

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	June 5-6	\$400	1.2/16

Anger Management

Anger is a natural human emotion. However, unconstrained anger can have detrimental effects on the workplace, our health, and success. It impacts the morale of those around us, and it affects 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 learn productive ways of managing angry feelings.

Objectives:

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

Target Audience: Employees at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C7774	1	Sept 27	\$200	.6/8

Attitude is Everything

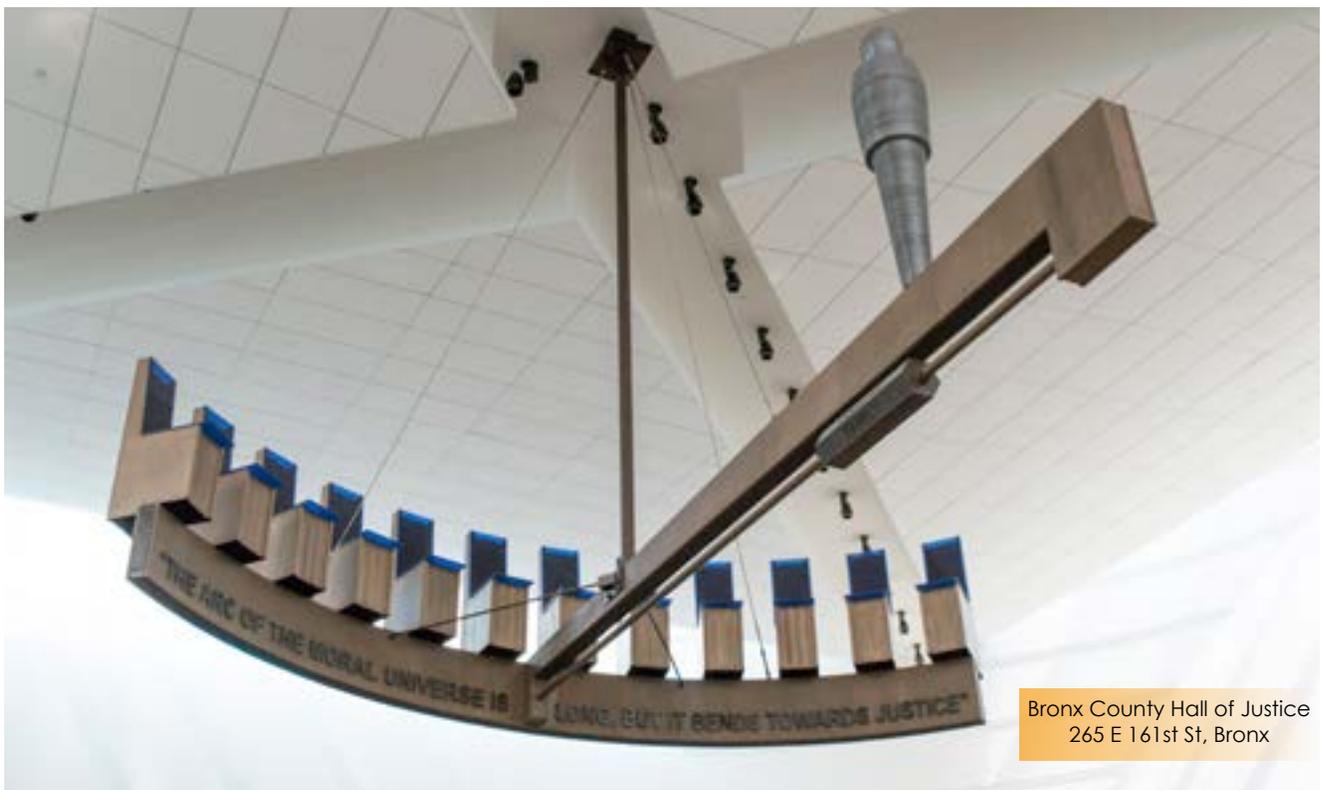
Attitude is a highly personal and sensitive topic. As attitudes deteriorate, so do commitment, loyalty and, most importantly, performance. Everyone encounters setbacks that can shake their attitude into a negative focus. **Attitude Is Everything** provides individuals with the knowledge and skills to 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 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	July 25	\$200	.6/8



Breaking the Cycle of Procrastination

Procrastination interferes with our productivity and causes stress. Whether you procrastinate occasionally or find that it is interfering in a major way with your ability to reach your goals, this workshop will help. Participants will learn ways to overcome procrastination and make better use of their most precious resource – time.

