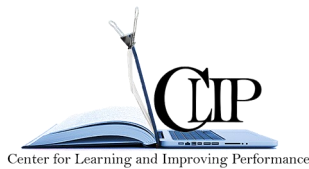


# The Training Post



Hello summer! We're excited about the warm weather and our new name. The Civil Service Commission, Office of Training is now the **Center for Learning and Improving Performance (CLIP)**. New beginnings benefit from a thoughtful look at the past. Therefore, the theme of this edition of the newsletter is "reflection". It took consideration to establish a name that has a catchy acronym and clever logo. Though our name has changed, our goal remains the same - to offer and provide you great training opportunities as well as resources that promote growth and advancement.

There's a saying "every summer has its own story", in this edition, our stories will feature training and development opportunities, professional growth advice, as well as Learning Management System (LMS) and ePAR updates.

Reflect on this, as your training and development potential evolves, so should your attitude to reach peak professional growth. What will your story be?

## Quarterly Classroom Courses and Specials

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

### Business Writing

Effective Meetings: Strategies and Techniques

HR Horizons

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

Managing Difficult Behaviors

Navigating Through Change

NJ Supervisory Training Empowering Performance (NJSTEP)

Project Management - PMP Test Preparation

Supervisor Success Series (S3)

Support Specialist Program (SSP)

Techniques for Improving Performance Series (TIPS)

### Certified Public Manager Program

Cohort	Start Date
Trenton 10	9/7/2018
Newark 5	9/19/2018
Mt. Olive 2	10/2/2018
Freehold 1	10/17/2018

### Microsoft Office Training

- Word 2016 - Basic, Intermediate & Advanced
- Outlook 2016 - Basic & Intermediate
- PowerPoint 2016 - Intermediate

### Administrator Refresher Training

Throughout the month of July, the Civil Service Commission will be hosting a series of ePAR and eLearning Administrator Refresher trainings.

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



Because successful training programs aren't just about content, 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 instructor, Jennifer Hibbs. Ms. Hibbs has facilitated a variety of courses for the CLIP for over four years. She's established a reputation as an outstanding facilitator. Ms. Hibbs' entry into training began when she attended a change management class eight years ago. The instructor left a profound impression. Ms. Hibbs approached the instructor for insights about becoming a trainer.


Ms. Hibbs has gained the respect of her participants. She makes sure her participants are engaged and involved in the learning process. Ms. Hibbs focuses on the participants' needs and aligns the pace and course delivery to ensure success every time. She receives excellent reviews. One participant commented, "Ms. Hibbs is an awesome instructor that brings energy, knowledge and interactive learning to the course. She keeps the class fresh with new ideas, class interaction, Q & A and humor. I would recommend her for this course 100%."

Throughout her recent instruction of the Effective Meetings: Strategies and Techniques course, Ms. Hibbs guided participants to think about their meeting expectations and outcomes. She encouraged participants to consider the logistical elements of a meeting, reflect on the meeting process, and consider improvements. Overall, Ms. Hibbs' primary goal for classes she facilitates is to provide participants with applicable best practices.



# #TECH TIPS

Reflect and Reply, Reply and Reflect!

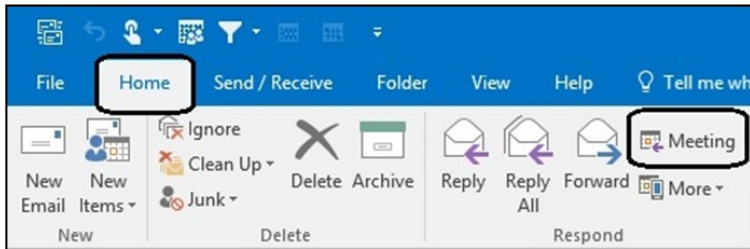
**Subject:** Reply with Meeting Icon 

Have you ever wondered what the little **Meeting** icon in Outlook is? Have you ever wanted to schedule a meeting and refer to a long email thread? Well, with just one click, you can create new meeting requests while preserving email threads for all attendees to refer to and review.

