PERSONAL DEVELOPMENT PORTFOLIO

Inspired to develop your skills on a personal and professional level? Programs in this portfolio provide a full spectrum of options for enhancing your creative thinking, written and oral communication, analysis and decision making skills, time management skills, cultural competency, project management knowledge, and achieving enhanced work-life balance.

Action Grammar	**20**
Anger Management	**20**
Attitude is Everything	**21**
Business Writing: Clarity Through Critical Thinking	**21**
Citywide Standardized Customer Service	**22**
Conflict Management - Defusing Workplace Aggression	**23**
Conflict Management - Strategies for Handling Difficult Behaviors	**23**
Creating and Delivering Powerful Presentations	**24**
Creating Workplace Civility	**24**
Developing Dynamic Listening Skills	**25**
Enhancing Your Personal Productivity	**25**
Facilitation Skills for Non-trainers	**26**
Having Difficult Conversations	**26**

How to Write Fast Under Pressure 27

Influencing Without Authority 27

Interviewing Skills 28

Managing Multiple Priorities 28

Managing Stress and Preventing Burnout 29

Mind Tools for Memory 29

Motivating Yourself for Professional Success 30

Personal Financial Management 30

Powerful Public Speaking 31

Revising, Editing, and Proofreading 31

Situational Awareness Discussions 32

Successful Letter and Memo Writing 32

Successful Workplace Communication 33

Talkin 'Bout My Generation 34

Time Management Strategies 35

Turning Obstacles into Opportunities 35

Workplace Violence Prevention 36

Writing Effective and Efficient E-mails 36

Writing in Plain Language & Clinic 37

Action Grammar

This course is designed to answer the most frequently asked questions about grammar, punctuation, and usage. Focus is on the grammatical issues that are essential for ensuring that on-the-job writing reflects a polished, professional image.

Objectives:

- Identify well-constructed sentences and correct run-on sentences and sentence fragments
- Create transitions between sentences and use correct verb tenses
- Practice the principles of subject-verb agreement
- Form possessives of singular and plural nouns
- Use pronouns correctly
- Explore rules of capitalization and correct punctuation, including commas, semi-colons, colons, and quotation marks
- Understand the meanings and differences of commonly misused words, including words that sound alike and look alike

Target Audience: Individuals who want to enhance or refresh their understanding of Standard English grammar

Course Code: C5031
Days of Training: 2
Date: Sept 13-14, Nov 1-2, Nov 9-10
Cost: $250
CEUs/CPEs: 1.2/16

Anger Management

Anger is a natural human emotion. However, unconstrained anger can have detrimental effects on the workplace and on our health and success. It impacts the morale of those around us, and it impacts productivity. Being in a constant state of anger can cause both physical and emotional damage. Anger has equally damaging effects on family life—it alienates partners and breaks up families. This seminar provides an opportunity to look at productive ways of managing angry feelings and expression.

Objectives:

- Understand the anger phenomenon by looking at physiological and behavioral reactions and factors
- Identify signs of anger and identify the impact of anger on the workplace
- Explore alternative ways to express and control anger

Target Audience: Staff at all levels

Course Code: C7774
Days of Training: 1
Date: Oct 25, Nov 18, Dec 20
Cost: $125
CEUs/CPEs: .6/8

Attitude is Everything

Attitude is a highly personal and sensitive topic. As attitudes deteriorate, so do commitment, loyalty and, most importantly, performance. Everyone encounters setbacks that can shake their attitude into a negative focus. ***Attitude Is Everything*** provides individuals with the knowledge and skills to develop and maintain positive attitudes while becoming sensitive to underlying causes leading to negative attitudes. Participants will explore various methods for responding to different attitudes in a positive and productive way.

