

The Training Post

*"Time flies when you're having fun!" Can you believe it's been a year since our inaugural release of **The Training Post**? Our team has been encouraged by your feedback and is elated to continue highlighting featured training and development opportunities, professional development advice, as well as helpful updates for the Learning Management System (LMS) and ePAR. In this edition, we want to focus your attention on the idea of "change". While we may not agree with all changes that occur, we can all agree that changes will happen in various aspects of our professional lives. Relatedly, we have included content to help broaden your perspective of "change" in hopes that you embrace your next "change" experience with an open mind.*

Quarterly Classroom Courses and Specials

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

Business Objects Fiscal Advanced

Business Writing

County and Municipal Personnel System (CAMPS)

Customer Service

Microsoft Suite Courses (Summer Specials)

Microsoft SharePoint

Personnel Management Information Systems (PMIS)

Effective Meetings: Strategies and Techniques

Public Speaking

Supervisor Success Series (S3)

Techniques for Improving Performance Series (TIPS)

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 \$2000 per contracted class.

The classes must be delivered during the months of June, July or August.

The following topics are included:

- Access
- Excel
- Outlook
- Powerpoint
- Project
- Visio
- Word

Individuals interested in attending three classes (basic, intermediate and advanced) in the same series will receive a summer discount as well.

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



*Because successful training programs are not 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 professional development programs offered by CSC.*

In this edition, we shine the spotlight on Lillian LaSalle, of Lawrence Township. Ms. LaSalle has over 31 years of public service, and is currently the Executive Director for the Office on Aging in Lawrence Township. She oversees the County Nutrition Program that provides wellbeing, social, and cultural programs for seniors. Ms. LaSalle collaborates on a daily basis with the school district, township employees, community-based organizations, as well as other county and state offices. Her cooperative work ethic ensures that Office of Aging clients receive information and services that enrich their lives.

At the suggestion of her manager, Ms. LaSalle participated in the Supervisor Success Series (S3) program offered by the Civil Service Commission. After completing S3, Ms. LaSalle implemented performance goals for her employees. She learned that positive feedback and documentation are necessary components in fostering a work environment of trust. Ms. LaSalle also recognized that critical conversations must occur early to facilitate a positive work environment.

Ms. LaSalle has expressed that the S3 techniques, training resources (such as the "One Minute Manager"), and networking opportunities afforded her a positive, actionable learning experience.



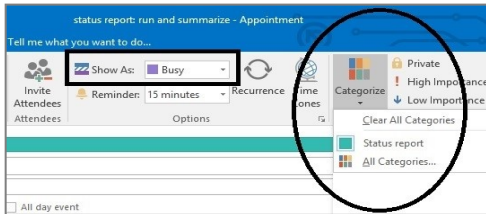
#TECH TIPS

Transform the look of your Outlook Calendar!

Subject: Prioritize your Calendar Items with Color

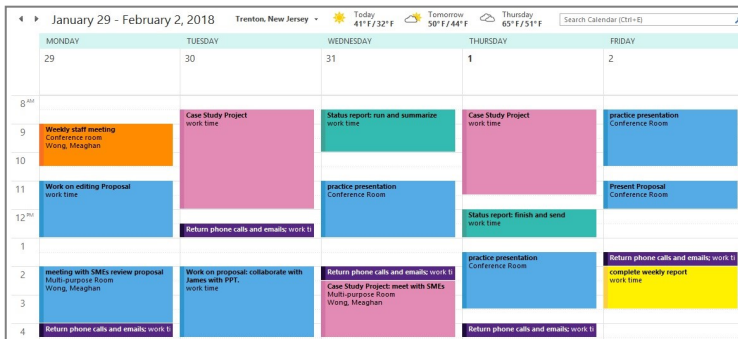
To give your calendar a colorful, yet purposeful transformation, use the **Categorize** button. Assign colors to identify and prioritize meetings and appointments in Microsoft Outlook. With this tool, you can even allocate your own work time for projects and assignments.

1. Select **New Appointment** or **New Meeting** to invite attendees. Then enter the applicable details such as: the subject, location, message, start, and end times. **Note:** When you create an **Appointment** to schedule work time, update the **Show As** field accordingly, the default is “Busy.”
2. Click the **Categorize** button on the ribbon to assign a color category to the **Appointment** or **Meeting**.
3. Click on a color from the drop-down menu. If you use a color category for the first time, you will be asked if you want to rename the category. A bar with that color will display across the top of the calendar item.



