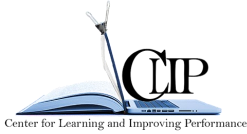


# The Training Post



Fall has arrived! What possibilities does this fall have in store for you? We all have professional expectations and ambitions - the challenge is, how do we fulfill them? Perhaps you want to learn a new skill, make a career change, or attain higher earnings. In this edition of **The Training Post**, we focus on topics that will assist you to align your professional development activities so they surpass your expectations.

We will enlighten you with our featured training and development opportunities, professional development advice, and beneficial updates and tips for the Learning Management System (LMS) and ePAR.

Remember, you direct your destiny. So set your expectations, invest the effort, and expect the change!

"It's the farmer who plants the seeds who reaps the harvest" B. C. Forbes

## Quarterly Classroom Courses

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

### New Releases

Managing Difficult Behaviors

Principles of Investigative Interviewing and Reporting (PIIR)

Project Management – PMP Preparation Training  
(PMBOK - 6th Edition)

Web Design Fundamentals

### Trending Now

Business Objects

Business Writing

Customer Service

HR Horizons

Leadership Education and Development (L.E.A.D)

Make Meetings Matter

*(formerly-Effective Meetings: Strategies and Techniques)*

Microsoft Excel

NJ Supervisory Training Empowerment Performance (NJSTEP)

Supervisor Success Series (S3)

Techniques for Improving Performance Series (TIPS)

Check out CLIP's website for  
Fall Training Specials!

For training inquires, contact  
[CLIPTraining@csc.nj.gov](mailto:CLIPTraining@csc.nj.gov)



Each edition of **The Training Post** will spotlight a participant or an instructor who has been involved in one of the many professional development programs offered by CLIP.

In this edition, we highlight Kimberly Springer, Department of Environmental Protection. Mrs. Springer is a 2018 New Jersey Certified Public Manager (CPM) graduate and the 2018 Askew Award winner. She was presented the American Academy of Certified Public Manager, Askew Award in recognition of her exemplary CPM capstone project entitled, "Atlantic City: A Framework for CAFRA Regulatory Reform."

Mrs. Springer has 27 years of experience in public service. As the manager of the Office of Policy Implementation, she is responsible for development and promulgation of rules and regulations that govern DEP's Division of Land Use Regulation permitting programs. Additionally, she manages the implementation of programs that restore ecosystem functions, living shorelines, and mitigation banking programs.

In a quest to expand her managerial skill set, Mrs. Springer sought to attend the CPM Program. She didn't know what to expect, but wanted to acquire essential skills to enhance her management style to achieve positive outcomes for herself and her staff.

"Rewarding" is the word Mrs. Springer used to describe the CPM Program. It exceeded her expectations. She stated, "I feel the tools, experiences, and connections I gained through the program have made me a better manager and person." Mrs. Springer is sending one of her staff to the program in October.



# #TECH TIPS

Subject: Create Email Templates using the Quick Parts feature in Microsoft Outlook

Do you have one or more routine emails you frequently send to colleagues or customers? Conserve time on these repetitive messages by saving them as templates. Within Outlook there is a simple way to save templates for future use. Quick Parts is a balance between email signatures and Microsoft Office templates. Using Quick Parts will provide an efficient means for communicating uniform and accurate messages.

1. Open Outlook and create a new message.
2. Select the entire text or content, click the Insert tab.
3. On the right-hand side of the ribbon click Quick Parts and choose Save Selection to Quick Parts Gallery.
4. This will open the Create New Building Block dialog box. Complete the building block information as shown below.

5. Create a new email message and place the cursor wherever you'd like to insert the entry.
6. Select the Insert tab on the ribbon, click on Quick Parts, and then choose the thumbnail that matches the entry you'd like inserted. You can also search by typing the name of the entry.

Reference:  
 Simoes, J. (2018). How to Use Quick Parts in Microsoft Outlook 2016.  
 Retrieved from: <https://www.groovypost.com/how-to-/quick-parts-microsoft-outlook-2016/>

## Trivia

What term did sci-fi writer William Gibson create in his 1982 short story "Burning Chrome" that is now commonly known?

E-mail

Hacker

Cyberspace

Internet

Cyberspace is now commonly known and used to describe the online world of computer networks and the Internet.