Objectives:

- Improve relationships and increase empathy and respect for others
- Understand the consequences of a negative attitude in the workplace and the benefits of promoting a positive, healthy environment
- Transform negative attitudes into positive ones
- Develop effective listening and communication skills
- Achieve new levels of performance through goal -setting techniques
- Practice effective approaches to problem-solving

Target Audience: Individuals who want to build and maintain better workplace relationships

Course Code: C9266
Days of Training: 1
Dates: Oct 14, Jan 24
Cost: $125
CLEs/CEUs: .6/8

Business Writing: Clarity Through Critical Thinking

If you think critically, you can increase your ability to write with greater clarity. You will be able to more precisely analyze information and assess a particular task, subject, issue, etc. This one-day course will help you to use critical thinking skills and provide practice in a specific writing model to improve your business writing and completion of both large and small writing projects.

Objectives:

- Practice asking appropriate questions to gather relevant information in an efficient manner
- Assess information in order to determine reliable and trustworthy conclusions
- Organize and draft content to increase clarity
- Apply a problem solving approach to ensure your document's clarity
- Describe strengths and weaknesses of inductive and deductive arguments in a document's content
- Develop skills to avoid misleading, confusing or deceptive wording

Target Audience: Professional staff who frequently write letters and reports

Course Code: C2036
Days of Training: 1
Date: Sept 19, Oct 13, Nov 22
Cost: $125
CEUs/CPEs: .6/8

Citywide Standardized Customer Service

This workshop will help to enhance your value as an individual delivering vital services to the customers of New York City. The workshop will reinforce the importance and value of delivering courteous and effective customer service. Finally, you will be provided with the tools to empower you to deliver and manage the highest standards of customer service.

Objectives:

- Identify the important role that you play in the City of New York
- Recognize the impact that your effective communications, personal accountability, knowledge, and professional demeanor have on customers and your career
- Diagnose customers' needs, goals, and expectations
- Examine how the four stages of competence influence your personal development and interaction with others
- Assess your customer service effectiveness in-person and on the telephone
- Apply the Four-Step Customer CARE Process for managing customers and providing outstanding service
- Say "No" in a way that does not result in a negative reaction from customers
- Motivate customers to answer sensitive questions
- Practice the skills and attitudes of quality telephone service
- Handle challenging customers in person and on the telephone with less stress and more confidence
- Create an action list of Dos and Don'ts for customer service excellence

Target Audience: Staff at all levels

Course Code: C7816
Days of Training: 1
Date: Sept 28, Oct 7, Nov 2, Dec 2, Jan 13
Cost: $125
CEUs/CPEs: .6/8

Conflict Management - Defusing Workplace Aggression

The key to a safer workplace is recognizing and effectively dealing with workplace personnel and clients who exhibit the signs of incipient aggression. This workshop is designed to teach participants the necessary skills to neutralize altercations and prevent escalations. Focus will be on making the distinction between personnel who can be coached and those who should be counseled or referred for help.

Objectives:

- Examine and identifying the common signs of incipient aggression
- Recognize the non-verbal signs of potentially disruptive behavior
- Develop communication skills to defuse altercations
- Formulate mediation techniques to prevent conflicts from escalating
- Assess coaching/counseling techniques most appropriate for any given situation
- Explore referral resources

Target Audience: Managers, supervisors and team leaders who want to defuse potentially volatile situations

Course Code: C7857
Days of Training: 1
Date: Oct 4, Nov 3
Cost: $125
CEUs/CPEs: .6/8

Conflict Management - Strategies for Handling Difficult Behaviors

This workshop provides participants with techniques to enhance their skills for dealing with people who exhibit difficult behaviors in the workplace. Participants will explore how to manage their own behaviors, explore different coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation.

Objectives:

- Identify emotionally charged situations at work in order to minimize their impact
- Practice strategies for gaining control of volatile situations
- Apply techniques to take charge of work-place conversations
- Master how to fend off a personal attack without being drawn into a “no-win” showdown
- Discover methods to keep pressure from affecting job performance

Target Audience: Individuals who wish to discover better ways to deal with difficult behaviors in the workplace

Course Code: C7858
Days of Training: 1
Date: Nov 21, Jan 18
Cost: $125
CEUs/CPEs: .6/8

Creating and Delivering Powerful Presentations

This course is designed for professionals who, in their roles, must make important presentations. Participants will receive one-on-one coaching and develop a skill set for speaking with confidence and projecting the best possible image of themselves and the agency. Emphasis will be on developing and cultivating a conversational tone when speaking and formulating clear and logical presentation points to attain the desired audience reaction.