4. Click **Save & Close** for the Appointment; Click **Send**, for the Meeting.

The calendar item will appear in its color on your calendar. This is an example of how the calendar categories will appear in the Work Week view in Outlook:



All Categories provides more options: **New** (create more categories), **Rename**, **Delete**, **Color** (change the color), and **Shortcut Key** (apply a shortcut key for the category).

Tip: To group all of your Outlook items together, use the color categories to assign the corresponding colors of your projects and assignments to your emails messages, contacts, and tasks!

Reference: “Video: Use calendar categories and reminders.” Outlook 2016 Help.

Fun Fact

Daylight Saving Time - Holy cow!

Did you know? Just like humans, the switch back and forth from Daylight Saving Time can throw cows for a loop. Farmers struggle to get their cows' milking schedule back on track.



The Buzz

In the Office of Training, we strive to provide 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 ask you to consider ways to maintain changes in the workplace by embracing opportunities to renew.

Renewal Rituals

Staying current is a prominent theme in many aspects of our lives. In the workplace, this is especially true for our professional development. Ongoing changes in our workplace settings are driving forces for the need to embrace transitions and maintain relevancy. Though they may cause uncertainty and stress, changes can be beneficial and provide opportunities for career growth and renewal.

Evolving professionally enhances your flexibility and adaptability to workplace transitions. Career renewal promotes effectiveness, engagement, and excitement. Specifically, effectiveness may entail organizing your physical or mental space; engagement involves taking stock of your professional image to amplify it; and excitement is produced by reinvigorating your norms to achieve renewal outcomes.

As an example, the Office of Training has applied the following approaches for renewal of our training website and materials:

- Adding new color schemes and icons under the “Currently Enrolling” training web page;
- Updating the Learning Management System (LMS) course catalog icons for the NJ statewide courses;
- Adding widgets on the LMS home page to enhance user interaction and engagement in the system;
- Modifying the content of various courses to reflect new information and keep training programs relevant.

Similarly, consider aspects of your professional profile that you can renew. Take time and take stock by asking key questions:

- What are specific areas that you wish to expand with more effectiveness, engagement, and excitement?
- What renewal rituals can you apply to amplify your professional development?
- How can you develop your skills and abilities to align with changing demands and job responsibilities?
- What resources can you draw upon to strengthen your skills?

When you take steps to renew, you have begun the most significant aspect of any change management process – preparing yourself. As we enter into the spring season, the season of renewal, reflect on how “changes” present a myriad of opportunities to: re-group, re-prioritize, and re-invent – yourself.

Professional Development Toolkit: What Kind of Change Agent Are You?



From advances in technology to new management, or policies, change in the workplace is constant. Individuals' reactions to transitions vary based on their change agent response styles. Change agent response styles typically reflect personal workplace characteristics and approaches. There are those who enjoy "shaking things up" while others are more dubious about the unknown. The more you know about your response style, the more readily you can adapt to become optimally effective during and after workplace changes. The following are descriptions of three change agent response styles and tips to maximize the positive aspects and impacts of each type.

Change Agent Response Styles and Tips:

Explorers. Individuals who are eager for the challenge of navigating the unknown, are task-orientated, and enjoy taking the lead. They tend to support risk-taking and embrace changes that are expansive and present varied, new options. Explorers apply a tenacious energy to workplace changes, but can become overzealous and overlook seemingly minor details that are important to a change process.

Tip: Focus on being more reflective during times of change. Taking a step back can help you identify and correct any issues, before potential complications occur.

Observers. Individuals who prefer change that is functional and will want to "test the waters" before committing to transitions. Observers are people-oriented and enjoy tasks that require teamwork and cooperation. They are good at creating balance by drawing people together through compromise and establishing a common purpose. Observers offer a realist approach to change, but tend to let past experiences guide their judgments.

Tip: Ask more questions and try to fully involve yourself in the change process. Try not to rely entirely on past experiences to gauge current changes. The sooner you are able to fully conceptualize a change plan, the better you will be able to adapt to it and contribute to effective outcomes.

