The Training Post

Spring has sprung and summer has begun! Summer is a great time to dive into learning and seek opportunities to enhance your career and overall well-being. The summer edition of **The Training Post** newsletter has lots of "cool" content and "hot" tips to help you organize, clean up, and declutter your workspace and beyond. We hope to "reel you in" with our featured training and development opportunities, professional development advice, and beneficial updates for the Learning Management System (LMS) and ePAR. So, catch the wave and consider that, with a little advance planning and organizing, your workdays will be more productive and stress free, leaving you more time to enjoy your summer adventures!

Quarterly Classroom Courses and Specials

Please note that contract classes are available upon request.

Business Objects HR Novice

Business Writing

Conflict Resolution

Customer Service

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

PMIS

Public Speaking

Supervisor Success Series (S3)

Time Management

Understanding Civil Service NJAC 4A for Local Government

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 $2,000 per class. The classes must be delivered during the months of July and August.

The Summer Special includes the following topics:

- Access
- Excel
- Outlook
- PowerPoint
- Project
- Visio
- Word

Take a sneak peek at some of our Fall course offerings.

Register early! Classes fill up quickly.

Business Objects Fiscal Novice

County and Municipal Personnel System (CAMPS)

HR Horizons Program

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

Microsoft SharePoint End User

Project Management Essentials

Project Management Test Prep

Support Specialist Program (SSP)

Techniques for Improving Performance Series (TIPS)

Visit our website for more information at
www.nj.gov/csc/employees/training

INSTRUCTOR SPOTLIGHT: LISA HARRIS
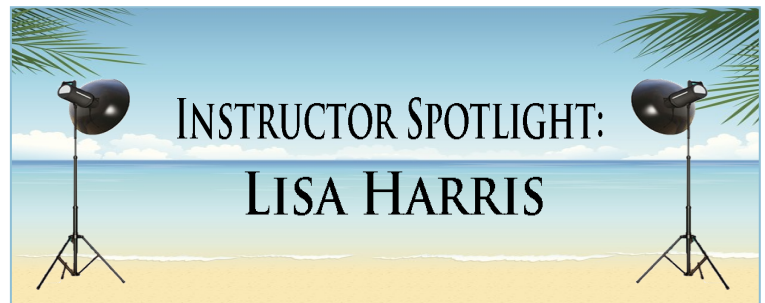
Because successful training programs aren't just about content, each edition of **The Training Post** will spotlight either a participant or an instructor who has been involved in one of the many classroom courses held during the quarter. In this edition, instructor Lisa Harris, who has delivered a variety of training courses for the Civil Service Commission for more than five years, tells us what makes her classes so effective.

Ms. Harris has been a professional trainer for more than 20 years, for companies such as the Ford Motor Company and American Express. She says that her training style has evolved over the years from making content delivery the main priority, to creating a "safe" environment that encourages active student participation. Ms. Harris prepares for each course not only by thoroughly reviewing the course material, but also by incorporating additional source material. Her grasp of course concepts and matching it to students' expectations and experiences allow for a fluidity of ideas to take shape in the classroom. Her comfort in sharing stories of her life's successes and challenges fosters a personable learning environment for all students.

In her delivery of the new L.E.A.D. course, Ms. Harris helped students to discover and develop their style of leadership and branding within their organizations. She was able to bring the course concepts to life, and provide students with an organizational awareness that will serve them well in their future development, both on a professional and personal level. She says that helping students learn about themselves is her favorite part of being a trainer; it makes all the preparation well worth the effort!
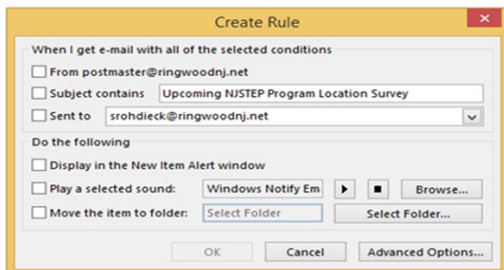
Do you ever have trouble locating an important email because your inbox is cluttered? A messy inbox is a common issue many professionals experience. Creating rules in Microsoft Outlook is a great way to organize your folders, help minimize clutter, and help you to locate information quickly. Follow these simple steps to create rules within Microsoft Outlook:

1. Highlight an email from an individual or about a specific topic.
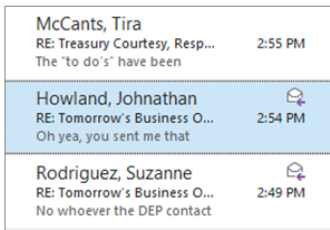
2. **Locate the "Rules" Icon** – Left click on the "Home" tab. The "Rules" icon is located in the "Move" ribbon.

