

## 2019 Course Catalog (Special Interest Series)

These two-hour introductory courses are available to all city employees. These classes are designed to offer the participant a general introduction, covering a few objectives.

**Active Listening** - Good listening skills are essential for every aspect of life. Learning how to maximize your listening can help you get better feedback, communicate more accurately, and solve more problems. Participants will understand the barriers to effective listening, learn how to be a better listener, and become familiar with specific active listening techniques.

**Aligning Actions with Values** – In this two-hour Special Interest class, participants will explore the importance of clarifying their own personal values as it relates to organizational effectiveness. Discussion will focus on how as leaders we take a stand on values and demonstrate our commitment by the actions we take. It is the “Doing” part of leadership.

**A+ Attitude** - Start your Day with your A+ Attitude!!!

Quality results and success start from a positive attitude. This course will help participants to learn various techniques to develop and maintain a positive attitude. This course may also assist individuals to enhance their productivity, quality, working relationship, and customer service skills. This course is great for career minded employees who want to maintain their fortitude to excel, which may lead them to their personal and career success.

**Assertive Communication** - This two hour course positions assertiveness as a key tool for effective communication. Discussion explores the benefits and challenges of being assertive and identifies the traits and skills of assertive communicators. Participants will receive specific tips on how to increase their confidence and ability in expressing themselves directly and respectfully.

**Assumption and Perception** - Assumptions are made based on your beliefs and Perceptions stem from your influences, such as the people you associate with. These two things affect individual values and principles. It can also affect your relationship with people on a daily basis. This training will assist participants to minimize any misunderstanding or barriers that may occur due to these issues and further assist them to enhance their interpersonal relationships.

**Balance** - This course reviews ways for individuals to create a sense of balance in their life and reduce stress. Discussion reviews the danger of imbalance, the importance of defining priorities, the power of choice, and the benefit of protecting boundaries. Participants will be given an opportunity to assess the level of control they feel in their own life and identify specific strategies they can employ to increase their sense of satisfaction.

**Budget your Pay** - Personal financial matters can be stressful and may impact employee’s job performance. This course is designed to help employees to better manage their personal finances and adapt to change in our economy. Discussion addresses common mistakes that people make in budgeting. It will also allow employees to identify effective strategies in their financial management. Participants will review specific planning and action steps to achieve their personal financial goals.

**Building Internal and External Relationships** – This course focuses on building a culture of collaboration through encouragement and diplomacy. Discussion will include; how to operate and adapt in a political environment, informal and formal networking, and knowledge sharing. Participants will gain greater insight for stronger internal and external relationships.

**Change Management/Coping with Change** - This course is designed to help employees better understand the need for and productively adapt to change in the workplace. Discussion addresses common reactions to change, identifies the employee's role in the change process, and presents basic strategies for becoming more change resilient.

**Compassion Fatigue** - This course is designed for individuals in a professional care giving role. Discussion defines compassion fatigue, differentiates it from feelings of stress and burnout, and identifies how it impacts one's ability to serve others. Participants will learn the symptoms of and vulnerability to empathetic strain and reflect upon challenges regularly experienced with acknowledging this type of fatigue. Practical coping strategies, preventive measures, and available resources will be identified.

**Competing Demands** - This course reviews ways for individuals to effectively address situation in which they feel overwhelmed by multiple demands and pressures. Discussion addresses the importance of clarifying expectations, defining priorities, and setting realistic boundaries. Participants will be given an opportunity to identify their common problem areas and will consider specific strategies they can employ to increase their level of effectiveness and productivity.

**Constructive Confrontation** - This course positions leaders for success when confronting employees about performance issues. Discussion explores the reasons for poor performance, the appeal and impact of avoiding confrontation, and the benefits of constructive confrontation. Participants will review specific actions to take to prepare for, conduct, and evaluate a performance management conversation. Practical workplace scenarios will be presented to build skills in assessing issues and effectively approaching employees with different interpersonal styles.

**Creativity & Innovation** – This 2 hour course introduces participants to the power of Leading Change. Discussion examines strategies and provides insight on how individuals and organizations use creativity and innovation beyond traditional methods to develop new procedures.