Objectives:

- Understand the importance of "image" and how to use it to positively influence every audience
- Structure the presentation for clarity, impact, and persuasiveness
- Capture the audience's attention from the beginning and keeping it
- Use visual materials-including PowerPoint-to reinforce the power of your presentation
- Respond to challenging questions and statements with confidence, authority, and understanding
- Close the presentation with impact

Target Audience: Professionals who make presentations

Course Code: 9041
Days of Training: 2
Date: Sept 21-22, Oct 6-7, Dec 6-7, Jan 30-31
Cost: $250
CEUs/CPEs: 1.2/16

Creating Workplace Civility

City employees may face angry, challenging, disruptive, and sometimes even dangerous behavior during the course of their work. Such behavior might involve conflict, harassment, intimidation, incivility, disrespect, verbal aggression, or even violence. Both internal and external customers could potentially present these behaviors at any time.

Creating Workplace Civility focuses on building employee confidence to proactively address problematic situations while maintaining their own professionalism. Participants acquire the skills to effectively respond to anxious, irrational, angry, hostile, and potentially dangerous situations and minimize the negative impact of these challenging encounters.

Objectives:

- Recognize early warning signs of anger or hostility
- Invoke four essential priorities essential to violence response
- Effectively utilize personal space, body language, and paraverbal communication to relieve tension and defuse hostility
- Employ verbal intervention strategies to de-escalate situations before they become more disruptive or potentially dangerous
- Maintain an objective and professional attitude when responding to an agitated individual

Target Audience: All City employees

Course Code: C9100
Days of Training: 1
Date: Oct 31, Dec 8
Cost: $125
CEUs/CPEs: .6/8

Developing Dynamic Listening Skills

This workshop will focus on the skills, knowledge, and attitudes necessary to meet the challenges of listening effectively. Through practical exercises, participants will improve their behaviors in this critical component of the communication process.

Objectives:

- Assess your own listening strengths and weaknesses
- Identify attitudes that interfere with effective listening
- Distinguish between listening to understand and listening to reply
- Separate message content from feelings
- Achieve results through better communication

Target Audience: Professionals seeking to enhance their listening behaviors for improved communication

Course Code: C2508
Days of Training: 1
Date: Oct 27, Nov 7, Dec 28
Cost: $125
CEUs/CPEs: .6/8

Enhancing Your Personal Productivity

Are you always busy? Do you have hundreds of voicemails to return, endless e-mails to read, and mounds of paperwork to conquer? Often the whirlwind of activities that we engage in do not add significant value to the work we do for our agency or the services we provide for our customers. This one-day program identifies ten "time stealers" and provides practical, easy-to-use tips on how to overcome them.

Objectives:

- Identify your "time wasters" and "HULA" moves (Having Unproductive Legitimate Action)
- Apply seven time-saving tips to help you enhance your effectiveness and productivity
- Focus your "freed up" time on the strategic issues facing your department and agency
- Review four techniques to help build strong partnerships between you and others in your work unit and agency
- Recognize how enhancing productivity improves career potential
- Develop an action plan to enhance your personal productivity

Target Audience: Employees seeking methods for enhancing their productivity, performance, and work effectiveness

Course Code: C9226
Days of Training: 1
Date: Sept 7, Oct 28, Dec 19
Cost: $125
CEUs/CPEs: .6/8

Facilitation Skills for Non-trainers

Do you have to train your fellow employees? Do you feel you are properly equipped to be an effective facilitator? This course provides you with the tools necessary to be a successful trainer/ facilitator. This is a fun, interactive program designed to help you become a trainer within the workplace.

Objectives:

- Practice facilitation skills
- Engage your audience
- Adapt the Principles of Adult Learning
- Ensure the transfer of knowledge

Target Audience: Managers and/or employees at all levels

Course Code: C7862
Days of Training: 1
Date: Oct 27
Cost: $125
CEUs/CPEs: .6/8

Having Difficult Conversations

Each of us at times needs to communicate difficult or unpleasant news. This may range from performance reviews, sharing feedback with colleagues, or speaking with a customer. This class is designed to prepare you to deliver your news in a straightforward, direct manner while ensuring that you are respectful and understood. Participants will practice and role-play challenging conversations they may have to have in the workplace.

