

# The Training Post



Our theme this fall relates to “wellness”. We realize many of our readers may be facing multilayered challenges during this unprecedented time and could use a boost of encouragement. National Emotional Wellness month is observed during October, along with other nationally recognized causes and groups. The National Institutes of Health (NIH) defines emotional wellness as, “the ability to successfully handle life’s stresses and adapt to change and difficult times.” Whether you’re tending to work, family, or yourself, you need to be well - inside and out. While emotional wellness is important, it’s one dimensional. The National Wellness Institute promotes six dimensions of wellness - emotional, occupational, physical, social, intellectual, and spiritual. Finding ways to nurture these dimensions will have a positive impact on your overall sense of wellbeing.

In this edition, of **The Training Post**, we focus on developing wellness habits with our featured training and development opportunities, professional growth advice, and beneficial updates and tips for the Learning Management System (LMS) and ePAR.

*“We are not defined by the events in our lives, but rather by the narrative we write for ourselves in response to those events.” – Dave Manning*

References: [nih.gov/health-information/emotional-wellness-toolkit](http://nih.gov/health-information/emotional-wellness-toolkit), [nationalwellness.org/resources/six-dimensions-of-wellness/](http://nationalwellness.org/resources/six-dimensions-of-wellness/).

## #Wellness: Recommended Courses

In recognition of National Emotional Wellness Month, check out some of the online courses we’ve paired to align with the six dimensions of wellness. (\*Course requires a CLIP All Access Pass)

### Emotional

Focus on recognizing your feelings and the way you express them, as well as how you respond and adapt to (positive and negative) changes. **Quick CLIP: Take a Break Meditate and \*Optimizing Work-life Balance from Ej4**

### Occupational

Focus on making the work you do meaningful and rewarding. **Quick CLIP: Rapid Change: Remembering Your Purpose and \*Moving Up: 02 Maintaining Your Resume from Ej4**

### Physical

Focus on taking care of your mind and body through physical activity and healthy eating. **Quick CLIP: How to Reduce and Manage Your Stress and \*Stress Management: 03 Unavoidable Stress from Ej4**

### Social

Focus on developing healthy and supportive relationships and forming positive connections with people. **\*Building Better Work Relationships from American Management Association and \*Healthy Communication: 02 How to Communicate Well at Work from Ej4**

### Intellectual

Focus on stimulating your mind through continuous learning and seeking opportunities to be creative and expand your knowledge through experiences. **\*Critical Thinking from Hoonuit and \*Emotional Intelligence: 04 Developing Self-Motivation from Ej4**

### Spiritual

Focus on finding meaning in your life’s purpose and sharing it with others. **\*The Growth Mindset: 01 The Growth Mindset – Embracing Yet and \*The Growth Mindset: 02 Developing Growth Mindset from Ej4**

Reference: [nationalwellness.org/resources/six-dimensions-of-wellness/](http://nationalwellness.org/resources/six-dimensions-of-wellness/).



*Because successful training programs are not just about content, each edition of **The Training Post** will spotlight an individual who has been involved in one or more of the many professional development programs offered by CLIP.*

Meet Sergeant Chantannette C. Ketelaar, a 2020 Certified Public Manager (CPM) Program graduate and American Academy of Certified Public Managers (AACPM), Askew Award recipient. The Askew Award is bestowed on a student who presents an exceptional CPM capstone project. Sergeant Ketelaar’s project, “Corrections Crisis Response Team”, addresses the critical elements of a team-oriented response in crisis situations.

Sergeant Ketelaar is a Correctional Officer at the Ocean County Department of Corrections with 15 years of public service experience. Her motivation to serve the community was established early. As Sergeant Ketelaar noted, “I come from a family of law enforcement, fire fighters, and military personnel.” Her lineage of service and inclination toward learning, led Sergeant Ketelaar to the CPM Program. She conveyed that the program became “another... opportunity to advance my professional knowledge.”

Sergeant Ketelaar emphasized that her application of CPM Program methodologies and techniques has led to a more collaborative workplace. Additionally, Sergeant Ketelaar noted that the program challenged participants in more regimented professions, by “giving ... them an opportunity to step outside their comfort zones.”