**Cultivating Optimism** - Optimism isn't just seeing the glass half-full or believing things will turn out okay. It's a more deeply rooted habit of how we talk to ourselves. In this two hour course the participant will explore the relatedness of achieving greater personal goals and self-satisfaction through interactive discussions centered on the powers of positive thinking, positive feelings, and positive emotions.

**Delegation** - This two hour Special Interest course will help participants understand the value of delegating, the importance of giving and getting feedback, and the process of delegating effectively.

**Developing Healthy Habits** - It only takes 21 days to form a new habit, right? Get a jumpstart on your new habits! This course will equip you with all the tools you need to start forming healthy habits, and get rid of the habits that are holding you back.

**Difficult Behaviors** - This course addresses difficult behavior that is sometimes displayed by customers and colleagues. Discussion helps participants to maintain objectivity, to uncover unmet needs and expectations

that may be driving the undesirable behavior, and to transition the interaction to a more productive exchange. Participants will learn strategies to respond to specific types of difficulty.

**Civility in the Workplace** - This course focuses on increasing self-awareness of civil and uncivil behaviors, one's perception of others, and how these perceptions influence the work dynamic. Discussion will explore how work cultures have changed over the years, the meaning of civility, and ways teams can improve interactions and increase respect. Participants will gain a better understanding of how their words and actions can impact others and contribute to a more harmonious work environment."

**Effective Meetings** - Do you feel like you're constantly in meetings that drag on and on? Do you feel drained after a meeting instead of energized or excited about your work? Do you feel that these meetings are counterproductive? Do you think your meetings should be more effective or efficient? Are you concerned that you may be tasked with coordinating the next meeting? If you answered "Yes" to any of these questions, this training may be beneficial to you and your team. This training will cover valuable information, such as type/purpose of meeting, participant's role, how to plan/set up meetings, and communication techniques in meetings. Upon successful completion of this training, participants will be able to host and participate in meetings effectively.

**Employee Recognition** - This course identifies the value of employee recognition. Discussion examines the true purpose of recognition, the impact of recognition both on individual employees and the entire organization, and strategies to maximize the effectiveness of recognition efforts. Participants will be encouraged to think beyond monetary rewards and formal recognition events, and identify other meaningful ways to use recognition to celebrate current performance and to position employees for continued success.

**Encourage the Heart** – This two-hour course introduces the participant to the practice of encouraging the heart. Encouraging the Heart is a leadership behavior that has benefits on both personal and organizational levels. It builds positive working relationships which increases productivity. On a personal level feeling good about one's work and accomplishments feed engagement which in turn feeds productivity and the bottom line, recognizing contributions by showing appreciation for individual excellence.

**Exceptional Customer Service** - In this two-hour Special Interest class, participants will identify internal and external customers, define exceptional customer service, identify the most common barriers to providing high-quality customer service and demonstrate the techniques of providing exceptional customer service.

**Financial Wellness** - This course approaches the concept of financial wellness through the lens of personal responsibility and empowerment. Discussion explores the role that money plays in an individual's life, emphasizes the importance of planning, and identifies productive financial behaviors. Participants will receive practical ideas that they can immediately apply to their financial life and learn basic strategies for maintaining long-term financial health.

**Feedback** - This course presents constructive approaches to giving and receiving feedback. Discussion highlights the role that effective feedback plays in building strong relationships and in avoiding performance and productivity problems. Participants will learn ways to offer feedback in a manner that is productive and objective rather than critical and personal, and ways to receive feedback in a proactive and appreciative manner.

**Foundation of Leadership** – This course will introduce the participant to the dynamics of building leadership capacity through the exploration of characteristics of a leader, leadership styles, and theories. Discussion will explore how leaders see, inspire, and achieve greatness through founded principles of leadership.

**Generation Diversity** - This course focuses on the generational diversity in the workforce. The discussion explores challenges and opportunities that may stem from different values and beliefs. Each age group may present different contribution to the organization. Participants will be able to see these differences in a diverse working environment and develop strategies to enhance their interpersonal skills and collaborate with their team members.

**Happiness** - This course challenges commonly held myths about happiness and encourages individuals to create happiness in the present moment. Discussion identifies obstacles to happiness, addresses the importance of choice, and offers strategies to build a lifetime of happiness, one minute at a time.