Objectives:

- Understand the major causes of procrastination and what causes you to procrastinate
- Evaluate your strengths and weaknesses in eliminating the habit of procrastination in your life
- Identify what you have been procrastinating on and learn techniques for moving forward
- Utilize time management principles for eliminating procrastination and reducing stress
- Establish an action plan for eliminating procrastination in your work and personal life

Target Audience: Individuals who want to learn how to eliminate procrastination in their professional and personal lives

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C9205	1	July 11	\$200	.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 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 to ask appropriate questions to gather relevant information in an efficient manner
- Assess information 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 or deceptive wording

Target Audience: Professional staff who frequently write letters and reports

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C2036	1	Aug 26	\$200	.6/8

Conflict Management: Diffusing Workplace Aggression

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

Objectives:

- Identify emotionally charged situations at work 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	Days of Training	Dates	Cost	CEUs/CPEs
C7857	1	Aug 15	\$200	.6/8

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	July 22-23	\$400	1.2/16

Decision Making

Learn how to make better decisions in both simple and complex situations. Through workshop discussion and actual practice by using a specific method, we will explore how to work most effectively with both individual and group decision making. We will also examine how to deal with different styles and avoid many common “traps”. By utilizing the five-step method we will practice assessing what we need to know and do to make an effective decision. We will finally look at how to generate options, make choices, move to action and test the validity of our choices.

Objectives:

- Discover how to be a more efficient and productive decision maker
- Enhance our mental flexibility by balancing logic and emotion
- Increase team effectiveness in decision making
- Explore and practice using the Five-Step Decision Making Method

Target Audience: Professionals at all levels who need to enhance their decision-making skills and work more productively with others

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C4004	1	Aug 28	\$200	.6/8

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

How to Communicate with Tact and Diplomacy

It's a fact: The ability to communicate effectively can make or break your career. Don't believe it? Consider this staggering statistic from a survey of U.S. businesses: "Inability to communicate" and "poor communication skills" were listed as the top reasons for employees not succeeding on the job. In today's highly competitive business environment, effective, diplomatic communication is a skill that must be mastered if you intend to get ahead and stay there. How to Communicate with Tact and Diplomacy is a powerful workshop that will boost your confidence by teaching you how to communicate better with your superiors, colleagues, and customers.

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 productivity

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

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C7966	1	Aug 6	\$200	.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	July 18	\$200	.6/8

Leading Change at Every Level

'Nothing is constant except change,' says one of the great quotes; and its abundantly true. The people assigned with the task of delegating and leading the way through times of change are generally the top executives. But that doesn't mean the rest don't need to know how to navigate through changing times. Ensuring that employees at every level learn how to deal with change at every level of an organization is crucial to maintain optimal performance.

Objectives:

- Understand the dynamics of change and how change affects us personally and professionally
- Learn three critical skills to help successfully manage transition and bring energy, productivity and motivation back to the workplace
- Describe the emotional impact of change and understand change behaviors
- Discover the Four Fundamental Truths about Change and discuss/develop resilience during stressful times
- Complete the "Leading Change at Every Level" assessment and develop change leadership skills
- Identify steps to lead employees through change effectively

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C8028	1	July 19	\$235*	.6/8

*Includes cost of individual assessment instrument

Making a Positive Difference Everyday

Positive Energy is the backbone of success. It helps individuals overcome adverse situations; see the possibilities vs. the obstacles. Positive Energy is a mindset that helps to frame the way in which you look at your life, your work, and your career. This program is designed to give you practical, easy to implement methods for harnessing your Positive Energy.

This program explores the benefits of having a positive attitude, the impact of positive energy on the workplace, how to foster creativity and innovation, determining what we control and what we do not control, and the impact of negative energy on the workplace. The result is a culture of Positive Energy that reflects enhanced creativity, increased productivity, and an energized workforce.

Objectives:

- Describe positive energy and identify its attributes
- Identify the effects of positive energy on yourself and others
- Complete a self-assessment
- Identify success factors for creating positive energy

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C7778	1	July 10	\$200	.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 organizing 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	July 30	\$200	.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 mindset about remembering
- Practice powerful memory improvement techniques
- Give and receive feedback to help improve your skills
- 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



Negotiation Skills

Negotiation is an integral part of creating value for the organization. Your success depends on your skills as a negotiator. In this negotiation training program, you will gain insight into the habits of dealmakers as you build your skills. Through a series of group exercises, you will learn how to execute proven tactics, refine your negotiating style, and improve your ability to bargain successfully and ethically in any situation. Along the way, you will gain a new appreciation for how negotiating skills can help you overcome a wide range of challenges—at work and beyond.

