Target Audience: Staff at all levels

Team Building

This highly interactive course focuses on practices and strategies to support the development of engaged and vibrant teams. Through hands-on exercises participants in this course will be provided with techniques and tools to encourage trust, cooperation and improved performance. Specific attention will be given to communication challenges and consensus building.

Target Audience: Staff at all levels

Tuesday, January 12, 2016

10:000 a.m. – 12:30 p.m.

Are Your Auditors Ready for Challenges Ahead?

Are you getting the most effective results from your audits? This Expo session will explore what may be holding your department back. Have your auditor's received all the training needed to fulfill core competency requirements? Do they understand and employ proven methods for achieving high impact reviews and timely reporting? Are your auditors aware of the recently issued Internal Control Standards and can they uniformly apply the 17 new internal control principles? Understanding your department's capabilities is essential - because an audit organizations only real limitation is the competency of its professionals.

Target Audience: Auditors and Program Managers at all levels

Conflict Management

In today's challenging business environment, the most effective way to increase your success is by building on your most valuable resource – your leadership and your people. Resolution Management specializes in helping employers optimize employee engagement and performance in the workplace by building productive relationships and providing guidance on how to strengthen the employer's ability to accomplish this and more. This training session will review conflict management tools and mediation strategies, and educate participants on how to manage challenging employee behaviors, diffuse conflict situations and build better workplace relationship.

Target Audience: EEO or Diversity and Inclusion Officers/trainers or related agency professionals

Executive Presence: Tools for Increasing Your Leadership Success

In some ways executive presence is indefinable. All good leaders need confidence, authenticity, passion, the right communication skills, and other qualities - but what is that elusive "extra something" that makes people naturally follow you? Like star quality, you know it when you see it. But do you have it? If not, can you develop it? This class will enable you to understand the foundational components of executive presence and get the skills and hands-on practice to develop it on the job.

Target Audience: Leaders, Managers and Supervisors

Giving Effective Feedback

This seminar is designed to help you learn strategies to improve your effectiveness in the workplace. We are going to talk about the role of FEEDBACK; specifically we will discuss how individual contributors, supervisors, and managers can improve work productivity by effectively giving and receiving effective feedback.

Target Audience: Managers and Supervisors

Hit the Ground Writing

Your director wants a progress report, or some other type of document, right away. You stare at the screen as time passes. You type a few words and delete them. You cannot figure out what to write. You are experiencing what is known as "blank page panic." This session explains how to deal with this all-too-common experience and hit the ground writing.

Target Audience: Staff at all levels

Rewarding Employee Achievement

How do you recognize and reward your employees? Rewards can come in many different ways. This program will address ten tips for rewarding and recognizing your employees for their success and the value that they bring to the City of New York. It will address both formal and informal programs, peer-to-peer recognition, determining how employees want to receive recognition, and how to address specific achievements, i. e., dedication, innovation, and results.

Target Audience: Leaders, Managers and Supervisors

Tuesday, January 12, 2016

1:30 p.m. – 4:00 p.m.

Active Listening

Are you a good listener? Studies have demonstrated that the average employee spends 40-60% of their day listening and yet most of us are only 25% effective as listeners! The cost of poor listening can be very high for an organization. Listening is a skill that can be developed. Good listening skills benefit individuals in both the personal and the professional arenas. After participating in this fun-filled workshop, participants will be able to apply the necessary skills needed to improve their listening skills.

Target Audience: Staff at all levels

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Target Audience: EEO or Diversity and Inclusion Officers/trainers or related agency professionals

Grammar Update

Do you need a comma before the *and* with items in a series? Can you start a sentence with *and* or *but*? Is it true that you shouldn't end a sentence with a preposition? These and other questions will be answered as we consider areas of punctuation and usage that may have changed since you were in school.

Target Audience: Staff at all levels

Hardwiring Accountability into Your Workforce

Everyone talks about accountability, but few teams are actually able to fully deliver it. This workshop breaks down the core competencies of accountability and offers a plan for coaching and developing accountability in your team. It will enable you to apply the tools and practices that accelerate greater accountability both individually and organizationally to your everyday role as leader, manager or supervisor.

Target Audience: Leaders, Managers and Supervisors

MS Word 2013: Let's Set the Table

Some content and numerical data can be difficult to comprehend when they are presented in the form of a list or paragraph. You can significantly improve the reader's comprehension by better organizing the data with the use of tables. So, let's set the table together.