**Healthy Boundaries** - This course highlights the role of boundaries in personal effectiveness and satisfaction. Discussion explores the different types of boundaries encountered, ways for individuals to establish and protect boundaries for themselves, and tips to respect the boundaries of others. Participants will learn to employ assertive communication techniques and proactive measures to prevent boundary issues.

**Holiday Wellness** - This course is designed to help individuals to approach holiday seasons with a positive attitude and realistic expectations. Discussion focuses on practical techniques that individuals can apply in the areas of mental, physical, and financial health to reduce stress and enhance enjoyment of special times of the year.

**Influence and Negotiation** – This 2 hour course introduces the participant to the skillful practice of influence and negotiation. Discussion will include; developing trust among various parties involved in a negotiation process, gaining buy-in for new direction, and the art of persuasion. Participants will benefit from their increased awareness of the impact a person can have on others as well as understanding what drives your counterpart’s opinion and position.

**Intro to Career Mapping** - You are doing a great job, but still having difficulties in identifying a long term direction for what you do. Or, you feel that it is time to craft your own career course. What should you do and where should you start? This course will cover information that may be helpful in charting your journey. We will cover various career development/enhancement options including education and training, which will motivate employees to be career-minded working professionals who can deliver outstanding results in their job performance.

**Intro to Developing “Outsight”** – This 2 hour course introduces the theory of using “Outsight” to enable future growth through innovative ideas and solutions. Discussion will explore the prospects of; always searching for opportunities to get better, being proactive and taking initiative, and knowing that change comes from unexpected places. The participant will gain skills to operate efficiently in an environment that fosters innovative ways to change, grow, and improve.

**Intro to Negotiation** - Negotiation skills are essential in daily interactions with others. It is an important part of creating value for the team and the organization. A person’s success may depend on his/her personal skills as a negotiator, whether you are seeking resources for your team, managing time, enhancing working relationships. In this negotiation training, participants will gain insight of the negotiation process to help to build their own skills.

**Intro to Project Management** - This course provides a brief introduction to project management and the basic theories and best practices for managing projects to achieve a desired outcome. Participants will be able to explain what a project is, describe project management and the advantages of its application, discuss the project life cycle, and identify the essential skills and learned behavior of a successful project manager. Topics include planning your work, forming your team, the art of communication, performing and monitoring, and closing out and celebrating.

**Inclusive Workplaces** - "This course reviews basic ways those in a leadership role can support inclusive work environments. Discussion examines the difference between diversity and inclusion and explores the benefits of inclusive workplaces. Common terms, guiding laws, and various organizational practices will also be reviewed. Participants will be introduced to specific strategies that can help them become a more inclusive leader and advance an inclusive work culture."

**Internet Use Concerns** - Facilitated by a member of our Clinical Team, this course reviews potential behavioral problems related to use of the Internet. Discussion explores various manifestations of concern, susceptibility and risks, and common symptoms, including those specifically related to excessive gaming and other online activities. Participants will gain greater awareness of the negative impacts of Internet use on physical, social and mental health, as well as available treatment options and resources for problematic behaviors."

**Managing Difficult Customers** - Handling difficult customer situation can be stressful and demotivating for employees. This course covers how to identify, prevent, and resolve problems with difficult customers. Participants will be able to recognize the different types of difficult customers, proper responding methods, and gain confidence in various difficult customer situations.

**Managing Job Stress** - This course is designed to help individuals productively manage the many stressors faced in life. Discussion identifies common sources of stress, the physical, mental, and emotional manifestations of stress, and the danger of burnout. Participants will learn a three step strategy to respond to stress in healthy ways, and to reduce the occurrence and severity of future stressors.

**Managing Your Performance (General Employees)** - This two hour course will help employees understand the performance evaluation process and how to prepare themselves for the evaluation they want to receive. Discussion will include how employees can take a proactive role in their performance.

**Managing Your Performance (Supervisors)** - This two hour course will help supervisors to understand their role in the performance evaluation process and how to guide their employees. Discussion will include how supervisors can take an effective role in managing and tracking their employees' job performance.

