

Small Business Customer

Winter Quarter Course Schedule January-March 2019



Citywide Training & Development

THE CITY OF
COLUMBUS

ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
HUMAN RESOURCES

Nichole M. Brandon, Director
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Citywide Training & Development
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Phone: 614-645-8294

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CTD@columbus.gov www.columbus.gov/citywidetraining

Training Gateway: <https://cityofcolumbus.csod.com>

www.facebook.com/CitywideTraining

www.twitter.com/CTD_Columbus

Vision:

To be an innovative provider of relevant organizational and personal development training opportunities.

Mission:

To promote, support and increase peak performance by providing City of Columbus employees and Enterprise customers (Greater Columbus residents and businesses) training and development opportunities which enable them to reach personal, professional and organizational excellence.

Values:

Citywide Training & Development is committed to inspiring innovation, encouraging life-long learning, challenging norms, remaining accountable and seeking performance excellence.



Customized Training Requests

Busy schedules sometimes make it difficult to get away from work to attend training at 1111 E. Broad St. If this is the case, contact us so we can plan and present shorter, single-focused trainings for you at your worksite. These 60 to 90 minute sessions are a great activity for staff meetings, retreats and/or work group trainings. The opportunity to interact and then practice skills and techniques together can have a very positive effect on productivity and morale.

Call 645-8294 for more information.



| January 2019 | Cost |
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| <p style="text-align: center;">Computer Foundations <i>Tuesday, January 8 8:30a-10:30a</i></p> <p>Learn the basics of how to operate a PC (personal computer) excluding Macintosh. This course focuses on using the mouse to select items, a brief tour of Windows 10, basic components of the internet, Internet Explorer and Google Chrome. A brief overview of the Microsoft Office Suite will also be given so participants will be ready for Word Basics and Excel Basics courses. If you are new to using computers, or would like to review basic functions, this course is for you.</p> | Free |
| <p style="text-align: center;">Computers: Typing Basics <i>Tuesday, January 8 10:30a-12:00p</i></p> <p>This typing classes is designed to help people who simply want to type better where the ability to type quickly and accurately is necessary. Specifically designed for people with no formal typing training, this course starts with finger placement and provides an overview of how to type different letters, numbers, and symbols quickly, accurately, and eventually without looking at a keyboard.</p> | Free |
| <p style="text-align: center;">MS Office: Outlook Shortcuts <i>Tuesday, January 8 2:00p-4:00p</i></p> <p>The class will focus on time saving features of the software and how to use the software to organize your day. Some topics to be included are: Organizing with Folders with Folder Rules; Search Folders; Color Categories; Search and filter for email message in the Inbox; Conversation Cleanup;; Signature Blocks; Creating calendar entries from an email; Voting Buttons; Quick Steps; and Attaching Outlook Items. Attendees should have working knowledge of sending, replying, forwarding emails, as well as adding contacts and using the calendar</p> | Free |
| <p style="text-align: center;">Webinar: Accomplish your Goals in only 3 Steps <i>Wednesday, January 9 11:00a-12:00p</i></p> <p>Weight loss, stop procrastinating, be on time, get ahead on a project or simply finish a task - at this time of the year we seem to commit ourselves to so many goals. It can get crazy and very easy to neglect our new tasks with everything on our plates. This Web-ex on-line course will share 3 easy steps to accomplish your goals. All 3 designed to help you be successful in various areas of your life. When you devote an hour to listening in; we'll help you rise to the top and be a better you!</p> | Free |
| <p style="text-align: center;">Budgeting Basics <i>Thursday, January 10 8:30a-11:30a</i></p> <p>What is a (personal) budget and why is it important? Simply put, a budget is an itemized summary of likely income and expenses for a given period of time. After completing this course, participants will be able to turn their personal goals into numbers, build, negotiate and manage a budget...even if they aren't a numbers person.</p> | Free |
| <p style="text-align: center;">What If? A Conversation on Diversity & Inclusion <i>Thursday, January 10 2:00p-4:00p</i></p> <p>Based on the Book "What If: Short Stories to Spark Diversity Dialogue" by Steve L. Robbins. "What If?" delivers a highly creative and innovative new way to explore the issues that dominate today's multicultural, multi-ethnic workplace.</p> | Free |
| <div style="display: flex; align-items: center;">  <div style="text-align: center;"> <p>Implicit Bias <i>Friday, January 11 9:00a-12:00p</i></p> </div> </div> <p>This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.</p> | Free |