Objectives:

- Discover strategies for having challenging conversations in a way that helps to solve problems and build better relationships
- Develop techniques to address issues of anxiety and nervousness
- Practice how to anticipate and manage the challenges from the receiver of your communication
- Identify methods for separating emotions and facts
- Explore ways to develop the confidence to initiate the conversation

Target Audience: Staff at all levels

Course Code: C7836
Days of Training: 1
Date: Sept 27
Cost: $125
CEUs/CPEs: .6/8

How to Write Fast Under Pressure

When deadlines on several writing tasks are rapidly approaching, do you feel under stress? Have a hard time getting started? Struggle to put your thoughts together? Revise and edit slowly? Then this course is for you! You will learn the tips that professional writers use and practice them in real-life situations to increase your output and write with a can-do attitude!

Objectives:

- Approach any writing situation with a useful strategy
- Get started with a clear sense of direction—beginning with the end in mind
- Explore techniques for hitting the ground running
- Employ practical time-management techniques for reducing revision time
- Maximize your writing time by employing time-proven best practices
- Cultivate a can-do attitude essential to writing fast and well

Target Audience: Individuals from any level of the organization who want to learn and apply time-tested techniques for improving writing efficiency and increasing confidence

Course Code: C7513
Days of Training: 1
Date: Sept 30, Oct 21, Dec 22
Cost: $125
CEUs/CPEs: .6/8

Influencing Without Authority

This workshop is designed to help participants learn how to use their influential skills in situations where they may have minimal power or authority. This course is especially useful for members of a team and those who need to influence their superiors and subordinates. Participants will learn to identify the power they do have and learn how to utilize this power so that they are able to accomplish their goals.

Objectives:

- Establish credibility in order to influence
- Examine effective and ineffective influence strategies
- Identify personal power and influence styles
- Discover negotiation strategies that result in win-win situations
- Develop strong alliances to accomplish goals
- Create a collaborative work environment to achieve results

Target Audience: Professionals who want to enhance their influencing skills

Course Code: C4020
Days of Training: 1
Date: Oct 21, Dec 14
Cost: $125
CEUs/CPEs: .6/8

Interviewing Skills

This course is designed for managers, supervisors and professionals who need to rely on strong interviewing skills to select the best candidates to fill open positions. Participants will learn best practices for behavioral interviewing and have an opportunity to practice new skills during the workshop.

Objectives:

- Understand how to select candidates to interview from the many resumes received
- Plan and prepare for the interview
- Study a structured methodology for interviewing
- Recognize common interviewing traps to avoid
- Practice new interviewing skills

Target Audience: Managers, supervisors and professionals who lead or participate in the interviewing process to fill open positions

Course Code: C7863
Days of Training: 1
Date: Jan 3
Cost: $125
CEUs/CPEs: .6/8

Managing Multiple Priorities

This program will prepare participants to better manage the multiple priorities faced in today's fast paced work environment. It will focus on how participants can take control of their workday with methods for maximizing efficiency and effectiveness and minimizing stress.

Objectives:

- Clarify and set work and personal goals and objectives
- Develop skills that get you organized and help you stay organized
- Take charge of time
- Identify and keep top priorities in motion when everything is important
- Recognize and overcome "productivity killers"
- Utilize planning and organizing tools to measure and monitor progress

Target Audience: Individuals who need to balance multiple tasks and manage their time

Course Code: C5044
Days of Training: 1
Date: Sept 23, Oct 26, Dec 6
Cost: $125
CEUs/CPEs: .6/8

Managing Stress and Preventing Burnout

This course is designed for individuals who want to take specific actions to beat job burnout. In this workshop participants will explore ways to transform the pressures of work overload into productive and positive work outcomes. This workshop helps participants to address associated fatigue and lack of focus and explore strategies for prevention. Participants will develop techniques and practice exercises for alleviating the stressors—both personal and work related—that contribute to this syndrome.