“Indebted” is the word Sergeant Ketelaar used to describe the invaluable effect the CPM Program has had on her ability to amplify her impact on the community she serves.

# #TECH TIPS



## The Buzz...



### Creating Accessible Documents

When you hear the word accessible, it probably conjures images of persons with visible disabilities. However, some disabilities are “invisible” (low vision, color blindness, cognitive disabilities) and persons in the workplace may not disclose them. So, be mindful of this when creating documents.

#### Accessible Documents - Benefits

Accessible documents are easily read by sighted persons and non-sighted persons. When we design a document with different abilities in mind, we support inclusion.

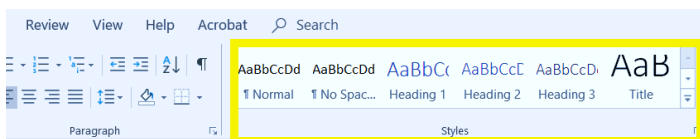
Likewise, many accommodations for persons with disabilities support non-disabled persons. Remember the time you were in a noisy restaurant and read the tv captions, or the audio books you’ve enjoyed? These accommodations were designed for the visually and hearing impaired but have benefited all persons.

#### Creating Accessible Documents

Workplace documents are circulated to employees and the public. So, let’s ensure we create documents accessible for all abilities. Here are two tips to create accessible documents in Microsoft Word.

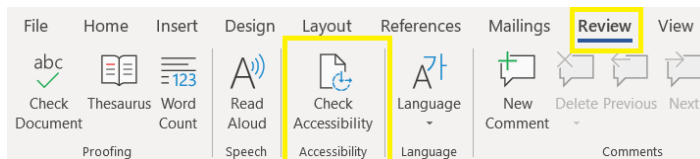
#### Headings

Use headings to provide non-sighted users the ability to “mentally see” sections of the document and provide a comprehensible format for persons with cognitive disabilities. Headings can be found by clicking “Home” and “Styles”.



#### Check Accessibility Feature

To check your document, click “Review” and “Check Accessibility”. This feature will scan your document and provide recommendations, if applicable.



With these tips, your documents should reach a broader audience.

### October is National Disability Employment Awareness Month

#### References:

Bucci-Muchmore, D. (2016, January 18). What is an Accessible Document and Why is Accessibility So Important? Regional Government Services. Retrieved from [rgsjpa.org/what-is-an-accessible-document-and-why-is-accessibility-so-important/](https://rgsjpa.org/what-is-an-accessible-document-and-why-is-accessibility-so-important/).

Lin, J. (2019, April). Top 10 Ways to Make a Document Accessible. Information Today Inc. Retrieved from [Ebcohost.com](https://www.ebcohost.com).

Yale University. (2020, September) Usability and Web Accessibility. Retrieved from [usability.yale.edu/web-accessibility/articles/headings](https://usability.yale.edu/web-accessibility/articles/headings).

At CLIP, we strive to provide our participants with innovative and cutting-edge learning experiences. “The Buzz,” features the latest training trends and noteworthy “buzz” about various professional developmental themes. As many of us continue to work remotely or in modified workplaces, sustaining positivity and productivity may be an ongoing challenge. In this edition, we continue to review tips to bolster your successful transition.

#### Coping in the New Work Environment

If going to the workplace is still a part of your routine, then surely you have noticed that a lot has changed. There are likely inconsistent traffic patterns, varying public commuter schedules, and fewer people at work due to distancing policies. On the other hand, for many, home has become their new work setting. Although people at home have familiar faces, they are still your new coworkers. Or maybe there aren’t coworkers at home, and you work in solitude. How do we cope with these variables which impact our job performance and well-being?

**Create Your Work Environment** - Your workspace can have a significant impact on how you feel and perform. Your work environment refers not only to the physical space, but also elements such as sound, temperature, smell, and lighting. For example, researchers at The National Library of Medicine reported the negative impacts poor lighting and extreme temperatures have on office workers’ productivity. Whether at home or in the workplace create a comfortable space which allows you to focus.

**Practice Self-Care** - Try envisioning that you will perform better as a result of enduring this short-term stress. This positive mental coping technique is called “cognitive reappraisal” and has emotional and psychological benefits. Eat healthy, exercise, and remember to laugh. Good nutrition can reduce stress and improve mental health. Go outdoors to clear and ease your mind. If you are homeschooling, try taking a recess break with your children.

