PERSONAL DEVELOPMENT PORTFOLIO

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. 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

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Advanced Writing Skills for Experienced Professionals

Writing is never easy if your job responsibilities include frequent reporting about complex issues for a variety of readers. Grammar rules and stylistic preferences regularly change, yet most workplace writers haven’t thought about grammar and usage standards since they were in school. This advanced course exposes experienced writers to information that may contradict some of the hard and fast rules they learned as students.

Objectives:
• Clarify the differences between academic and workplace writing
• Identify English grammar and usage rules that have changed over time
• Build documents based on principles of visual design
• Cite stylistic problems that compromise clear writing
• Revise texts based on timeless principles of focused writing
• Edit with an industry-specific style guide and an in-house style sheet
• Use a variety of rhetorical techniques to help readers hear the writer’s voice

Prerequisites: Action Grammar and Business Writing: Clarity Through Critical Thinking

Target Audience: Individuals who want to align their writing with current standards and preferences

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Requirements: Registered participants will rely on their documents, as well as their organization’s preferred style guide and style sheet, if these resources are available. Participants should bring their work documents and style guide on a flash drive in Microsoft Word 2010 (or above) format. Confidentiality guaranteed.
Anger Management

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

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

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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

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Citywide Standardized Customer Service

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

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

Target Audience: Employees at all levels

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Conflict Management: Defusing Workplace Aggression

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

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

Target Audience: Individuals who want to defuse potentially volatile situations

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Conflict Management: Strategies for Handling Difficult Behaviors

This workshop provides participants with techniques to enhance their skills for dealing with people who exhibit difficult behaviors in the workplace. Participants will explore how to manage their own behaviors, 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 workplace 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

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Developing Dynamic Listening Skills

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

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

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

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Enhancing Your Personal Productivity

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

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

Target Audience: Individuals who want to defuse potentially volatile situations

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How to Write Fast Under Pressure

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

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

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

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Managing Multiple Priorities

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

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

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

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Managing Stress and Preventing Burnout

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

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

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

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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 improve your memory skills

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

Motivating Yourself for Professional Success

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

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

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

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Personal Financial Management

When individuals think about personal financial management, they often do not know where to start to achieve their goals. The expectation needs to change. There are a few things that you just have to do and other things that are strongly recommended. We will be discussing ways to generate assets, protect assets, and build assets. Finally, we will share the importance of prioritization and decision-making to enhance your financial situation.

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

Target Audience: Staff at all levels

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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
- Minimize the most frequently made grammatical errors

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

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**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 the needs of others
- Develop techniques to achieve greater understanding
- Interpret verbal and non-verbal communication cues
- Diffuse and resolve conflict situations

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

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**Turning Obstacles Into Opportunities**

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

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

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

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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 given a model of telegraphed behavior that violent individuals often engage in before being physically assaultive and then appropriate responses 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

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Writing Effective and Efficient E-mails

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

Objectives:

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

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

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Writing in Plain Language & Clinic

The Federal Plain Language Writing Act of 2010 requires government employees to write in a plain language that is “simple and easy to understand, with the goal of minimizing uncertainty and litigation.” The one-day workshop and half-day clinic are designed to provide you with the tools to write in plain language while maintaining a level of professionalism reflective of your position and agency. You will have many opportunities to practice the course principles through writing, revising, editing, and proofreading activities.

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

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

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

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

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