

# The Training Post

Pumpkin spice and everything nice! In this edition of **The Training Post** we will focus on civility. As we enter the season of "harvest", it is fitting to highlight the importance of tending to your relationships by being courteous and respectful. Let the season also inspire you to gather new ideas and information.

We hope to "spark" your interest and "light a fire" with our featured training and development opportunities, professional growth advice, and beneficial updates for the Learning Management System (LMS) and ePAR.

So, this fall, remember to "sow the seeds" of appreciation to reap a culture of respect and seek new knowledge that will bring out the best in you and those around you.

## Quarterly Classroom Courses and Specials

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

**Business Object HR Novice**

**Business Writing**

**County and Municipal Personnel System (CAMPS)**

**Microsoft Suite Excel and Word**

**Microsoft SharePoint**

**Project Management Essentials**

**Supervisor Success Series (S3)**

**NJ Supervisory Training Empowering Performance (NJSTEP)**

**Support Specialist Program (SSP)**

Look forward to **Spring** with these course offerings.  
Register early! Classes fill up quickly.

**Business Writing**

**Customer Service**

**Leadership, Education, and Development (LEAD)**

**NJ Supervisory Training Empowering Performance (NJSTEP)**

**Public Speaking**

**Supervisor Success Series (S3)**

**Techniques for Improving Performance Series (TIPS)**

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 third edition, meet Ms. Ana Villagran of the Department of the Treasury.

Ana Villagran has been in State service for 13 years, and is currently employed with the Division of Revenue and Enterprise Services as a Business Development Representative 2. As a Certification Auditor, Ms. Villagran reviews and evaluates applications from vendors who are either registering or being re-certified to participate in the Small Business, Minority and Women Owned Business Enterprise Program.

Ms. Villagran participated in the Courtesy, Respect, and Professionalism class offered by the Civil Service Commission July, 2017. She hoped the class would provide techniques to enhance her interaction with co-workers and vendors. After taking the class, Ms. Villagran commented that the varied topics were particularly beneficial toward enhancing her interpersonal professional skills.

Overall, Ms. Villagran enjoyed the class and felt that the training materials provided effective situational examples and questions that can be applied in the workplace. She would recommend the Courtesy, Respect, and Professionalism class to her co-workers.



# #TECH TIPS

Subject: Shortcut Keys - Part I

Using keyboard shortcuts is a simple, efficient way to improve your computer use. This two-part “series” presents 22 ways to maximize short-cut keys. You will perform common functions more quickly by avoiding multiple menu steps. Check out these 11 tips.

<b>Alt+Tab</b>	Use to: Switch Between Two Most Recently Opened Programs. Example: MS Word and Internet Explorer
<b>F2</b>	From a File Drive or Folder: Access and Rename a Selected File. Use with: MS Office Suite.
<b>F5</b>	Use to: Locate and Change Parts of Your Open Document. Use with: MS Excel and Word.
<b>Ctrl+N</b>	Use to: Create a new, blank document. Use with: MS Office Suite
<b>Ctrl+O</b>	Use to: Access File Folders and Drives in an Open Software Program. Use with: MS Office Suite.
<b>Ctrl+A</b>	Use to: Select all Text in an Open Document. Use with: MS Excel, Power Point, and Word.
<b>Ctrl+B</b>	Use to: Change <b>Bold</b> Selected Text. Use with: MS Excel, Power Point, and Word.
<b>Ctrl+I</b>	Use to: <i>Italicize</i> Selected Text. Use with: MS Excel, Power Point, and Word.
<b>Ctrl+U</b>	Use to: <u>Underline</u> Selected Text. Use with: MS Excel, Power Point, and Word.
<b>Ctrl+F</b>	Use to: Open the “Find” Option and Locate and Replace Text. Use with MS Office Suite.
<b>Ctrl+S</b>	Use to: <u>Save</u> an Open Document. Use with MS Office Suite.

## Trivia



### Why Do We Shake Hands?



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” features the latest training trends and noteworthy “buzz” on various professional development themes. In keeping with the topic of civility in the workplace, this edition focuses on synergistic strategies like brainstorming and “working meetings” used to develop our training programs. You may find these kinds of strategies are particularly beneficial to cultivate or enhance a collaborative environment in your offices.

### Brainstorming

When a content developer needed help devising multiple scenarios to create activities for L.E.A.D., (our two-day course designed for non-supervisory employees interested in enhancing and practicing effective leadership skills), she called on her co-workers to help generate ideas. Being able to brainstorm in a relaxed environment resulted in a successful outcome that was also fun.

### Working Meetings

While working on the CAMPS training enhancements, the team found that “working meetings” reduced the number of convoluted email exchanges between the subject matter experts (SMEs) and the content developer. Additionally, the developer had access to a computer and revised the training materials with the SMEs’ feedback “on the spot” making the process more efficient. These “working meetings”, not only afforded everyone the opportunity to collaborate face-to-face, but also prompted the group to allocate blocks of uninterrupted time out of their demanding schedules.

Whether the applied strategies are brainstorming sessions, “working meetings,” or other approaches, collaboration is key to generate great ideas and develop successful projects. Working together openly and respectfully continues to build synergy that fosters effective teamwork and workplace civility.