**Communicate** - Remember, social distancing only applies to physical boundaries. Break the feeling of seclusion by communicating. Roy Maurer, from The Society for Human Resource Management, highlights that without communication, workers feel “isolated, unmotivated, and stressed”. So, check-in with your colleagues and supervisor, initiate video calls to enhance interactions. If possible, reach out to a loved one during your break for lighthearted conversation.

Wellbeing is important to sustain your work/life balance. Try adjustments that help you enhance both.

#### References:

Maurer, Roy. “5 Tips to Increase Productivity While Working Remotely,” May 7, 2020. [shrm.org/hr-today/news/hr-news/pages/5-tips-increase-productivity-while-working-remotely-covid-coronavirus.aspx](https://www.shrm.org/hr-today/news/hr-news/pages/5-tips-increase-productivity-while-working-remotely-covid-coronavirus.aspx).

Purdue University Global. “Working from Home: 5 Factors Affecting Your Well-Being.” Purdue Global. Purdue University Global, July 2, 2020. [purdueglobal.edu/blog/student-life/working-from-home-factors-affecting-well-being/](https://purdueglobal.edu/blog/student-life/working-from-home-factors-affecting-well-being/).

UCSF Department of Psychiatry and Behavioral Sciences. “Emotional Well-Being and Coping During COVID-19.” UCSF Department of Psychiatry and Behavioral Sciences, September 23, 2020. [psychiatry.ucsf.edu/copingresources/covid19](https://psychiatry.ucsf.edu/copingresources/covid19).



## Enriching Connections: Tips for Holistic Communications

The word “holistic” means “being concerned with whole systems”. Additionally, “communicate” has its roots in Latin as *communicatus* – which means “to impart” and to “participate”. Collectively, holistic communication is an approach that prioritizes mindfulness and situational awareness. These elements are especially important when working remotely.

The following are tips for holistic communications:

**Ask a Micro Question** – A micro question is a brief query. The purpose of asking a micro question is to initiate communication in a way that provides options for recipients to pace their responses. It provides the receiver of your communication with the flexibility to either reply concisely, and follow-up later, or give a detailed response right away. An example of a micro-question is:

- Do you have five minutes to discuss the training session?

**Communicate to Accommodate** – Communication for accommodation means we adjust our messaging style to resemble our recipient(s). You may already reflexively adapt to the ways others communicate; you can take this a step further and plan to adjust your messaging approach. Purposefully aligning your communications to mirror others’ styles contributes to enhanced understandings. Consider these tips:

- If you routinely communicate with someone who writes and/or speaks in brief “to-the-point” sentences (but this is not your style) try shortening your messages when interacting with them.
- If you communicate with someone who writes and/or speaks using long, detailed sentences (but you typically don’t) try elaborating your communications.
  - Example: Only a partial draft will be completed by Monday at 3:00 p.m. However, a full draft will be ready next Friday at 2:00 p.m. for your review.

**Consider the Recipient** – Before communicating, consider the recipient’s context. Do they work in a very busy unit? Is it likely they’re developing multiple projects? Your message may be another item on a long “to-do list”. Pose the following self-reflective question before sending that email or making that call: “Have I explored other potential sources of information”?

References:

Merriam-Webster. History and Etymology for Communicate. (2020). Retrieved from [merriam-webster.com/dictionary/communicate](https://www.merriam-webster.com/dictionary/communicate).

Merriam-Webster. Definition of Holistic. (2020). Retrieved from [merriam-webster.com/dictionary/holistic](https://www.merriam-webster.com/dictionary/holistic).

Ted Ideas Worth Spreading. The Secret to Giving Great Feedback. Renninger, LeeAnn. (2020). Retrieved from [ted.com/talks/leeann\\_renninger\\_the\\_secret\\_to\\_giving\\_great\\_feedback](https://ted.com/talks/leeann_renninger_the_secret_to_giving_great_feedback).

Wikia.Org: Psychology Wiki. Communication Accommodation Theory. Retrieved from [psychology.wikia.org/wiki/Communication\\_Accommodation\\_Theory](https://psychology.wikia.org/wiki/Communication_Accommodation_Theory).

