

# PERSONAL DEVELOPMENT PORTFOLIO

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Inspired to develop your skills on a personal and professional level? Programs in this portfolio provide a full spectrum of options to enhance your personal/professional development including: 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.

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# Action Grammar

This course is designed to answer the most frequently asked questions about grammar, punctuation, and usage. The 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	Days of Training	Dates	Cost	CEUs/CPEs
C5031	2	Dec 18-19	\$450	1.2/16

## 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 positively and productively.

### 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	Days of Training	Dates	Cost	CEUs/CPEs
C9266	1	Oct 9	\$225	.6/8

## Being Positive at Work: Optimizing Effective Work & Health

This workshop explores the science and practice of positive psychology and wellbeing in the workplace. The program will enable you to respond to work challenges in a productive, optimistic manner, while paying attention to your level of performance, motivation, and perspective. You will gain an understanding of how to build resiliency and gratitude to advance beyond setbacks at work. We will identify how high achievers approach their work and explore how it correlates with improved personal health and wellbeing.

### Objectives:

- To gain greater insight into the impact of wellbeing and stress on productivity
- To understand how thinking styles will impact what goals are set at work and other professional implications
- To cultivate gratitude and resiliency as a way to build and strengthen performance

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C6062	½	Oct 18 (9:00am-12:30pm)	\$115	.3/4

# Collaborative Negotiation

The ability to negotiate well is not merely an important skill – it is indispensable. An ability to secure advantageous deal terms while protecting relationships with others is essential to success. While pursuing substantive goals such as deliverables, parameters, and price points are paramount, savvy professionals understand the importance of cultivating long-term relationships with counterparts.

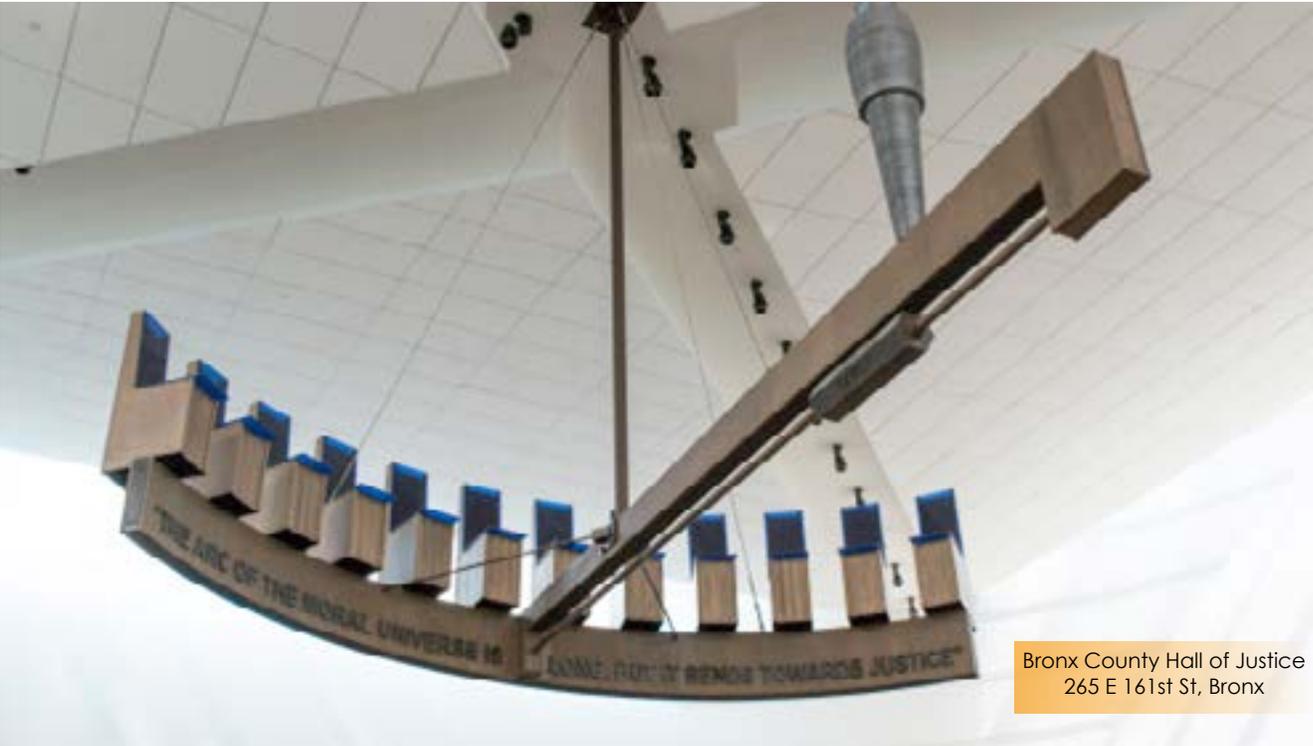
Yet, negotiators often feel pressed to choose between these two objectives that can seem mutually exclusive to one another. They are left feeling that only one objective can be met: either the substantive goals or the relationship capital. The reality is that negotiators can successfully pursue both. This workshop will show you how.