Objectives:

- Achieve better results in both formal and informal negotiations
- Build confidence in your bargaining power and abilities
- Improve negotiations by managing your emotions and influencing others
- Build positive, productive relationships with all parties at the table
- Create value and “enlarge the pie” to produce win-win outcomes

Target Audience: Professionals at all levels who want to enhance their negotiation skills and work more productively with customers, colleagues, partners, vendors, and others. No prior training in negotiation is required

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C7911	1	Aug 9	\$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	1/2	June 14; Aug 27 (9:00am-12:30pm)	\$90	.3/4

Resilience at Work

Resilience at Work is an experiential training program that enables participants to master the competencies of professional resilience, even during times of tremendous external change. Participants learn to assess their individual adaptability using the SUPPORT™ model of resilience by examining what enhances and detracts from their professional work life.

Learners explore the skills required to SUPPORT™ their own resilience by enhancing stress-hardiness, understanding, purpose, perseverance, optimism, resourcefulness and teamwork. Using the SUPPORT™ approach to resilience, participants learn to build resources, prepare for anticipated change, positively influence others, and contribute to a dynamic culture.

Objectives:

- Define resilience
- Develop greater resilience in challenging times
- Enhance sense of personal power
- Increase ability to maintain professional poise
- Improve impact in key relationships
- Develop better ability to bring focus to priorities
- Strengthen ability to create a culture of SUPPORT™
- Improve ability to respond positively to change

Target Audience: All individuals wishing to master the competencies of resilience

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C9446	1	July 24	\$200	.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	Days of Training	Dates	Cost	CEUs/CPEs
C2033	2	Sept 18-19	\$400	1.2/16

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

Social Media at Work

There are more and more examples of employees misusing social media in ways that harm the organizations they work for. At a minimum, such actions create bad publicity, and at worst, they lead to damaging lawsuits that affect an organization’s success and profitability. An understanding of the dos and don’ts of using social media at work is essential to every employee in every organization. Join us to recognize the benefits of using social media and identify the various legal and ethical risks.

Objectives:

- Recognize the benefits of using social media in the workplace.
- Encourage an “ambassador attitude” in employees.
- Provide guidelines that help employees make good decisions when using social media at work.
- Identify the elements of an effective social media policy.

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C8029	½	July 17 (9:00am-12:30pm)	\$100	.3/4

Stress Management

Did you know there is a connection between happiness, your health and stress management? By identifying the power of optimism, gratitude and compassion, we explore the relationship between diet and our moods and how to develop meaningful relationships and strategies for slowing down and appreciating life.

Objectives:

- Defining stress
- Understanding the brain science behind stress
- Creating the connection between stress, happiness and productivity
- Managing stress at work and at home

Target Audience: Individuals who want to develop skills for managing stress at work and at home

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C1024A	½	Aug 1 (9:00am-12:30pm)	\$100	.3/4

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 communication styles and explore methods and techniques for improving their communication effectiveness.

Objectives:

- Assess communication styles and their impact on others
- Practice effective active listening techniques
- Recognize and respect others' needs
- Develop methods 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	Days of Training	Dates	Cost	CEUs/CPEs
C1022	1	Aug 5	\$200	.6/8

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

Time Management Strategies

This course will assist participants in taking control of the time in their workday. Participants will identify unproductive work habits and learn a wide array of time management tips and techniques to maximize their effectiveness. The 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
- Learn 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	Days of Training	Dates	Cost	CEUs/CPEs
C8002	1	Aug 20	\$200	.6/8

Workplace Violence Prevention

The purpose of this training is to provide participants with the skills to identify and de-escalate potentially violent behavior in the workplace. Employees are given a model of telegraphed behavior that violent individuals often engage in before being physically assaultive; appropriate responses will be 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: Employees at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C7781	1	Aug 2	\$200	.6/8

Writing Effective and Efficient E-mail

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:

- 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 email
- 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	Days of Training	Dates	Cost	CEUs/CPEs
C4260	1	Jun 13; Aug 21	\$200	.6/8

Writing from Start to Finish

Many people make writing a more difficult and time-consuming process than it needs to be. This workshop focuses on how to streamline the writing process to save time and produce more effective written communications. Participants will learn how to organize and present information for maximum impact, and how to move smoothly from start to finish in the writing process.

Objectives:

- Prepare to write by considering the purpose and audience for your message
- Organize information in a clear, logical way
- Use outlining as an organizational tool
- Use headings, topic sentences, and transitions to clarify your message
- Stay focused on your message
- Revise documents to ensure they are clear, concise, and correct

Target Audience: Individuals who want to make their writing more efficient and effective

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C9317	1	Aug 15	\$200	.6/8