Objectives:

- Recognize factors that contribute to that "frazzled condition"
- Determine if you exhibit symptoms
- Distinguish the external and internal factors associated with feeling "overwhelmed" by responsibility
- Employ techniques to strengthen your resolve and "take control"
- Construct a step-by-step action plan for alleviating and preventing burnout

Target Audience: Individuals who want to develop skills for preventing, and alleviating job burnout

Course Code: C9033
Days of Training: 1
Date: Sept 20, Nov 16, Jan 27
Cost: $125
CEUs/CPEs: .6/8

Mind Tools for Memory

In today's high-demand agency workplace it is harder than ever to remember everything you need to retain—from names and passwords to all the details required to bring your projects to successful completion. However, building your memory can actually be achieved by practicing a few simple but powerful techniques. In this course, we will study memory-enhancing methods that will improve your ability to solve problems, organize your time, meet deadlines, work well with coworkers and clients, and project your best professional self.

Objectives:

- Assess your ability to remember facts, figures, names, and assignments
- Revitalize your mind-set about remembering
- Practice powerful memory improvement techniques
- Give and receive feedback to help improve your skill
- Drill memory-focused listening
- Plan how to use memory techniques to meet your agency workplace challenges
- Develop your action plan to apply and further improve your memory skills

Target Audience: All employees who wish to study memory improvement techniques

Course Code: C9279
Training Days: 1
Date: Sept 12, Nov 10
Cost: $125
CEUs/CPEs: .6/8

Motivating Yourself for Professional Success

What motivates you? Is it your boss or paycheck? The number one person who can motivate you is YOU! This interactive workshop addresses key aspects of self-motivation. It provides practical tips to help you define personal and professional success, how to create your own world, set goals, gain positive energy, and invest in yourself. An important element of being successful is being a good steward of the resources we have. Explore what actions you can take to overcome personal and professional stumbling blocks and see how creative thinking, effective decision making, and personal motivation can determine the destiny you create.

Objectives:

- Recognize the importance of "positive energy" in our life
- Determine what our individual motivators are
- Examine various goal-setting strategies
- Construct a step-by-step Action Plan for investing in yourself

Target Audience: All employees who wish to study self-motivational techniques

Course Code: C9092
Days of Training: 1
Date: Oct 19
Cost: $125
CEUs/CPEs: .6/8

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.

Objectives:

- Identify the critical components of preparing a budget
- Develop your own personal budget through hands-on exercises
- Explore credit management issues in preparing you for financial success
- Review and evaluate insurance considerations in order to protect your assets
- Provide you with resources that can help you to achieve greater financial success
- Utilize what is taught here to help your family onto the road to financial empowerment

Target Audience: Staff at all levels

Course Code: C1660
Days of Training: 1/2 day
Date: Nov 17 (9:00a-12:30p)
Cost: $65
CEUs/CPEs: .3/4

Powerful Public Speaking

Does your staff cram PowerPoint slides with data to cover all bases—and to cover their own fear of public speaking? This session gets them off and running with a clean slate, providing strategies and practice opportunities for delivering a message that will sizzle and never snooze. With the opportunity to prepare and then deliver on-camera, attendees get to analyze their own performances on-screen, making tweaks to hook an audience with ease.

Objectives:

- Establish a meaningful connection with your audience
- Drive home a message with game plans for props
- Keep your attendees engaged and do not let them slip away
- Rely less on PowerPoint slides
- Use appropriate fonts in visual presentation
- Finish strong and ensure your attendees leave inspired and informed

Target Audience: Beginner or intermediate presenters looking to build experience and confidence; veteran presenters eager to take their skills to the next level.

Course Code: C7864
Days of Training: 1
Date: Jan 19
Cost: $125
CEUs/CPEs: .6/8

Revising, Editing, and Proofreading

This interactive program focuses on exercises designed to enhance revising, editing, and proofreading skills. Participants will receive individual, confidential feedback and will practice their writing organization, sentence structure, grammar, word usage and punctuation skills.