The answer is Cyberspace



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" on various professional developmental themes. In this edition, we explore a scientific perspective of why we tend to procrastinate. Studies show, procrastination might not just be a time management topic, but a topic of emotional management.

Looking out for your Future-Self

It's happened again. The clock is "ticking" as you type feverishly on your keyboard. There is no time to check your email or work on another task; the deadline is rapidly approaching. There are no more chances to "do it tomorrow".

Procrastination in the workplace is not a new professional development topic. However, a different perspective about why we put off tasks may provide new insights to avoid procrastinating. Adapting new approaches may provide you with renewed motivation and fulfill great expectations in the workplace.

Dr. Timothy A. Pychyl (2017), a psychologist and scientist who has studied procrastination for twenty years, stated that procrastination is not necessarily a time management issue, but more of an "emotional management issue". He explained that we avoid tasks to cope with our emotions. When we feel "overwhelmed, uncertain, fearful, resentful, or frustrated" about work, we use "task avoidance". In other words, we procrastinate performing work tasks to regulate and avoid these negative emotions.

Research also shows that we tend to think about our present and future selves as two separate people. Notably, we tend to view our future self as a stranger, because we feel disconnected from our future self. In our minds, our future self will have more energy and be more motivated to tackle a task later. But, is this true?

When we procrastinate, we help our present self feel good, but at what cost? You may temporarily change how you feel, but it may be at the expense of your future emotions and well-being.

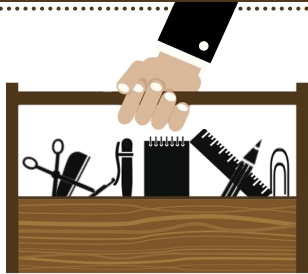
Perhaps it's not how you manage your time that causes you to delay starting or completing tasks, maybe it's how you feel about them? To look out for your future self, consider this: if procrastinating is a way to regulate your emotions, what can you do to change the way you feel about starting or completing tasks?

References:

Pychyl, Timothy A. (2017 Sep. 19) How to Stop Procrastinating, NOW. Retrieved from <https://www.highperformanceinstitute.com/blog/how-to-stop-procrastinating-now>.

Pychyl, Timothy A. (2018 Feb. 28) The Tale of Two Selves: How Future-Self Can Help Present-Self To Be More Productive. Retrieved from <https://highperformanceinstitute.mykajabi.com/blog/two-selves>.

# Professional Development Toolkit: Do you Have a Resilient Mindset



Everyone experiences challenges from time-to-time in their professional lives. However, the ways that you react to these potential stressors makes a world of difference with the outcomes. Do you move forward, determined to reach your goals? Or, do you allow challenges to affect your progress? A resilient mindset changes the way you view and respond to challenges. It allows you to bounce back quickly when you experience obstacles that might distract you from staying on course. The following are ways you can adjust your thinking and harness your resilience to reach your next goal(s).

## 5 Tips to Boost Your Resilience:

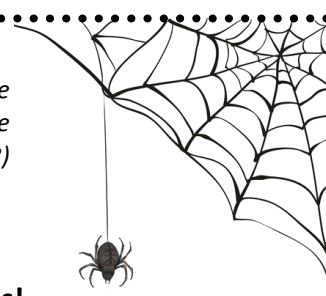
- 1. Don't worry, be happy.** Whether it's a short or long-term project, instead of worrying about how much work still needs to be accomplished, focus on the progress that you have made and stay optimistic. A positive outlook can go a long way.
- 2. Keep it real.** When you feel yourself getting overwhelmed, try taking a step back to identify the problem. Then, concentrate on coming up with logical and realistic solutions. Remember to be flexible and experiment with ideas.
- 3. Ready, set, action.** Problems do not usually go away on their own. The faster you act the faster you can stop problems and stress from accumulating. Try segmenting a problem into smaller manageable tasks. Being proactive about putting a plan into motion will help you feel more in control, and less like a victim of chaos.
- 4. Learn from mistakes.** The most resilient people are not the ones who are always successful. Instead, they are the ones who have failed and learned from their mistakes. When you have a negative experience, consider what you could do differently next time. Also, allow yourself to make mistakes without "beating yourself up" about it.
- 5. Doing is believing.** Resilience is fueled by the sense of achievement and there isn't a more satisfying feeling than overcoming a difficult situation. Every time you successfully overcome a hardship you get an extra boost of confidence that can help you persevere the next time you hit a bump in your road to success.