Target Audience: Staff at all levels

Successful Workplace Communication

Communications is a vital part of what we do in the workplace. Whether we are giving instructions, interacting with a customer, or sharing our ideas with a supervisor, communicating both verbally and non-verbally is critical to our success. You will evaluate your own communication styles and explore methods and techniques for improving your personal communication effectiveness. Communication is a process that enables you to share information, deliver ideas, and interact with other individuals. How effectively you are able to communicate has a direct impact on your success. It plays a role in how well you work with team members, how effectively you deliver service to the customers, and how you share your thoughts and ideas.

Target Audience: Staff at all levels

Wednesday, January 13, 2016

10:00 a.m. – 12:30 p.m.

Creating and Sustaining an Inclusive Workplace: How Catalyst Can Help

With 800 member organizations, including the New York City Department of Citywide Administrative Services (DCAS), Catalyst is the leading nonprofit organization with a mission to expand opportunities for women and business. This training session will review DCAS' multifaceted membership with Catalyst, including the many and varied resources available to City agency employees based on this membership. Participants will be exposed to the array of member benefits available to City agency employees, such as, research, actionable tools, best practices, webinars/virtual events, the Catalyst Information Center, Men Advocating Real Change on-line community, EdX courses, and more.

Target Audience: EEO or Diversity and Inclusion Officers/trainers or related agency professionals

Customer Service

This workshop provides participants with the techniques necessary to provide courteous customer service and support. Participants will learn how to interact more effectively with customers, manage potentially challenging situations, and handle difficult customers with tact and diplomacy.

Target Audience: Staff at all levels

Fundamentals of Supervision

This workshop offers participants an introduction to the issues, challenges, and typical situations related to supervising "frontline" employees. Participants will learn basic skills and be introduced to the key techniques that they will need to function effectively in their supervisory role. Emphasis will be placed on the supervisor as part of a management team committed to developing excellence in government.

Target Audience: Staff at all levels

Managing Yourself in Challenging Situations

This workshop will provide each individual with the skill set to deal effectively with the public, other employees, managers and supervisors. This program will offer some basic and advanced communications techniques, the skills of conflict resolution and the ability to deal effectively with stress and critical job demands.

Target Audience: Staff at all levels

Performance Based Learning for Managers and Supervisors

It is a challenge to create a work environment that supports growth and learning. With an understanding of learning styles and the concept of Accelerated Learning, you can structure training, coaching and mentoring for more effective and productive performance. This workshop will focus on how to create curiosity for knowledge gain and the "what's in it for me" (WIFFM) benefit for employees. It will provide the tools and techniques that allow for the practice of new knowledge and techniques, as well as strategies to ensure improved performance.

Target Audience: Managers and supervisors

Power Up Your Presentations with MS PowerPoint 2013

What a person has to say is important, but how they present it is key. In this session we will discuss how to effectively communicate and present ideas through the use of PowerPoint and its various tools such as templates, diagrams and special effects.

Target Audience: Staff at all levels

Presentation Skills

This interactive workshop will provide participants with the skills and techniques needed to make powerful, persuasive, and high-impact presentations. Participants will be coached on refining presentations, applying attitudes and skills needed to give dynamic presentations, identifying and building upon personal presentation strengths and expertise. Some additional topics may be explored, such as how to convey credibility and be persuasive and how to handle questions effectively.

Target Audience: Staff at all levels

Using Excel to Analyze Data

There are so many facets to MS Excel 2013; truly making it a powerhouse among the Office 2013 Suite for data storage, manipulation, calculation and much more. In this EXPO session you will organize large worksheet data using the Sort and Filter features, make data stand out with Conditional Formatting, create basic PivotTable and PivotCharts in order to analyze data, and consolidate data and link cells across different workbooks.

Target Audience: Staff at all levels

Wednesday, January 13, 2016

1:30 p.m. – 4:00 p.m.

A New Look at Customer Service

Who is your customer? When we ask this question and formulate a response we often only think of the external customer, but we also have internal customers who make requests of us as a peer, subordinate or boss. How do we maintain our sanity with these demands on our time and energy? During this fast paced program we will adopt the *Fish Philosophy*® to customer service and how you need to treat yourself like a customer!

Target Audience: Staff at all levels

Fundamentals of Supervision

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Target Audience: Staff at all levels

Self-Awareness and Emotional Intelligence

All New York City employees who wish to gain new insights into their self awareness will find this training exquisite. At the conclusion of this workshop participants will be able to describe their personality style and how they relate to others, define the six aspects of emotional intelligence and assess their individual strengths in each area, and most importantly understand and articulate how diversity of values, experience and perception can create greatness.