**Mattering** - The concept of mattering is an important psychological and sociological component of the Emotional Intelligence (EQ). Upon successful completion of this course, participants will gain insights of this concept and be able to perform their job with a purpose driven mindset. Effective implementation of this concept may also help them to develop successful career, while contributing to organizational success.

**Multicultural Customer Service** - The main emphasis of Multicultural Customer Service is to recognize that customers' needs and expectations may differ across cultures. Providing exceptional service to all customers means adjusting the service delivery methods to accommodate individual customer's needs. It also means understanding the varied cultural backgrounds of customers goes beyond the race and gender.

**Netiquette** - This self-pace web course speaks to online etiquette as it relates to social media, online posts, blogs and usage during work hours. This online resource will take you through employee scenarios, the history of communication and the do's and don'ts as it relates to peer and leadership interactions.

**Non Verbal Communication** - Wordless signals are sent and received when people interact with others. Nonverbal communication, including body language, is a dynamic form of communication. If used effectively, it may develop a sense of interest, trust, and desire for connection. Otherwise, it may also generate disinterest, distrust, and confusion. In this 2 hour special interest course, participants will learn to use non-verbal communication effectively, which may improve their interpersonal relationships at work, customer service skills, and gain confidence in communication.

**Onboarding Strategy** - High employee turnover can cost time, money, and productivity. If it is not properly managed, it can create a burnout effect to the workforce as well. Discussion in this class will help participants to identify some of the challenges associated with this issue. This workshop will also discuss working strategies, which will help participants to be onboard and contribute in developing a healthy organization.

**Performance Documentation** - "This course reviews best practices for effectively documenting employee performance. Discussion addresses the importance of documentation, key elements of effective documentation, and various ways to apply information compiled from documentation. Participants will review specific ways to write performance notes and appropriately maintain documentation records."

**Performance Strategies** - This course explores the concept of a high-performing employee. Discussion identifies potential benefits of high performance, truths of high performance, and specific behaviors of high performers. Participants will have an opportunity to reflect upon their own professional effectiveness and set strategies for enhanced performance. Identify the different types and behaviors of employees (ordinary, good and great). Define performance strategies and how it relates to your work environment as a high performer. Evaluate these strategies in order to go from an ordinary employee to a great high performer. Recognize the obstacles and ways to overcome these challenges.

**Phone Power** - One of the greatest challenges in providing customer service over the phone is that you cannot see the customer or rely on body language, which constitutes over 50% of the actual communication to display your caring attitude. Fortunately, there are very effective steps to develop the essential telephone skills. This 2 hour session will cover various techniques to effectively assist customers over the phone. During this training, participants will be able to polish and demonstrate proper telephone skills through class activities. With proper application of suggested techniques, participants will be able to deliver excellent customer service over the phone to potential customers.

**Preparing for Promotion Interview with Confidence** - This two hour course is designed to assist our internal candidates to prepare and deliver a great promotion interview. Suggested techniques may help participants to market and promote themselves and further increase their career opportunities with our organization. Discussion will focus on preparing for an interview, delivering confident introduction and suggested techniques to overcome difficult questions during the interview.

**Procrastination** - This course explores the tendency to procrastinate. Discussion reviews common signs, reasons, and results of procrastination. Participants will explore their individual procrastination challenges and behaviors, and learn strategies to take control and better position themselves for success.

**Purchasing 101** - This interactive two hour course will provide an overview of purchasing related policies and procedures that effect all City departments. The course will provide an overview of City of Newport News Purchasing Code, the requisitioning process, the five purchasing methods, differences between informal (small purchase) and formal purchasing procedures, establishing contracts for ongoing service needs, tips for writing good specifications, the purchasing card program and more.

**P-Card Training** - This interactive two hour course presents an overview of the City's Purchasing Card (P-Card) Program. The course will cover such areas as P-Card Policy and Procedures, guidance on how and when to use the P-Card, instruction on how and when to use the shopping exercise, and explain how to properly record and reconcile P-Card transactions using Works and the P-Card log. Special topics will include emergency purchases, reporting, transparency, and an overview of the Works system. The course is designed for new and existing Cardholders and Cardholder Managers.