Objectives:

- Understand that good writing is rewriting
- Employ the “Protect Your REP” formula when reviewing documents
- Review strategies for proper placement of content
- Lay out text to support the reader’s need to scan the document
- Edit for sentence structure, grammar, and word usage
- Check for all punctuation marks, capitalization, and abbreviations

Target Audience: Professional staff who wish to polish their writing skills

Course Code: C2033
Training Days: 2
Date: Oct 24-25, Nov 15-16
Cost: $250
CEUs/CPEs: 1.2/16

Situational Awareness Discussions

This course is designed for professionals who work in environments that may be prone to dangerous people or situations. Participants will receive information and tools to increase their personal safety and lessen the possibility of being seen as a potential target. Emphasis will be on developing and cultivating a routine of continual awareness of your surroundings. There will also be valuable information on how to keep yourself safe should you be confronted with an unsafe situation.

Objectives:

- Increase your overall personal safety
- Identify personal safety in specific situations
- Provide tools to enhance your situational awareness
- Provide a starting point for you to learn more about personal safety in the future
- Understand personal safety in the work environment
- Identify specific next steps to increase workplace and personal safety

Target Audience: Professionals who deal with potentially dangerous people or situations

Course Code: C7865
Days of Training: 1
Date: Nov 17
Cost: $125
CEUs/CPEs: .6/8

Successful Letter and Memo Writing

This course focuses on fundamental writing concepts necessary for moving letters and memos from a draft to a finished document. Participants will acquire a system for organizing and composing clear, concise, and complete letters and memos.

Objectives:

- Identify characteristics of effective business writing
- Plan and organize thoughts before writing
- Create a professional tone
- Avoid run-on sentences and sentence fragments
- Check for cohesive paragraphs
- Avoid the most frequently made grammatical errors

Target Audience: Clerical and administrative support staff responsible for drafting and writing routine office correspondence

Course Code: C6788
Days of Training: 2
Date: Dec 12-13, Jan 30-31
Cost: $250
CEUs/CPEs: 1.2/16

Successful Workplace Communication

This workshop will provide participants with methods to improve their everyday interactions with co-workers and enable them to work more productively in group situations. Participants will evaluate their own communication styles and explore methods and techniques for improving their personal communication effectiveness.

Objectives:

- Assess communication styles and their impact on others
- Practice effective active listening techniques
- Recognize and respect others needs
- Develop techniques to achieve greater understanding
- Interpret verbal and non-verbal communication cues
- Diffuse and resolve conflict situations

Target Audience: Clerical/administrative staff seeking to improve their communication effectiveness

Course Code: C1022
Days of Training: 1
Date: Sept 9, Oct 5, Dec 9
Cost: $125
CEUs/CPEs: .6/8

Talkin 'Bout My Generation

What's the matter with kids these days? Nothing! Still, today's intergenerational workforce is experiencing a culture clash. The attitudes, values, and behaviors of the Millennial Generation are leaving managers miffed. It is time to learn to lead Millennials, so they can reach their potential and you can reach yours. This full day workshop has two major components: learn about them, and learn to lead them. Presentation and discussion of the attitudes, values, and behaviors of the different generations are followed by the introduction of Millennials' workplace needs and wants and corresponding management strategies. Throughout the workshop participants will practice new techniques for successfully leading this next great generation. Baby Boomers, Gen Xers and Millennials are encouraged to attend!

Objectives:

- Recognize how intergenerational dynamics are similar to a culture clash
- Identify the defining life events and resulting behavior trends for the three major generations in the workforce with added emphasis on Millennials
- Learn how to facilitate a conversation about intergenerational dynamics with your team
- Explore four categories of Millennials' wants and needs in the workplace: Matter, Dialogue, Opportunity, Full Life
- Practice updated leadership strategies for leading Millennials

Target Audience: Managers, supervisors and professionals who lead teams. All generations welcome and encouraged.

Course Code: C7866
Days of Training: 1
Date: Nov 3
Cost: $125
CEUs/CPEs: .6/8

Time Management Strategies

This course will assist participants in taking control of the time in their work day. Participants will identify unproductive work habits and examine 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.