By using the **Meeting** icon, your previous email threads are converted into a meeting invitation: Message recipients are automatically included as attendees. All message recipients on the **To** line are listed as required attendees and those on the **Cc** line are optional.

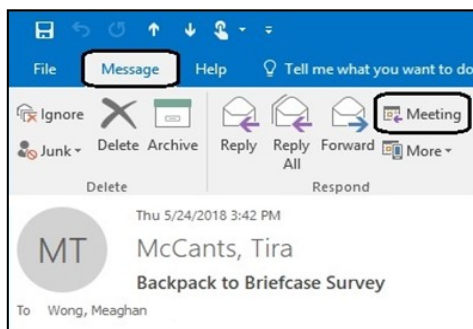
You can use this icon two ways:

### From the Message List:



1. From the message list, click on the email message that you wish to convert into a meeting request.
2. On the **Home** tab click the **Meeting** icon and a meeting request will populate. (Shortcut – Ctrl+Alt+R)
3. Adjust the meeting details as you see fit (i.e. add or remove attendees, add the meeting location, date, and times, modify the subject line and include a brief message if necessary) then click **Send!**

### From an Opened Message:



1. Open an email message to convert into a new meeting request.
2. On the **Message** tab click the **Meeting** icon and the meeting request will populate.
3. Adjust the meetings details accordingly and click **Send!**

**Bonus:** The **More** icon located below the **Meeting** icon, will create an email with the email thread as an attachment.

Reference: "Respond to an email message with a meeting request." Outlook 2016 Help.

# The Buzz...

## Defensive Driving – A Mindful Approach

CLIP strives 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.

When an accident happens, someone will likely question if the situation could have been avoided. As we reiterate the theme of "reflection", it is fitting to highlight our new online course offering, the Statewide Defensive Driving Program (SDDP).

State employees with job assignments requiring them to operate State vehicles, motorized equipment, or their personal vehicle, on a regular or intermittent basis have a great responsibility. They must be mindful of the safety of others, as well as their own.

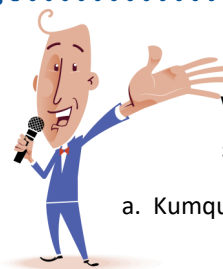
Peter Ramos, Supervising Investigator 4, from the Department of the Treasury, Division of Risk Management is committed to implementing a proactive safety initiative for State drivers to reduce the number of incidents, claims, and lawsuits the State incurs. CLIP recognized the value in the SDDP and offered to assist with the coordination and administration of this unique tactical training.

The SDDP is a fee-based certificate course, developed by the National Safety Council, available on the NJLMS. This interactive online course is segmented into six sessions that include real-life scenarios, gaming exercises, and videos. Participants can analyze driving situations to identify hazards and execute correct defensive techniques.

Take SDDP and "take the wheel" with confidence. To learn more about the SDDP, visit our website or click on the picture icon below.



## Trivia



Which of the following is both a summer treat and a vegetable?

- a. Kumquat      b. Watermelon      c. Tomato

Watermelons belong to the cucumber, pumpkin, and squash family of vegetables. On average, Americans eat 15 pounds of watermelon annually.

The answer is b. Watermelon!

# Professional Development Toolkit: Reflective Learning – An Introspective Approach



Prior to attending a training course, do you consider how you will make the most of your learning experience? Do you contemplate what your preferred learning style may be? There are various, distinct learning styles and everyone has their own preference(s). In this edition, we expand on the reflective learning style and ways you can use it to benefit your training outcomes.

Essentially, the reflective learner actively synthesizes course information. He or she does more than take notes, memorize facts and figures, or provide feedback during class discussions. Reflective learning requires the individual to think about a topic they have studied in a training setting and relate the lesson to their experiences. Consciously making this connection makes the learning experience more relevant, meaningful, and lasting.

Reflective learning can add value to your overall learning experiences, but it takes time and practice. To put reflective learning into practice, consider asking yourself the following debriefing questions after your next training experience:

## Open Questions: How did you feel?

- What was your initial experience? What were you expecting to learn?
- What happened? Don't make judgments yet or try to draw conclusions; simply describe.
- What were your reactions and feelings? Again, don't move on to analyzing these reactions or feelings yet.