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| <p style="text-align: center;">Habit 1: Be Proactive Tuesday, January 15 8:30a-11:00a</p> <p>This course is based on the highly acclaimed book, <i>The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change</i> by esteemed author, Stephen R. Covey.</p> |  | Free |
| <p style="text-align: center;">Mail Merge with Word & Excel Wednesday, January 16 8:30a-10:30a</p> <p>This course covers how to create a database in Microsoft Excel and using that data to create letters, labels, lists and other documents in Microsoft Word. Participants must have basic Word and Excel experience and knowledge before taking this class.</p> | | |
| <p style="text-align: center;">Windows 10 Thursday, January 17 9:00a-10:00a</p> <p>Windows 10 is the most recent version of the computer operating system from Microsoft. It comes with a traditional desktop interface like Windows 7, but also gives the option to turn the desktop into “tablet mode” if you have a touchscreen enabled device. This course is designed for end users to learn the features and functionality of the Windows 10 operating system. Topics include getting started with Windows 10, navigating the desktop, use of the Start Menu, tiles and shortcuts.</p> | | |
|  | <p style="text-align: center;">Implicit Bias Wednesday, January 23 12:00p-3:00p</p> <p>This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.</p> | Free |
| <p style="text-align: center;">Dealing with Workplace Dilemmas Wednesday January, 23 1:00p-4:00p</p> <p><i>Have you ever asked yourself “What should I do?” about a dilemma? Do you feel like you are between a rock and a hard place? Come learn how to identify common dilemmas; explore effective strategies to resolve workplace issues; practice behaviors that minimize tension; and discover how to proactively address workplace dilemmas before they escalate into problems.</i></p> | | |
| <p style="text-align: center;">Coaching: A Leadership Skill Wednesday, January 30 1:00p-4:00p</p> <p>"This half-day course is designed to help managers, supervisors, and leaders understand the coaching process, apply effective strategies for overcoming common coaching challenges, and to create and maintain a successful coaching relationship with an employee."</p> | | |
| <p style="text-align: center;">Rising above Anger Thursday, January 31 2:00p-4:30p</p> <p>"Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't. This three part workshop is designed to help give you and your department that edge. Part One is Recognize how anger affects your body, your mind, and your behavior. Use the five-step method to break old patterns and replace them with a model for assertive anger."</p> | | |



Citywide Training rents out its training rooms?

- We have a total of 5 rooms
- We have a computer lab that seats 25 people
- Our largest training space seats over 70 people seated and more when tables are removed
- Each room is equipped with a computer, projector, pointer
- Secured parking lot with enough space for your conference

To find out more details and to rent please contact us at CTD@columbus.gov or 614.645.8294 or complete and submit the attached [Facility registration form](#).