Conservers. Individuals whose mantra is "slow and steady". Conservers prefer change that is gradual. They are detail-oriented and enjoy tasks that require organization and efficiency. They demonstrate strong follow-through skills and place a high value on tradition. Conservers like to be sure that everything is in order before any transitions, and can have a hard time letting go when changes do not fit their conceptions of the current structure.

Tip: Set one new goal in the context of a workplace change. This can help you establish structure and control over your work endeavors when changes make your workplace seem chaotic.

Resources:

<http://www.embracethechaos.com/2014/06/how-to-adapt-to-change-in-the-workplace-6-tips-to-gain-control-and-move-forward/>

<http://www.gateshead.gov.uk/DocumentLibrary/council/pois/managingreactionstochange.pdf>

<http://smallbusiness.chron.com/employee-reactions-organizational-change-17732.html>



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 Electronic Performance Assessment Review (ePAR) system.

N **S** ePAR and Personnel Changes

I Organizational changes are inevitable. Routinely, there are new titles, transfers, and supervisor changes. How do these changes get updated in ePAR?

D Employee records are automatically created and/or updated in the ePAR system for new hires, transfers, and title changes. This occurs through a daily data feed from the Personnel Management Information System (PMIS).

However, updates involving supervisor changes are managed internally by each individual agency administrator for verification. Supervisors should be familiar with their agency's ePAR Administrator(s). Contact your Office of Human Resources if you are unsure of your ePAR Administrator.



LMS Café

The "LMS Café" has something for everyone. In each edition of *The Training Post*, the Learning Management System (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 paid Skillsoft® Complete Collection Subscription can access this content.

"What's Brewing"

FEATURED COURSES

- Leading Teams through Change (Skillsoft)
- Redefining Yourself after Organizational Change (Skillsoft)

LMS Barista



LMS New Look

The New Jersey Learning Management System has been given a fresh new look with a few new widget pages.

- **Statewide Training Opportunities** - Currently enrolling classroom opportunities for public employees
- **Employee Advisory Service Resources** - EAS Newsletters, publications, upcoming webinars, and other information
- **The Training Post** - Quarterly newsletter editions related to training and development

Signature Blends

1. **Conquering the Challenges of Public Speaking** (Skillsoft)
Complementary Classroom Training: **Public Speaking**
 2. **Business Grammar: Common Usage Errors** (Skillsoft)
Complementary Classroom Training: **Business Writing**
 3. **Detecting and Dealing with Performance Problems** (Skillsoft)
Complementary Classroom Training: **Supervisor Success Series**
- For LMS or Skillsoft subscription inquiries, please contact CLIPeLearning.Support@csc.nj.gov

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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.

Writing @ Work

Writing Restyle – Rethink Your Words

After drafting email after email, memo after memo, and report after report, inevitably we may find ourselves succumbing to a common writing habit – word overuse. The "ticking clock" and the need to develop different types of documents, create a setting where it's easier to rely on words we are familiar with in order to complete documents as quickly as possible. While using familiar words may speed things up, it does not support our development as business writers. To do that, we need a strategic approach. Here are two tips to refresh your writing with new words:

Tip #1 – Look Back, Look Up, Look Forward

Access and print the last three or four emails, memos, and/or reports you've written. Re-read your documents with a highlighter in hand. Then, mark the words that tend to regularly show up in your writing. Access a thesaurus and search for synonyms that can replace your words in future communications.

Tip #2 – Create and Replace

After you've written the first draft of an MS document (e.g. Word, Excel, Power Point), review it and use your cursor to highlight three or more words. Then, select the "Review" and "Thesaurus" options in your top menu bar. Read the list of synonyms and left-click to choose and insert replacement words in your document. This technique also works for Outlook, so you can edit your emails the same way.

If you're interested in learning more, please register for the [Business Writing](#) class.

Question Corner

Spring Question:

What types of training and development topics would you like to see featured in future **Training Post** newsletters?

**Respond to the Spring Question and your name will 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

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

Congratulations to Ms. Glass from the DHS, Division of Disability Services! You have been selected to receive the "Free Single-Day Training".

Winter Question:

The hardest part of making a New Year's resolution is keeping one. What will you do to make sure you are successful in reaching your goal in 2018?

Winter Responses

The Training Post Credits