

# The Training Post

**Welcome to The Training Post!** The Civil Service Commission's Office of Training is delighted to introduce its first edition of **The Training Post** newsletter. On a quarterly basis, **The Training Post** will provide relevant and interesting news related to training and development, the Learning Management System (LMS), and ePAR. The newsletter will also include useful professional development tips, training spotlights, featured courses, and a "Questions Corner." Our hope is that **The Training Post** will serve as a way to share information, motivate employee performance, and facilitate the exchange of information.

## Quarterly Classroom Courses and Specials

*\*Please note that contract classes are available upon request.*

Business Objects Fiscal Novice  
 Business Objects Fiscal Intermediate  
 Business Objects HR Novice  
 Business Writing  
 County and Municipal Personnel System (CAMPS)  
 Customer Service  
 Excel Basic 2013  
 Excel Intermediate 2013  
 Excel Advanced 2013  
 Family and Medical Leave Act (FMLA)  
 Leadership, Education, and Development (LEAD)  
 Project Management Essentials  
 Personnel Management Information Systems (PMIS)  
 Public Speaking  
 Supervisor Success Series (S3)  
 Techniques for Improving Performance Series (TIPS)  
 Understanding Civil Service NJAC 4A for Local Government

## Microsoft Office Training Summer Special

The Civil Service Commission (CSC) is offering a special rate for agencies who contract Microsoft Office Training classes. The Summer Special price is \$2,000 per class. The classes must be delivered during the months of July and August.

The Summer Special includes the following topics:

Access  
 Excel  
 Outlook  
 PowerPoint  
 Project  
 Visio  
 Word

**For training inquires, contact  
 CLIPTraining.Support@csc.nj.gov**



*Because successful training programs aren't just about content, each edition of **The Training Post** will spotlight either a participant or an instructor who has been involved in one of the many classroom courses held during the quarter. In this first edition, meet Ms. Teresa Marin of Hudson County.*

Teresa Marin has 21 years of State service and is currently employed with the Department of Labor and Workforce Development as an Employment Training Specialist 2 for the WorkFirst NJ program. Her job entails finding employment for citizens who are receiving public assistance and recruiting employers to provide job opportunities to WorkFirst NJ clients who are job ready.

Ms. Marin took the Public Speaking class offered by the Civil Service Commission in December of 2016. Initially thinking the class was going to be monotonous, her view was quickly put to rest by the motivating personality of the instructor and the effective learning material. Ms. Marin noted that the learning environment was engaging, comfortable, and encouraged active participation. She stated that the Public Speaking class enhanced her presentation skills with WorkFirst NJ clients, as well as becoming more effective while interviewing employers over the phone. Ms. Marin also stated that on a personal level, the Public Speaking class increased her confidence and she became more involved in church activities. She wants to offer this advice to her peers, "Attend CSC's Public Speaking class. Don't miss out on an awesome training opportunity that will reinforce your presentation skills!"



# #TECH TIPS

How to take a screenshot from your desktop.

**Subject:** Snipping Tool

Have you ever needed to explain an issue you had on your computer screen, but you could not find the words to describe it? In this scenario, the easiest method would be to take a snapshot of your screen. This is the function of the Snipping Tool. The tool can help you capture part or all of your PC screen; add notes; save the snip; or email it right from the Snipping Tool window. Here is how to use the Snipping Tool:

1. **Locate the Snipping Tool** – Type in “Snipping Tool” in the search box.
2. **Create the Snip You Need by Choosing a Snipping Type** – Left click the downward pointing arrow next to “New.” There are four different snip options:

### **Free Form Snip**

- Left click down on your cursor and hold as you draw free-form around the object you want to capture.
- Release the cursor to take the snip. The snip will open in the Snipping Tool’s mark-up window where you can edit and share it.

### **Rectangular Snip**


- Left click down on your cursor and drag your cursor to create a rectangle around the object.
- Release the cursor to take the snip. The snip will open in the Snipping Tool’s mark-up window where you can edit and share it.


### **Window Snip**

- Left click on the window you want to capture.
- Release the cursor to take the snip.

### **Full Screen Snip**

- After selecting “Full-screen snip,” a screenshot of your entire screen is instantly captured.
- The snip will open in the Snipping Tool’s mark-up window where you can edit and share it.

For easy access, add the “Snipping Tool” icon  to your tool bar located at the bottom of the screen.