| February | | Cost |
|---|--|-----------------------------|
|  <p style="text-align: center;">Implicit Bias <i>Tuesday, February 5 12:00p-3:00p</i></p> | <p>This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.</p> | Free |
| <p>Managing Pressure & Maintaining Balance <i>Tuesday, February 5 12:30p-4:00p</i></p> | | Free |
| <p>Self-Leadership <i>Wednesday, February 6 12:30p-4p</i></p> | | Free |
| <p>Microsoft Office Excel Basics 1/2 <i>Thursday, February 7 8:30a-12:30p</i></p> | | Free |
| <p>Rising above Anger <i>Thursday, February 7 2:00p-4:30p</i></p> | | Free |
| <p>Introduction to Microsoft Office NEW <i>Monday, February 11 8:30a-12:30p</i></p> | | Free |
| <p>Habit 2: Beginning with the End in Mind <i>Wednesday, February 13 8:30a-11:00a</i></p> |  <p>This course is based on the highly acclaimed book, "The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change" by esteemed author, Stephen R. Covey.</p> | Free |
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| <p style="text-align: center;">All In: Parenting Essentials Thursday, February 14 8:30a-11:00a</p> <p>This course is designed to help parents simply be the best parents in the world for their positive, strong environment and relationship with your child. Join this course and learn necessary skills and techniques that will teach you how to create a thriving atmosphere in your home, have open communication and have an ALL IN mindset. We want your child or young adult whether silently or screaming aloud to declare they have the best parents in the world.</p> | Free |
| <p style="text-align: center;">Microsoft Office Excel Basics 2/2 Thursday, February 14 8:30a-12:30p</p> <p>This is the first level of Microsoft Excel and should be taken by those new to Excel or those needing a refresher of the basics. REQUIRED: Basic computer skills; knowledge of Windows 7 or Windows 10. (Must attend both sessions.)</p> | Free |
| <p style="text-align: center;">Rising above Anger Thursday, February 14 2:00p-4:30p</p> <p>"Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't. This three part workshop is designed to help give you and your department that edge. Part One is Recognize how anger affects your body, your mind, and your behavior. Use the five-step method to break old patterns and replace them with a model for assertive anger."</p> | Free |
| <div style="display: flex; align-items: center;">  <div style="text-align: center;"> <p>Implicit Bias Tuesday, February 19 9:00a-12:00p</p> </div> </div> <p>This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.</p> | Free |
| <p style="text-align: center;">Communicating with Tact & Diplomacy Wednesday, February 20 8:30a-11:30a</p> <p>Has anyone ever said you have no tact? Learn what tact is; how to develop it; and use it effectively both professionally and personally.</p> | Free |
| <p style="text-align: center;">Servant Leadership Thursday, February 21 9a-12p</p> <p>This course explores the art of being a servant leader and includes practical areas to apply the principles into everyday life. Based on the best-selling book by Robert Greenleaf.</p> | Free |
| <p style="text-align: center;">Microsoft Office Word Basics Thursday, February 21 8:30a-12:30p</p> <p>This is the first level of Microsoft Word and should be taken by those new to Word or those needing a refresher of the basics. REQUIRED: Basic computer skills; knowledge of Windows 7 or Windows 10. (Must attend both sessions.)</p> | Free |
| <p style="text-align: center;">Talk Like a Leader Tuesday, February 26 8:30a-12:00p</p> <p>"Did you know the average person speaks up to 16,000 words each and every day? No doubt, that's a lot of chatter. But successful leaders know there's a significant difference between being a big talker and being an effective communicator. And they also know communication is the key to motivating and inspiring people. Talk Like a Leader: What Every Leader Needs to Hear is a half-day session that cuts through the noise to</p> | Free |

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| <p>focus on four key areas of leadership communication: Vision, Competence, Relationships, and Support. An interactive workshop chock-full of activities, action planning exercises, and takeaway resources, Talk Like a Leader is the learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships."</p> | |
| <p style="text-align: center;">Building Self-Esteem & Assertiveness Skills <i>Wednesday, February 27 12:30p-4:00p</i></p> <p>Building your self-esteem is essential for confidence and success, and it all begins with you! Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be enormously painful. During this course, participants will discover some simple techniques that dramatically change how they feel about themselves. Participants will discuss the importance of learning self-acceptance and asserting oneself.</p> | <p><u>Free</u></p> |
| <p style="text-align: center;">Microsoft Office Word Basics <i>Thursday, February 28 8:30a-12:30p</i></p> <p>This is the first level of Microsoft Word and should be taken by those new to Word or those needing a refresher of the basics. REQUIRED: Basic computer skills; knowledge of Windows 7 or Windows 10. (Must attend both sessions.)</p> | <p><u>Free</u></p> |