## References:

- Cherry, K. (2018 Apr. 03.) 10 Ways to Become More Resilient. Dashdot Publishing, Very Well Mind. Retrieved from <https://www.verywellmind.com/ways-to-become-more-resilient-2795063>
- Carmichael, C. (2018. Jul. 25.) 10 Tips to Increase Your Resilience. GovLoop. Retrieved from <https://www.govloop.com/10-tips-increase-resilience/>
- Fernandez, R. (2016 Jun. 27.) 5 Ways to Boost Your Resilience at Work. Harvard Business Review. Retrieved from <https://hbr.org/2016/06/627-building-resilience-ic-5-ways-to-build-your-personal-resilience-at-work>



In each edition of *The Training Post*, ePAR Insider readers can expect to see relevant news and helpful tips related to performance management, the PAR program and the Electronic Performance Assessment Review (ePAR) system.



## Job Performance Expectations - The Key to Success!

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Raters who set and communicate clear and realistic job performance expectations create a path for employees to succeed. Clarifying and reinforcing expectations regularly with employees, in addition to providing continuous feedback, can help to avoid misunderstandings and conflicts. This first critical step is the foundation to ensuring employee performance results are optimal.

**ePAR Tip** - Raters should complete Job Expectations within 30 days of a new employee assignment.





# 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

October is Cyber Security and Anti-Bullying Month.

- New Jersey SANS Security Awareness (Basic & Advanced) 2019 (LMS)
- New Jersey Workplace Violence: Recognize, Prevent & Report 2019 (LMS)

### LMS Barista



### LMS - Browser Support and Configuration

For more information on LMS System Requirements, please click the link below.

[System Requirements](#)

## Signature Blends

1. **Managing for Rapid Change and Uncertainty** (Skillsoft)
  - Complementary Classroom Training: **Navigating Through Change**
2. **Management Essentials: Confronting Difficult Employee Behavior** (Skillsoft)
  - Complementary Classroom Training: **Managing Difficult Behaviors**

For LMS or Skillsoft subscription 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

### Running On and Running Over – Edit to Give Readers What they Expect

Writing is about aligning our written communications so that they fulfill readers' expectations. Our readers typically expect to understand our written messages and follow up accordingly. To fulfill both expectations, it's important to ask, "what should my audience know or think after reading my email, memo, or report?" If the answer isn't immediately clear, it's important to take a second look and edit for conciseness and clarity.

#### Tip #1 – Edit the Excess

Sometimes, we clutter our writing with unnecessary words or phrases. To make writing concise and avoid redundancy, proofread and edit to delete or replace excess words and phrases.

#### Examples:

**Excessive Wording** - "There were three staff members that went to each and every employee training course about the latest system software updates training sessions".

**Concise Wording** - "Three staff members went to all the system software update training sessions".

#### Tip #2 - Reduce the Repetition

Another common writing habit is overusing words to emphasize a point.

#### Examples:

**Repetitive Emphasis** - "Overall, there is, of course, definitely no need to embellish your sentence with words of emphasis, if without them, the sentence is definitely capable of underscoring your point".

**Concise Emphasis** - "There is no need to embellish your sentences with many emphasis words if your point is underscored without them".

If you're interested in learning more, please register for our **Business Writing** class.

## Question Corner

### Fall Question:

What are your professional development expectations for this fall?

**\*Respond to be entered into our "Free Single-day Training" drawing - \$159.00 value!**

Please click on the link below to answer the question.

Tell us at [Trainingfeedback@csc.nj.gov](mailto:Trainingfeedback@csc.nj.gov)

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

### Summer Question:

In what ways do you incorporate reflective practices in your workplace routines?

**Summer Responses**

Click on Summer Responses to view all the responses.

Thank you to all of our summer "Question Corner" respondents.

Congratulations to Jean Montgomerie from the NJ Pinelands Commission! You have been selected to receive the "Free Single-Day Training".

**The Training Post Credits**