Target Audience: Staff at all levels

Tactical Communication

Many would argue that the workplace can often be described as a challenging environment. One major contributor to these challenges is communication. This seminar focuses on communication concepts and behaviors that can be used to develop strategies at work, as well as everyday life to gain greater cooperation in interactions with others.

Target Audience: Staff at all levels

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Target Audience: Staff at all levels

CTC 2016 EXPO REGISTRATION APPLICATION

Please check the below events you wish to attend. Return the completed application to your Agency Training Liaison to process.

Last Name (Print) First Name (Print) Agency Bureau/Dept. Employee Reference No.

Office Title Email (Work) Telephone (Work)

Supervisor Name: _____ Signature: _____

**ATTENTION: Agency Training Liaisons Must FAX this application to DCAS/CTC to:
(212) 313-3439 no later than December 15, 2015**

Training Liaison Name (Print) Email Telephone Training Liaison (Signature Approval)

THURSDAY, JANUARY 7

10:00 a.m. – 12:30 p.m.

- ABC's of Project Management
- Creative Leadership: Integrating Hard and Soft Skills for Sustainable Success
- Intergenerational Dynamics
- Pursuing an Advanced Degree with MGSP
- Six Steps to Problem Solving
- Time Management

1:30 p.m. – 4:00 p.m.

- Calculating the Time Value of Money Using Excel
- Creative Leadership: Integrating Hard and Soft Skills for Sustainable Success
- Cross Cultural Communication
- Developing Creativity and Innovation
- Intergenerational Dynamics
- Time Management

MONDAY, JANUARY 11

10:00 a.m. – 12:30 p.m.

- Anger Management: Flip the Script
- Basics of Diversified Investing & Retirement Planning
- Customer Service
- Motivation & Engagement
- Personal Financial Management
- Positive Psychology: Values in Action

1:30 p.m. – 4:00 p.m.

- Customer Service
- Formatting Basics with Word & Excel
- Increase Your Energy, Productivity, Health & Happiness
- Introduction to Procurement
- Neuroscience and Management
- Team Building

TUESDAY, JANUARY 12

10:00 a.m. – 12:30 p.m.

- Are Your Auditors Ready for Challenges Ahead?
- Conflict Management
- Executive Presence: Tools for Increasing Your Leadership Success
- Giving Effective Feedback
- Hit the Ground Writing
- Rewarding Employee Achievement

1:30 p.m. – 4:00 p.m.

- Active Listening
- Are Your Auditors Ready for Challenges Ahead?
- Conflict Management
- Grammar Update
- Hardwiring Accountability into Your Workforce
- MS Word 2013: Let's Set the Table
- Successful Workplace Communication

FRIDAY, JANUARY 8

10:00 a.m. – 12:30 p.m.

- Effective Meetings: Less Pain, More Gain
- Employee Engagement: What Employees Really Want!
- Introduction to Open Data
- Storytelling: Beyond Bland Presentations
- Stress Management
- Windows 10: Microsoft's New Interface
- Writing in Plain Language

1:30 p.m. – 4:00 p.m.

- Business Writing that Works
- Communication for Auditors
- Creating a Performance Culture
- Employee Engagement: What Employees Really Want!
- Open Source Mapping
- Resolving & Managing Conflict
- Windows 10: Microsoft's New Interface

WEDNESDAY, JANUARY 13

10:00 a.m. – 12:30 p.m.

- Creating and Sustaining an Inclusive Workplace: How *Catalyst* Can Help
- Customer Service
- Fundamentals of Supervision
- Managing Yourself in Challenging Situations
- Performance Based Learning for Managers & Supervisors
- Power Up Your Presentations with MS PowerPoint 2013
- Presentation Skills
- Using Excel to Analyze Data

1:30 p.m. – 4:00 p.m.

- A New Look at Customer Service
- Creating and Sustaining an Inclusive Workplace: How *Catalyst* Can Help
- Fundamentals of Supervision
- Presentation Skills
- Self-Awareness and Emotional Intelligence
- Tactical Communication
- Using Excel to Analyze Data

Important Information – PLEASE READ:

- Registrants can attend only the EXPO events for which they have received a confirmation.
- No food and drink is permitted inside the classrooms.
- By attending any EXPO event you agree that your voice and/or likeness may be used in programming and/or promotional materials.