**Resilience** - This 2 hour course explores the concept of resilience and its benefits to our personal and professional effectiveness. Discussion explores the key characteristics that individuals can develop to enable them to more easily handle life's challenges, including a healthy self-concept and sense of purpose, an optimistic and grateful outlook, and an ability to turn misfortune around. Participants will learn how to motivate themselves in the midst of challenging circumstances and how to use hardships as opportunities for growth.

**Self-Care** - This course is designed to help individuals understand the importance of creating time and opportunities to attend to their own personal needs and well-being. Discussion addresses common attitudes around feeling "selfish" and why self-care is so important for successfully managing stress and creating balance. Participants will learn that in order to be effective at supporting others, they must first support themselves.

**Self-Control/Willpower** - This two hour course is designed to introduce the theory of self-control/willpower and how to improve it. Participants will engage in learning various strategies used to identify and overcome barriers and obstacles that prevent us from achieving our goals. Discussion will include; what willpower enables us to do, self-control as a limited resource, and the rewards of delayed gratification.

**Self-Engagement** - This course explores the responsibility for and power of self-engagement. Discussion will help employees assess their own level of engagement and its effectiveness. Participants will learn ways to engage themselves in their work so that it enhances their performance, their professional identity, and their sense of satisfaction.

**Strengths Finder** – This 2 hour course introduces the participant to strengths based positive psychology. The learner will examine theories related to talent development with an emphasis on identifying and understanding personal strengths and managing weaknesses.

**Team Building** - This 2-hour Special Interest course emphasizes the team building concept and how effective communication and winning attitude contributes to team success. Participants will learn to create synergy with their team mates by working together effectively in a diverse working environment to support the organizational mission objectives.

**Team Management** - This course offers best practices for forming and managing a work team. Discussion explores leader responsibilities for team effectiveness, stages of team development, and common

struggles that teams face. Participants will learn ways to position teams for success, influence progress and recognize accomplishments.

**Thinking Manual** - In a working environment, people are constantly challenged with processing information to make important decisions and improve their job performance. Do you ever think about the way you think? Don't you wish there was a Thinking Manual? In this 2 hour special interest training, introduction to metacognition will be covered. Understanding metacognition may enhance your ability to process information, learn better, solve problems, and make better decisions. This may further benefit participants to enhance their strategic planning, and contribute to result driven performance.

**Time Management** - This two hour introductory course provides practical strategies to encourage more effective use of one's time. Discussion reviews common pitfalls of inefficiency and helps employees identify their personal time wasters.

**Trust** - This course explores what trust means as a member of a work team. Discussion examines personal perceptions of trust and what happens to the team dynamic when trust is lacking. Participants will learn strategies for increasing their trustworthiness, fostering trust in their work relationships, and maintaining their trust in the organization during times of change and challenge.

**Valuing Diversity** - In this Special Interest class, participants will identify personal stereotypes, be introduced to the primary and secondary dimensions of diversity, and become familiar with the four cornerstones of diversity: knowledge, acceptance, understanding and behavior.

**Workplace Ethics** - This course emphasizes the importance of values and ethics in the workplace. Discussion explores how values influence employees' decision-making abilities and actions, and identifies ethical dilemmas commonly faced in the work setting. Participants will learn how to navigate "grey areas" of professional ethics and how to perform their work in a way that supports the values of their organization.

**Workplace Etiquette** - This course reviews basic etiquette when working in a professional environment. Discussion reviews the impact of impolite behavior on an employee's job satisfaction and productivity, and identifies specific behaviors in a workplace that are often considered problematic. Participants will reflect upon their own behavior, learn ways to break "bad habits," and will receive guidance on creating a more harmonious work environment.

**Workplace Humor** - This course explores the role of humor in the workplace and highlights its effectiveness as a tool to diffuse stress and build relationships. Discussion reviews appropriate and inappropriate humor, and how to balance levity with professionalism. Participants will learn specific strategies to incorporate humor productively in their everyday work interactions.

**Workplace Violence** - This course defines violence as a behavior, not a personality trait and provides examples of the different types of workplace violence. The course will explore the rationalization process that leads people to commit to violence, including the stages that lead to targeted violence in the workplace. Most importantly, the course will provide valuable information for participants to recognize the warning indicators of workplace violence and offer tips for surviving such events. Don't miss this personal safety course that just might save your life.