## Brain Teaser

What word in the English language is always spelled incorrectly?

Answer on page 4

# The Buzz...

*In the Office of Training, we strive to provide our participants with innovative and cutting-edge learning experiences. “The Buzz” will feature the latest training trends and noteworthy “buzz” on various professional development themes. In this edition, we reveal a personal perspective of the people who shaped Backpack to Briefcase, our first online non-policy course that is bound to bring out the professional in you!*

## Backpack to Briefcase - Behind the Scenes

Hi! I’m Meaghan Wong, the writer and content developer of Backpack to Briefcase. It addresses professionalism in the workplace and explores the four areas of professionalism: professional attitudes, behaviors, appropriate appearance, and best practices in technology.

Developing an e-learning course is very involved and takes a great deal of collaboration. To give you an idea, take a look at how it all came to be:

First, I had to research the topic of professionalism and draft the objectives and outline of the course. Then, I had to consider what tools and strategies I would include to ensure that the instructional components and activities complemented the objectives of the course. Lastly, I had to develop the script. Script writing can be very challenging, since it must be written in a conversational tone. After I developed the script, it was time to partner up with Lamonte Parks for the e-learning development.

Lamonte was instrumental in using visual design to make the curriculum come to life. He found images to match the script and included videos and engagements for participant interaction. Once the visuals were paired with the script and curriculum, it was time to record.

Darrell Waytes was responsible for recording the narrator, Marty Berrien, and syncing the narration with the slides. Through various recording takes and adjustments to tone and volume, Backpack to Briefcase now had a voice.

Darrell and Lamonte also focused on program production to meticulously piece all the components together. After assembling Backpack to Briefcase, our team, along with various testers, reviewed the course and provided feedback. After many revisions, we were finally able to release it on the Learning Management System (LMS). It was a great learning experience and we had a few laughs.

Backpack to Briefcase was truly a labor of love. It is now available for free on the LMS. To access the course, click on the Featured Courses tab within the LMS catalog. We hope you will find it helpful in your daily operations.

# Professional Development Toolkit: Carpe Training! (Seize the Training)



So you just received an email confirming your enrollment in an employee training program. Maybe you're being dragged against your will to fulfill an organizational requirement, or maybe you're skipping all the way to the classroom because you're passionate about the topic. Either way, your employer is making an investment in YOU and your career development, and that's a big deal.

Here are 10 tips to help you make the most of your next training opportunity:

- 1. Have an open mind.** Before the class, jot down any questions you have about the topic and bring them with you. This can help you stay attentive, as you actively listen for the answers.
- 2. Set yourself up for success.** Double check the location and start time of the training beforehand and aim to arrive a few minutes early. Wear layers so that you can adjust to the climate of the training room and be comfortable, which will help you to stay focused.
- 3. Limit distractions.** This means being present, interested, and actively engaged. Keep your phone and other devices out of sight and on silent until break. That email or text can wait.
- 4. Consider your learning style.** Recognize how you learn best and apply it in the training environment to maximize your ability to retain and relate what you learned to your job. If you need special accommodations, be sure to make a request ahead of time.
- 5. Participate.** Try not to rush when completing the training exercises. Work through each exercise with the intent of trying to apply and practice the new skill in a safe environment. Listening to others, nodding or shaking your head, and sharing your own experience, are other great ways to get active in the training.
- 6. If you are unsure, ask questions.** Don't sit in a training session, pretending to be following along because you don't want to hold the class up, or are afraid of looking clueless. Ask the instructor to clarify things; chances are other participants will benefit from hearing it explained in more detail, too.

**7. Keep it real.** The more you put into training, the more you are likely to take away, so dig a little deeper. At every stage, be sure to relate it back to the day-to-day reality of your work. Think about what that process might look like in action and how you could apply it on the job.

**8. Talk about what you learned.** The simplest way to remember what you learned is by talking about it with others. During breaks, chat with the other people in your class. Find out what they are picking up from the course and how they plan to apply it. Back at work, talk to your co-workers and supervisor about what you learned and found valuable.

**9. Enjoy the class as much as possible.** Enjoy the other participants' and the stories they share. Don't forget to laugh and have fun (of course, this means laughing *with*, not laughing *at*). The more enjoyment, usually the more learning.

**10. Continue learning.** Your learning should not stop the minute you leave the training room. Make a plan for implementing at least one thing that you learned. Then, periodically look back at your plan to see if you are using what you learned, or if there are new areas that you want to explore.