## Engaging Remote Employees with Creative Job Expectations

Since remote work was implemented earlier this year, many supervisors are challenged with completing ePAR’s for employees who are unable to return to the workplace, but whose duties can only be performed onsite. However, this circumstance may present opportunities to advance staff professional development and benefit agencies and departments in new ways. Here are a few key questions for providing tangible duties to assign and rate staff, enhance engagement, and heighten motivation: What are the major goals of the agency? (This can be found in job expectations).

- What are the major goals of the agency? Are there duties your employees can perform at home to help accomplish these goals?
- Are there “outside of the box” projects that you can assign? Research projects are an example of initiatives that could benefit an organization. These new duties may be entered in the “Significant Events” section of the ePAR.
- Are these projects within the scope of the employee’s job? You may be surprised that in many cases they are!

It is important for supervisors to engage in frequent conversations with their employees. Every employee deserves to know where they stand. The employee should not be negatively impacted for not performing job duties that were unachievable, or out of an employee’s control while working from home. To learn more, take the Quick Clip Course: 01 Leading and Motivating While Working Remotely.

If you have questions about whether certain duties align with an employee’s job title or if a low rating is justified, contact your HR Office for guidance.

October is National Cybersecurity Awareness Month



## Trivia In 2016, what three industries had 95% of their records breached?

Government, retail, and technology. The reason isn’t necessarily because those industries are less diligent in their protection of customer records. They’re just very popular targets because of the high level of personal identifying information contained in their records.



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

- **LMS Learner Video** (found in LMS Getting Started)
- **LMS Manager Video** (Coming end of October)
- **New Jersey Domestic Violence Policy Training 2020**
- **New Jersey SANS Security Awareness Training 2020**
- **Quick CLIP Virtual Trainings**

### LMS Barista Resources at Your Fingertips



The LMS ATC Admin Guide is available and can be accessed by visiting:

**Home > Resources > LMS Admin Community > Resource Files**

The Manager Guide, developed to provide beneficial information to assist managers and supervisors with supporting their team with their learning and development needs can be accessed via:

**Home > What's New > Resource Files**

## Signature Blends

(available with a CLIP All Access Pass)

**Proofreading: 01. How to Proofread**  
Classroom Complement: **Business Writing**

**Be Proactive! Inclusion Starts With You**  
Classroom Complement: **Diversity and Inclusion**

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# WRITING @ WORK



## Questioning for Communication Wellness

John Dewey described that, 'we don't learn from experience, we learn from reflecting on experience'. An essential aspect of reflection is questioning. In this era of remote interactions, our understandings of written messages may be affected by word choices, sentence construction, etc. Uncertainty about the meaning of messages can lead to miscommunication(s). In these instances, reflective questioning is essential to foster communication 'wellness'. The key is to ask the 'right' questions at the 'right' times.

Here are two tips to consider:

### 1. Mindful Questions

Different types of questions yield different types of answers. The following questions can enhance communication wellness:

**Open** - These questions prompt broad recipient response options.  
**Example** - Do you have ideas about how we should proceed with the project?

**Clarifying** - These questions prompt recipient response options to enhance understanding.

**Example** - When you stated that the project will be "circular", what did you mean?

**Probing** - These questions prompt the recipient to think (and respond) more deeply.

**Example** - What made you decide to make the project "circular"?

### 2. Timing is Everything

Another aspect of fostering communication wellness is to be thoughtful about others' time. The timing of your question(s) may not be compatible with another person's availability to respond. Unless a delayed response conflicts with an urgent priority, wait 2-3 days before sending a follow-up prompt.

*Did you know? October is National Learning and Development Month*

## Question Corner

### Fall Question:

Which wellness dimensions will you work on for the rest of the year? [\(Click here to respond\)](#)

**Respond to be entered into our FREE training drawing!**

By submitting to the Question Corner, you are authorizing CLIP to publish your response.



### Summer Question:

What new work/life habits have you developed as a result of the new normal?

Thank you to all of our Summer "Question Corner" respondents. Congratulations to **Johanna Garcia** from the Department of Health! You have been selected to receive the "Free Single-Day Training".

## Summer Responses

Click on Summer Responses to view all the responses.

## The Training Post Credits