Citywide Training & Development team

- Conducts over 150 trainings a year
- Customizes trainings sessions for organizations outside the City of Columbus
- Participates and facilitates sessions at the abc6 Job Bootcamp
- Provides 1 on 1 coaching to leaders and employees
- Conducts Mastermind sessions

To find out more details and to rent please contact us at CTD@columbus.gov or 614.645.8294

| March | | Cost |
|---|---|-----------------------------|
| Let's Get Organized in 15 Minutes WebEx Series Fridays, March 1, 8, 15, 22, 29 12:00p-12:20p | | <u>Free</u> |
| <p>This is a 20 minute micro series to help you get organized in all the necessary places. These micro-webinars will provide a task-driven guideline where we will complete each session goal as a team. You will need to bring at least 5 of these items (your choice) to each session: large paperclips, envelopes, clear zip bags and post-it notes.</p> | | |
| Habit 3: Put First Things First Tuesday, March 5 8:30a-11:00a |  | <u>Free</u> |
| <p>This course is based on the highly acclaimed book, "The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change" by esteemed author, Stephen R. Covey.</p> | | |
| Women & Leadership: Owning your Strengths Tuesday, March 5 1:00p-4:00p | | <u>Free</u> |
| <p>This course identifies specific challenges imposed on women in the workplace and provides an in-depth look at how they can combat these obstacles to maximize their strengths.</p> | | |
|  Implicit Bias Wednesday, March 6 12:00p-3:00p | | <u>Free</u> |
| <p>This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.</p> | | |
| How to Manage your Emotions Thursday, March 7 8:30a-12:00p | | <u>Free</u> |
| <p>"While it is not always possible to check emotions at the door, it is possible to figure out what triggers emotional responses and then learn how to respond appropriately. From minimizing frustration to conquering negative self-talk, this training will give individuals the tools they need to control physical responses, reframe thinking, handle accidental outbursts, and learn long-term strategies for channeling emotions productively.</p> | | |
|  Implicit Bias Tuesday, March 12 9:00a-12:00p | | <u>Free</u> |
| <p>This interactive course explores types of implicit biases, understanding them, what effects they can cause and how to address them.</p> | | |
| Increasing Employee Accountability Thursday, March 14 1p-4p | | <u>Free</u> |
| <p>"Organizations and departments who promote accountability are more successful and productive. This half-day workshop will take a look into what accountability is, and how to promote it within an organization. Participants will explore opportunities to implement a higher degree of accountability for a more productive work environment. "</p> | | |
| Challenging Negative Attitudes Tuesday, March 19 8:30a-11:30a | | <u>Free</u> |
| <p>This engaging course explores how to challenge individual negativity, as well as how to protect yourself from the negativity of others.</p> | | |
| Diversity Series: Language at Work- Humor or Harassment Tuesday, March 19 9:00a-11:00a | | <u>Free</u> |
| <p>"It was just a joke!", is sometimes the response when confronted about inappropriate language at work. This course discusses issues related to off-color jokes/commentaries at work versus free speech</p> | | |

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| <p>and how to be an active bystander should you find yourself in a situation where you hear or observe offensive language.</p> | |
| <p style="text-align: center;">MBTI & EQ Wednesday, March 20 1:00p-4:00p</p> <p>Paired with the Myers-Briggs Type Indicator (MBTI), this course will include activities from the book, "Quick Emotional Intelligence Activities for Busy Managers: 50 Team Exercises That Get Results in Just 15 Minutes". Issues like lack of trust and commitment, unresolved conflicts, and the inability of individuals to understand how their actions impact others often stop the most promising teams from delivering great results. This simple, easy-to-use book gives activities participants can use to help employees improve their levels of emotional intelligence and become more effective. The exercises included will help employees deal with anger and emotional triggers, pick up on cues from teammates, encourage communication, and much more. Several activities will be chosen as examples to work through issues in each course.</p> | <p><u>Free</u></p> |
| <p style="text-align: center;">Defensive Driving Wednesday, March 20 12:00p-4:00p</p> <p>This four-hour course motivates participants to change their behind-the-wheel behaviors and attitudes. It gives them key understanding, skills and techniques to avoid collisions and reduce future violations. The result is a more responsible driver who grasps best practices to prevent injury and death while operating a motor vehicle.</p> | <p><u>Free</u></p> |
| <p style="text-align: center;">Leading through Change Wednesday, March 27 9a-12p</p> <p>Change Management is the art and science of guiding an organization and its people through the predictable transitions from current reality to a preferred future position.</p> | <p><u>Free</u></p> |