### Objectives:

- Understand the benefits and applicability of a collaborative approach to negotiation
- Manage negotiations more effectively
- Improve one’s position in a negotiation
- Achieve better agreement terms
- Protect, if not enhance, relationships with negotiation counterparts
- Better prepare for any negotiation

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C6063	1	Nov 25	\$225	.6/8



Bronx County Hall of Justice  
265 E 161st St, Bronx

## Communicating for Results

This class will help participants improve communication with colleagues, managers and clients. The workshop focuses on the critical skills of active listening and giving and receiving feedback. Emphasis will be on recognizing your style and its impact on others, approaches to dealing with different styles, the power of non-verbal's, getting your message across, and acknowledging and empathizing.

### Objectives:

- Identify your individual communication style
- Learn how to adjust your style when working with others
- Utilize proactive communication techniques
- Develop strategies to effectively convey your message

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C6064	1	Oct 2	\$225	.6/8

## Communicating Up, Down and Across the Organization

It can happen at a moment's notice; you need to communicate a new idea to senior managers, influence your colleagues to support your proposal or inspire direct reports to make a change. Are you prepared to communicate with anyone in your organization?

The ability to connect throughout the organization while projecting confidence, credibility and trustworthiness requires specific tools and strategies. You'll focus on improving communication skills and competencies necessary to build mutual understanding and connectivity with others, regardless of your role. You'll also discover influence strategies and learn how to critically evaluate each unique communication event. You'll gain recognition as a key player who can persuasively share high-value ideas and plans, influence decisions, and increase productivity through stronger working relationships.

### Objectives:

- Exhibit a strong sense of self-confidence with your peers, direct reports, and manager
- Apply strategies to build rapport with colleagues
- Analyze audiences and situations appropriately
- Create processes to frame your message to specific audiences
- Practice skills for delivering messages that promote clear and productive communication
- Apply strategies to influence and motivate

**Target Audience:** Professionals who want to be strong and effective communicators and can speak to a variety of audiences across organizational boundaries

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C6065	2	Dec 5-6	\$450	1.2/16

## Creating and Delivering Powerful Presentations

This course is for managers, supervisors, and professionals who, in their leadership 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:** Managers, supervisors, and professionals who make presentations

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C9041	2	Dec 4-5	\$450	1.2/16

## Customer Service: Making Waves

WAVES stands for We All Value Exceptional Service, which is the foundation for every successful business. As the public continues to raise its service expectations, it is critical to ensure that everyone in the organization has the knowledge, skills, and abilities to be an exceptional service provider. This workshop addresses communication, listening, and tips for providing exceptional service every day.

### Objectives:

- Identifying the Importance of Service: Learn about the business and personal benefits of delivering exceptional service. Explore moments of truth, and the importance of internal customer service
- Lighting Your Way to Exceptional Service: Learn the Lighthouse Service Model and how exceeding customer expectations builds customer loyalty
- Communicating Effectively: Learn words that delight customers, words that make customers cringe, ways to avoid jargon, and how voice tone makes a difference
- Listening & Understanding Your Customer: Practice active listening and learn how vital it is to “listen” to what your customers need. Also, understand the importance of demonstrating empathy with customers
- Dealing with Difficult Behaviors & Surviving Service Stress: Identify 8 steps to successfully deal with difficult customer behaviors. Also, learn proven techniques to help reduce stress caused by delivering service
- Being Positive in a Typhoon: Learn the importance of having a positive attitude and using your positive energy in building relationships with clients and co-workers

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C6066	1	Nov 1	\$225	.6/8

## Daring Greatly: Becoming My Best Self

This course is for all employees looking to develop their leadership potential by focusing on their daily habits. The course is based on Stephen Covey's 7 Habits of Highly Effective People model and provides attendees an opportunity to look at both their personal mission (private victory) as well as public victories (collaborating well with others). The course will also draw on Brene Brown's work on vulnerability and challenge attendees to "fully show up" to work each day. Day one will focus more on the private victory habits and clarifying your gifts and personal mission. Day two will focus on public victories and developing your collaboration skills via abundance thinking.