## Analysis Questions: What meaning(s) did you derive?

- What was good or bad about the experience? Make value judgments.
- What sense can you make of the situation? Bring in ideas from outside the experience to help you.
- What was really going on?
- Were different people's experiences similar or different in important ways?
- What can be concluded, in a general sense, from these experiences and the analyses you have undertaken?
- What can be concluded about your own specific, unique, personal situation or way of working?

## Application Questions: How will you apply what you derived?

- What are you going to do differently in this type of situation next time?
- What steps are you going to take because of what you have learned?

## References:

Gibbs – Reflective Cycle model (1988). The E-Learning Network. Retrieved from <https://resources.eln.io/gibbs-reflective-cycle-model-1988/>

## Resources:

[Reflective Learning: Definition, Style and Theory](#) Study.com

[Understanding your Learning Style](#) Centre for Teaching Excellence, University of Waterloo.



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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.

Do you take time out of your day to reflect? Research shows that employees who take time for reflection from their busy lives and workload do a better job. A working paper by Francesca Gino, Gary Pisano, Bradley Staats, and Giada DiStefano highlights that working “smarter”, not “harder” boosts performance. The authors show through studies how reflecting on what we have done teaches us to do it more effectively the next time around.

Read the full article entitled, Making Experience Count: The Role of Reflection in Individual Learning [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=2414478](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=2414478)

“We do not learn from experience, we learn from reflecting on experience”. John Dewey

# 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

- Statewide Defense Driving Program course (SDDP) - A proactive (4) hour on-line course and certificate program provided by the National Safety Council through the Department of Treasury's Division of Risk Management and State Accident Review Board (ARB).
- New Jersey Workplace Violence: Recognize, Prevent, & Report (Release Date - September 2018)

### LMS Barista



#### LMS Tips

Users will see monthly LMS Tips as popups answering FAQ's and other LMS inquires.

## Signature Blends

### 1. Creating, Editing, and Saving Excel 2016 Workbooks (Skillsoft)

- Complementary Classroom Training: **Excel Basic 2016**

### 2. Customizing Views, Styles, and Templates in Excel 2016 (Skillsoft)

- Complementary Classroom Training: **Excel Intermediate 2016**

### 3. Microsoft Excel 2016 Advanced: Apps and What-if Analysis (Skillsoft)

- Complementary Classroom Training: **Excel Advanced 2016**

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

### Writing and Reflecting – It's all About the Email

Employees typically receive "80 emails each day" (Mind Tools, 2018). That volume of communication makes reflecting on structure, tone, and clarity essential. By following these tips for engaging, effective emails you'll likely avoid miscommunications.

#### Tip #1 – Build it Well

Provide your reader with a clearly defined introduction, body, and conclusion.

**Introduction** – In your introduction paragraph establish a cordial, professional tone and identify your subject – "It was great to meet with you last week". Then, introduce your subject – "There are two more points about our discussion".

**Body Paragraph** – Provide your reader(s) with information they need to act upon. First, explain your subject – "Two points I'd like to relate are how to expand the newsletter distribution". Then, explain your first sentence with more details – "First, let's send the newsletter electronically"; "Second, let's update our subscriber list".

**Conclusion** – End your email with action steps. If you're asking for a meeting, propose a schedule; if you're providing information, encourage questions or comment responses – "Let's schedule a meeting on Monday between 9:30 and 12:00 p.m. to discuss logistics".

#### Tip #2 – Be Crystal Clear

Email is intended as a short form of written communication, so focus on:

- Specificity
- Using Active not Passive Voice
- Avoiding Wordiness
- Avoiding Repetition

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

## Question Corner

### Summer Question:

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

**\*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)

### Spring Question:

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

**Spring Responses**

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

Congratulations to Ms. Jacqueline Guthrie from the Department of Health!

You have been selected to receive the "Free Single-Day Training".

The Training Post Credits