CITYWIDE TRAINING & DEVELOPMENT
HOPES THAT YOU WILL COME
LEARN~GROW~THRIVE WITH US



Don't delay...complete and submit the
attached registration form below!!!

CITYWIDE TRAINING & DEVELOPMENT

1111 E. Broad St., Suite LL01 Columbus, Ohio 43205
Phone: 614-645-2851 Fax: 614-645-0466

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

**Small Business Training Participant
Registration Form**

Last Name, First _____ **Middle Initial:** _____

Email: _____ **Phone:** _____

| BUSINESS INFORMATION | | | |
|--------------------------|--|---|------------------|
| <i>Business Name</i> | | Tax ID #: | |
| <i>Business Address:</i> | | Is this business registered with the Ohio Secretary of State as a Non-Profit: | YES or NO |

| COURSES | | |
|-----------------|------------------------|----------------------|
| Course Title(s) | Date/Time of Course(s) | Cost (if applicable) |
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CLASSES ARE FILLED ON A FIRST COME, FIRST SERVED BASIS. REGISTRATION IS NOT COMPLETE UNTIL YOU RECEIVE A CONFIRMATION EMAIL WITH A PARKING PASS. FAX YOUR COMPLETED REGISTRATION FORM TO 614-645-0466 or email to: CTD@columbus.gov Attention: Registrations

Learning Participant Signature _____ Date _____

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

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

indicate if any special accommodations are needed: _____

Please provide CTD with at least 48hours cancellation notice so that wait listed individuals may

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

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

Room Reservation Form

If you wish to reserve a Citywide Training Room, please complete this form and return via email to CTD@columbus.gov, or fax to 614-645-0466. Your space is not booked and approved until you receive an emailed confirmation with information concerning parking, security, etc. Please allow up to 3 business days for all requests. (All requests are filled on a first come, first served basis.) *Please note that copier services are not available; please bring enough copies for your attendees.*

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|--|---|--|---|--|---|---------------|
| Date - Room needed (m/d/y): | Click here to enter a date. | Requested time: | Typical hours of operation: M-F 8:00am – 4:00pm | | | |
| Person Requesting Space: | | | | | | |
| Organization: | | Department/ Division: | | | | |
| Work Number: | | Alternate Number: | | | | |
| Email: | | | | | | |
| Brief Description of event (Reason for requesting the space) | | | | | | |
| | | | | | | |
| Name of the event: | | | | | | |
| | | | | | | |
| Preferred Room: | | Number of expected attendees: | | | | |
| EQUIPMENT REQUESTED/NEEDED. PLEASE CHECK ALL THAT APPLY. | | | | | | |
| Projector <input type="checkbox"/> | Laptop <input type="checkbox"/> | Microphone (available only in room 9) <input type="checkbox"/> | Flip Chart <input type="checkbox"/> | Markers <input type="checkbox"/> | Dry erase board <input type="checkbox"/> | Other: |
| <i>for CTD office use only</i> | | | | | | |
| <i>Approved By:</i> | | <i>Special Notes/Instructions</i> | | | | |
| <i>Date/Time Confirmation Sent:</i> | | <i>Sent By:</i> | | | | |
| <i>Room Assigned:</i> | | <i>Cost (if applicable):</i> | | | | |

City of Columbus
Andy Ginther, Mayor

Department of Human Resources
Nicole Brandon, Director

Citywide Training & Development
Kenston Henderson Sr., Enterprise Training Coordinator
Ric Morrison, Registrar/Training Assistant