### Objectives:

- Build on their draft of a personal mission statement to provide more focus
- Identify the range of choices (from poor to powerful) they have in any situation
- Explain the connection between vulnerability and courage
- Choose abundance over scarcity thinking
- Better collaborate with colleagues across the organization
- Protect time to "sharpen their saw" and build personal resilience

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C6067	2	Oct 7-8	\$450	1.2/16

## Developing Dynamic Listening Skills

This workshop will focus on the skills, knowledge, and attitudes necessary to meet the challenges of efficiently listening. 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	Days of Training	Dates	Cost	CEUs/CPEs
C2508	1	Sept 16	\$200	.6/8

## Enhancing Work for Optimal Engagement

We spend the majority of our lives at work, completing tasks and interacting with colleagues. This workshop will present the evidence that drives motivation at work and will provide a focus on how to make your day gratifying and increase your level of effectiveness, as well as increase positive connections with colleagues. We will explore the importance of the work itself and the impact it has on your life via taking a deeper look at your personal characteristics. Participants will apply knowledge of themselves to map a career plan that aligns with who they are and what they want for optimal engagement.

### Objectives:

- To gain greater insight into work motivation, engagement, and what it takes to perform at your best
- To improve your understanding of what generates satisfaction (and dissatisfaction) at work, and discuss what you can do about it
- To enhance appreciation for the performance, as well as emotional and mental health benefits of being fully engaged in work

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C6068	½	Oct 18 (1:30pm-5:00pm)	\$115	.3/4

## Getting Results When You're Not in Charge

Discover how you can get commitment and achieve your best results when working on cross functional or other teams. If you don't have the power of being someone's boss, you have to rely on using other techniques to get things done. This session focuses on creating a constructive and effective team atmosphere using the "4R Model" to take advantage of everyone's strengths and compensate for the limitations that might be a part of the team's structure.

### Objectives:

- Identify the specific **Result** you want to achieve
- Learn how to develop the **Relationships** you need to attain results
- Discover how to establish effective **Relativity** and an interactive team
- Examine what needs to be done and create a plan to make your result a **Reality**

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C1240	1	Nov 19	\$225	.6/8

# Improving Communication, Creativity & Collaboration Through Improvisation

Improv enhances the skills necessary to improve spontaneity and creativity, enhance collaboration and promote independent thinking. Participants successfully completing this course will develop the ability and confidence to react spontaneously, listen and build on new ideas, develop a new awareness of others, communicate more clearly and honestly, and make choices instinctively and intuitively.

### Objectives:

- Understand, and learn how to apply, the rules of Improv
- Adapt to unexpected events and challenges
- Communicate more clearly and foster creativity
- Intuitively make, and implement, decisions more quickly

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C6069	1	Nov 20	\$225	.6/8



## Improving Your Effectiveness in a Multi-Cultural Workplace

In New York City, the workplace is multicultural, as are the communities served. Unfortunately, cultural differences are often used to judge others, when in fact they are more appropriately used to appreciate the complexity of people and enhance the perspectives brought to problem solving. How effectively does your team or workgroup value and incorporate the contributions from people who may be from “a different culture” rather than unconsciously ignoring or rejecting them? Are you able to bring out the best in yourself and in your employees, team or coworkers in maximizing the value of diversity and inclusion? In the world today, it is critical for leaders, managers and staff at all levels of organizations to understand how their own cultural background, and the range of cultural backgrounds of those they supervise or work with, affect the way they interpret, evaluate and motivate the actions and performance of others.

Through an interactive mix of theory, sharing, individual reflection and action planning participants will understand their own cultural perspectives and how to value the perspectives of others, and will identify areas in which they as individuals or their team/unit can improve their effectiveness in working in intercultural settings.

### Objectives:

- Gain common terminology and frameworks to expand participants' understanding of what “culture” is
- Differentiate between cultural generalizations and cultural stereotypes
- Gain cultural self-awareness of the range of cultural groups with which individual participants identify
- Understand the concepts of the Developmental Model of Intercultural Sensitivity and the 5 Frameworks of Culture, and how these are reflected in how we interact with others
- Identify stumbling blocks in maintaining commonality and respecting diversity in all relationships and ways to overcome them in pursuing high performance through inclusion in multicultural situations
- Develop individual action steps for using an enhanced intercultural mindset to work more effectively with supervisees, colleagues and people served by the agency

**Target Audience:** Managers, supervisors, team leaders/members and all employees working in multi-cultural environments who want to enhance their intercultural skills

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C6070	1	Oct 28	\$225	.6/8

# Influencing Without Authority

This workshop is designed to help participants learn how to use their influencing 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 can accomplish their goals.