**Reference:** Gerzon, Jeannette. "Getting the Most Out of Your Training," Hrweb.mit.edu. Accessed March 2017.

<http://hrweb.mit.edu/learning-development/engaged-participant>



**I** In each edition of *The Training Post*, ePAR Insider readers can expect to see relevant news and helpful tips about the PAR program and the ePAR system. The "Asset" section will brief you on upcoming changes and events. The "Intel" section provides information about the PAR program. The "Ops" section offers helpful tips for the ePAR system.

**N** We welcome the Department of Human Services to ePAR. Their implementation brings the ePAR users' tally to more than 50,000 throughout the State.

**S** **Asset:** An online training course entitled, *Understanding the New Jersey Performance Assessment Review (PAR) Program*, will be released in April on the Learning Management System (LMS). This course is designed to provide users with a basic conceptual understanding of the PAR process and how it is used.

## Intel: As a supervisor, how do I rate an employee who is on Leave?

You need to evaluate the Ratee's performance for the time the employee actually worked. You should wait for the Ratee to come back from leave to sign the necessary stages of the PAR process.

**Ops:** The State Seal, located on the upper left side on every ePAR page, serves as a "home" key and returns you to the Dashboard page.

For help on how to navigate the system, please access our ePAR webpage [www.state.nj.us/csc/employees/programs/performance/](http://www.state.nj.us/csc/employees/programs/performance/)

For ePAR inquires, please contact [ePARHelp@csc.nj.gov](mailto:ePARHelp@csc.nj.gov)

# LMS Café

The "LMS Café" has something for everyone. In each edition of *The Training Post*, the LMS community can find information on new course releases, blended learning recommendations, and for our LMS administrators, system updates. Check out the *What's Brewing* section for highlighted new online course releases, the *Barista* section for useful system updates to help administrators better serve their LMS community, and *Signature Blends* for a list of recommended online courses that complement our classroom training.

## What's Brewing

### FEATURED COURSES

- Backpack to Briefcase: Bring Out the Professional in You!
- eCATs for Users
- Understanding the New Jersey Performance Assessment Review Program
- \*Reaching Goals Using Perseverance and Resilience (Skillsoft)
- \*Becoming Your Own Best Boss (Skillsoft)

\*Please note only users with a Skillsoft® Complete Collection Subscription can access this content.

## LMS Barista



### [New Update: Soft Due Date for Recurring Assignments](#)

Administrators can now set due dates for assignments that are recurring.

### [New Update: Drop Comment in Assignment Data Set](#)

The "Drop Comment" field is now available for reporting in Advanced Reporting.

When running an advanced report on course/class completion, if a user was dropped from the enrollment, administrators can now see the reason why the user was dropped.

### [New Update: Audiences in User Profile Data Set](#)

The "Audience" field is now available for reporting in Advanced Reporting. When running an advanced report on user data, administrators can now see the audiences to which a user belongs.

For more in-depth information on the updates below, please refer to the "LMS Release Notes Vol. 1" found in the Resource Center on the LMS.

For LMS inquires, please contact  
[CLIPeLearning.Support@csc.nj.gov](mailto:CLIPeLearning.Support@csc.nj.gov)

## Writing @ Work

An easy way to remember when to use a comma in a sentence is the mnemonic

### FANBOYS:

F

A

N

B

O

Y

S

Place a comma before a FANBOYS word, when what it separates are two complete thoughts or sentences.

Example: "We saw too many people in line, so we decided to wait." The two complete thoughts are "We saw too many people in line" and "we decided to wait."

## Brain Teaser



### Incorrectly

(except when it is spelled incorrekctly)

## Signature Blends

### 1. *Communicating with Professionalism and Etiquette*

Complementary Classroom Training: Courtesy, Respect, and Professionalism; Face-to-Face Communication

### 2. *Conflict: Avoid, Confront, or Delay?*

Complementary Classroom Training: Conflict Resolution

### 3. *Being a Receptive Communication Partner*

Complementary Classroom Training: Face-to-Face Communication

### 4. *Elements of a Cohesive Team*

Complementary Classroom Training: Team Building

## Question Corner

If you have questions or suggestions for topics you would like to see *The Training Post* feature in an upcoming newsletter, email us at [Trainingfeedback@csc.nj.gov](mailto:Trainingfeedback@csc.nj.gov).



To subscribe to *The Training Post*, please click the link below.

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