Objectives:

- Identify individual work styles
- Study how to get organized and manage time in a variety of ways
- Select specific individualized time management strategies
- Develop and implement time management strategies

Target Audience: All who wish to develop tailored, immediately practicable time management skills

Course Code: C8002
Training Days: 1
Date: Nov 9, Dec 13, Jan 20
Cost: $125
CEUs/CPEs: .6/8

Turning Obstacles into Opportunities

Sometimes we feel overwhelmed and can't imagine having the energy to move in a new direction. We ignore that "little voice" inside that tugs at us to take a risk, explore a different path, or move forward to achieve our goals. In this interactive workshop you will identify the barriers that keep us from moving forward. You'll discover how to tap in to the intuitional talents that we sometimes push aside and create effective strategies to help you move "up" the road to opportunity for achieving your goals.

Objectives:

- Create your own "mission statement" to move in the right direction
- Overcome barriers associated with risk-taking
- Analyze if passions and goals are in sync
- Manage negative emotions and naysayers
- Learn strategies to turn on creativity
- Master the technique of SMART goal setting

Target Audience: All employees who have a passion for aligning their talents and skills in their personal and professional life

Course Code: C1247
Training Days: 1
Date: Nov 1, Jan 4
Cost: $125
CEUs/CPEs: .6/8

Workplace Violence Prevention

The purpose of this training is to provide participants with a skillset for identifying and de-escalating potentially violent behavior in the workplace. Employees are given a model of telegraphed behavior that violent individuals often engage in prior to being physically assaultive and then appropriate responses are provided. Participants will also get an opportunity to practice skills taught during the training session.

Objectives:

- Define violent behavior
- Understand workplace violence and the workforce's responsibilities
- Identify precipitating personality, behavioral, stress and situational factors of violence
- Recognize organizational risk factors

  Learn what managers/employees can do through violence response procedures

Target Audience: Managers and/or employees at all levels

Course Code: C7781
Days of Training: 1
Date: Oct 11, Jan 25
Cost: $125
CEUs/CPEs: .6/8

Writing Effective and Efficient E-mails

This workshop focuses on the process used by professionals to fulfill their e-mail needs. Through real-time e-mail exercises on computers networked with other classmates in the workshop, the course enables participants to create clear, concise, complete, courteous, and correct e-mail. You will reap the benefits of using this efficient, user-friendly mode of communication for your intended purpose and achieving results.

Objectives:

- Recognize qualities that make e-mail a unique communication mode
- Define the purpose of your e-mail message
- Distinguish necessary details to support your purpose without overloading your readers
- Develop techniques for checking the tone of your e-mail
- Revise and edit e-mail for clarity, conciseness, and completeness
- Manage your e-mail system effectively: attaching, copying, filing, responding, and more

Target Audience: Professional staff who write frequent internal and external e-mail messages as part of their daily work routine

Course Code: C4260
Days of Training: 1
Date: Dec 1, Jan 17
Cost: $125
CEUs/CPEs: .6/8

Writing in Plain Language & Clinic

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." The one-day workshop and half-day clinic are 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.

The one-day workshop covers all the course content. You may bring to the workshop a work-related writing sample for a confidential review by the course leader. Between the workshop and half-day clinic, approximately one month later, you will have an opportunity to write a new work-related assignment and email it to the course leader. During the clinic, you will again receive confidential feedback on your writing development based on plain language principles.

It is a computer-assisted course to reflect the way you actually write on the job.

Objectives:

- Organize ideas effectively
- Use visual design to reinforce the content
- Edit sentences for fluency
- Use active and passive voice effectively
- Maintain conceptual and grammatical consistency in sentence structure
- Employ techniques to reduce verbiage and highlight key ideas
- Proofread messages for correct grammar and proper diction

Target Audience: Professional staff who need to convey complex language in simple terms to enhance readability

Course Code: C7833
Days of Training: 1 and 1/2 days
Date: Sept 28 (workshop – 1 day) and Oct 28 (clinic – ½ day, 9:00 am – 12:30 pm)
Dec 20 (workshop – 1 day) and Jan 26 (clinic – ½ day, 9:00 am – 12:30 pm)
Cost: $235
CEUs/CPEs: .9/12