### Objectives:

- Establish credibility 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	Days of Training	Dates	Cost	CEUs/CPEs
C4020	1	Jan 15	\$225	.6/8

## Learning Styles: Communicate, Collaborate, Connect!

Understanding the preferred ways that you and your peers receive, and process information is a massive advantage at work. This program uses a clear and simple methodology to help you understand how basic learning styles impact our work together. You will learn a straightforward style framework and how your preferences can be a powerful tool for enhancing communication and workflow. In addition, you'll learn specific strategies for both identifying other styles and using that knowledge to enhance your relationships and work with your peers in the workplace.

### Objectives:

- Understand a simple framework for learning and communication styles
- Use that framework to identify and appreciate individual style preferences
- Better identify and appreciate the learning style preferences of coworkers
- Communicate and share information in a way that targets different learning styles
- Increase team effectiveness by identifying and supporting different learning styles

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C6071	1	Oct 16	\$225	.6/8



## Manage Change or Change Will Manage You

Change is a constant. This workshop will explore change and provide tools and techniques for you to manage change, flow with it and not be overwhelmed by changes at work. This course will help you create more ways to embrace change and flow with constant change. It will also help you help others (staff and team members) flow with change.

### Objectives:

- Identify and understand what change is for them and their team
- Identify the human reaction to change and how that varies from person to person
- Understand VUCA and how to adapt to that world
- Learn about and practice change management leadership skills (for both formal and informal leaders) to manage and flow with change in the workplace
- Create action plans to apply change management skills to the workplace

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C6072	1	Oct 17	\$225	.6/8

## Managing Multiple Priorities

This program will prepare participants to manage better 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 organizational tools to measure and monitor progress

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

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C5044	1	Oct 22	\$225	.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. But building your memory can 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 co-workers 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 refine your memory skills

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

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C9279	1	Sept 10	\$200	.6/8

## Personal Financial Management

When individuals think about personal financial management, they often do not know where to start to achieve their goals. This needs to change. To be successful in personal financial management, there are just a few things that you must 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 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 get on the road to financial empowerment

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C1660	½	Dec 3 (9:00am-12:30pm)	\$115	.3/4

## Revising, Editing, and Proofreading

This interactive program focuses on exercises designed to enhance revising, editing, and proofreading skills. Participants will learn the key distinctions among these three critical phases of rewriting. They 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

**Requirements:** Registered participants should bring a work document for professional feedback. Confidentiality guaranteed.

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

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C2033	2	Sept 18-19	\$400	1.2/16

## 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	Days of Training	Dates	Cost	CEUs/CPEs
C6788	2	Jan 22-23	\$450	1.2/16

## The Art of Assertiveness

This course will focus on ways individuals can establish trust, mutual respect, and openness to develop an assertive approach when interacting with others. It will show participants how to build “win-win” relationships and attain the results they expect, without appearing “heavy-handed.” Participants will learn methods to actively persuade others without being aggressive.

### Objectives:

- Explore the differences between aggressive, passive, and assertive behaviors
- Set limits with people who do not have limits using assertive techniques
- Recognize behavior types and learn how to influence these behaviors to get what you want and to build relationships
- State your opinion—without appearing hostile or fearful
- Apply assertiveness strategies for problem management
- Receive peer feedback on assertive skills

**Target Audience:** Individuals who want to use assertiveness skills without alienating others

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C2010	1	Sept 18	\$200	.6/8

## The Power of Talk: Who Gets Heard in the Workplace and Why

Skillful workplace communication is the most important predictor of an individual's success. Yet, there's more to effective communication than simply saying what we mean. It's how we say it that determines whether we are truly being heard. Since using language is a learned social behavior, communication styles often differ from one person to the next. Understanding different communication styles is key to ensuring what we say is what gets heard. In addition, this course includes tools to take the stress out of stressful conversations.

### Objectives:

- How to use easy and effective tools that improve communications skills in the workplace.
- The importance of active listening
- Understanding different linguistic styles
- How to take the stress out of stressful conversations
- Reframing for solutions

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C6073	1	Nov 22	\$225	.6/8