# Professional Development Toolkit: Spread Civility in the Workplace... It's Contagious



*How we treat one another at work matters. In fact, it is infectious. Repeated kind or rude behaviors will spread across an organization faster than the common cold, and can affect morale, performance, and well-being. Research has found that groups exposed to incivility have a harder time completing tasks that require cognitive skills, such as brainstorming, information processing, and problem solving. Fortunately, past negative behaviors can be changed. Every employee has the power to create a winning atmosphere by spreading kindness and respect at work.*

Try these five simple ways to create a kinder atmosphere at work and watch the effect it has on others:

- 1. Acknowledge others.** Smile when you pass someone in the hall, say “good morning” and “goodnight” to your colleagues. These are easy ways to convey warmth and make others feel valued.
- 2. Get to know your neighbor.** We spend a lot of time with our coworkers, so make it a priority to learn their likes and dislikes. This includes their communication preferences and work styles. Asking coworkers whether they would rather be told information in person or via email is a small gesture that can make a huge difference.
- 3. Share resources.** Be approachable and offer help to others. Do this by giving others your time and attention, as well as, sharing information, knowledge, and anything else that might be useful.
- 4. Show gratitude.** Make an extra effort to genuinely thank your colleagues and be sure it is specific and timely. Bonus, if you share how they went above and beyond with their supervisor.
- 5. Become more self-aware.** More often than not, your intentions are not to hurt or offend someone else. Most rude behaviors arise from a lack of self-awareness. To assess your level of civility and learn about ways you can improve click [here](#).

## Resources:

<http://www.christineporath.com>

Porath, C. (2015, June 19). No time to be nice at work. New York Times.

Retrieved from <https://www.nytimes.com/2015/06/21/opinion/sunday/is-your-boss-mean>

Metzinger, D. (2017, May 3). 7 simple acts of kindness for a better workplace. Govloop.

Retrieved from <https://www.govloop.com/community/blog/7-simple-acts-kindness-better-workplace>



## Tips for locating your ePAR link on your MyNewJersey Portal

In each edition of the **The Training Post**, ePAR Insider readers can expect to see relevant news and helpful tips about the PAR program and the ePAR system.

In this edition of ePAR Insider, we will take a look at various scenarios employees may encounter when they attempt to logon through their MyNewJersey Portal account to access the ePAR application.

There are three possible scenarios that may be happening.

1. The employee is not registered for ePAR. Employees may use the following link to register for ePAR.
  - [https://wwwnet1.state.nj.us/NJ/NJ\\_ePar\\_Reg/SelfRegistration.aspx](https://wwwnet1.state.nj.us/NJ/NJ_ePar_Reg/SelfRegistration.aspx)
2. The employee has multiple MyNewJersey Portal accounts.
  - To determine whether or not you have multiple portal accounts contact your Human resource office or send a request to [ePARHelp@csc.nj.gov](mailto:ePARHelp@csc.nj.gov).
3. The employee's ePAR Access maybe disabled in the ePAR system.
  - To confirm if you have access to ePAR contact your Human resource office or send a request to [ePARHelp@csc.nj.gov](mailto:ePARHelp@csc.nj.gov).

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# 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.

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

## What's Brewing

### FEATURED COURSES

- Microsoft Assurance Courseware (LMS)
- eCATS Training for Users REVISED (LMS)
- SANS Securing the Human 2017 (LMS)
- Emotional Intelligence: Being Aware of the Emotions of Others (Skillsoft)
- The Value of Peer Relationships (Skillsoft)
- Creating a Positive Attitude (Skillsoft)

## LMS Barista



### New Updates:

**\*New Advanced Reporting Home Page**

Advanced Reporting has a new look. The home page contains a list of your most Recently Viewed Items as well as widget links to commonly used features such as Ad-Hoc Views & Reports.

### \* Achievements

Achievements is a module that provides the ability to set and track goals based on a number of credits that learners must meet by completing courses. The number of credits can be associated to either the Continuing Education Units (CEU)\* field or any Custom Numeric Course Fields that are flagged to be used in Achievements. Administrators can associate a single or multiple categories with an Achievement and set these categories as either required or optional in order for learners to meet the Achievement. The system tracks Achievement progress based on courses completed that meet the terms of the Achievement.

\*The number of credits for association with the Continuing Education Units (CEU) Field or any Custom Numeric Course Fields refers only to courses completed online.

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

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

## Newsletter Mailing List

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).

## Writing @ Work



Have you met the OWL?

The **Online Writing Lab** website at Purdue University is a one-stop resource for business and other styles of writing. The OWL is a resource to use for composing a document when you have brief writing questions. From grammar rules to writing styles, you'll find helpful hints, detailed explanations, and examples to follow at the OWL.

<https://owl.english.purdue.edu/owl/>

If you are interested in taking a "deep dive" into professional writing skills, please register for our **Business Writing** class.

## Trivia



During ancient times, the shaking of hands was a symbolic way to show sincerity. Strangers would shake one-another's hand to show that they were unarmed and that their intentions are not to fight, but to retain peace. Today, a handshake is considered a formal gesture that shows acknowledgment, respect, and openness.

## Signature Blends

### 1. Building Better Relationships through Understanding (Skillsoft)

Complementary Classroom Training: *Courtesy, Respect, and Professionalism*

### 2. Customer Service Fundamentals: Building Rapport in Customer Relationships (Skillsoft)

Complementary Classroom Training: *Customer Service*

### 3. Being a Receptive Communication Partner (Skillsoft)

Complementary Classroom Training: *Face-to-Face Communication*

### 4. Being an Effective Team Member (Skillsoft)

Complementary Classroom Training: *Team Building*

## Question Corner

### → Fall Question:

What was the nicest thing a co-worker has done for you at work?

**Tell us!**

### Summer Question:

What books did you read this summer?

**Summer Responses**

**The Training Post Credits**