3. **Open "Rules"** – Left click on the "Rules" icon.

4. **Open "Create Rule"** – Left click on the "Create Rule" option.

5. **Create a Rule** – Create a rule, based on the sender or recipients of the highlighted message to always move mail to a specified folder. Select a rule from the following options:

    a. Sender Option – Left click on the "From" box to create a rule based on who sent you an email.

    b. Subject Option – Left click on the "Subject Contains" box to create a rule based on key words within the subject line.

    c. Recipient Option – Left click on the "Sent To" box to create a rule based on who else received the email, in addition to yourself.

6. **Select Folder Destination** – Left click on the "Move the Item to Folder" box to select a folder you would like the emails to be filtered to.

Trivia

How much saltwater is used in the making of the Jersey Shore's famous saltwater taffy?

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 this edition, we reveal how the Leadership Education and Development (L.E.A.D.) course will reemerge this summer as a two-day program.

L.E.A.D.

The L.E.A.D. course was developed for employees who are not supervisors or managers, but would like to develop or enhance their leadership skills. L.E.A.D. emphasizes the importance of employees, despite their title, having the ability to demonstrate leadership skills throughout an organization to help meet organizational goals and objectives.

The Office of Training's newest classroom course, L.E.A.D. debuted on March 28, 2017 and a second class was offered on April 4, 2017.

Melissa Czaplicki, content developer and creator of L.E.A.D., observed both classes and had her own opinions and feedback, but anxiously awaited the feedback of the participants and instructor, Lisa Harris. The participants and Lisa provided very positive and constructive feedback. Their feedback acknowledged the quality of the course content, activities, and discussions, but there seemed to be reoccurring feedback regarding the need for more time to process the information. Several participants commented that having more time to process the information and engage in healthy discussions with their classmates and instructor would make their learning experience even more effective.

Based on a combination of the participants' valuable feedback, Melissa's first-hand observations, and the instructor's constructive remarks, the decision to expand L.E.A.D. to a two-day program seemed to be obvious. The Office of Training gave Melissa the "go ahead" to begin the L.E.A.D. expansion. The expansion will afford participants the opportunity to process the content; reflect on their leadership styles; engage with their peers with purposeful and thoughtful group discussions and activities; and to practice the core skills associated with effective leadership.

The two-day L.E.A.D. program will debut in August. Sign up now seats are filling quickly!
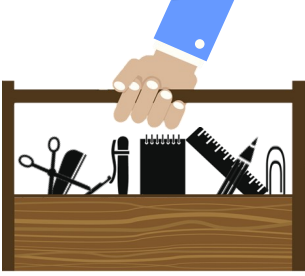
Click on the link below to view the commercial.

L.E.A.D.

Professional Development Toolkit: Three Ways to Modernize Your "To-Do" List

When you create "to-do" lists, do you find yourself with an ever-growing list of tasks? Are you adding more tasks than you are crossing off? Does the list end up serving more as a reminder of how much stuff you're not getting done? Then it's time to give your old list a modern makeover. The following options could be just what you need to maximize your efficiency and leave work feeling like you ruled the day.

1-3-5 Rule. If you realize that you're getting all of your small agenda items done, but not the longer, more difficult tasks, then this method is for you. On any given day, assume that you can only accomplish one big thing, three medium things, and five small things. This method works because it forces you to narrow down your to-do list to nine items that vary in complexity. If your job brings lots of unexpected tasks each day, try leaving one medium and two small tasks blank in preparation for last minute requests that come up.

Theme Days. Your levels of productivity ebb and flow throughout the week, and your to-do list should reflect this. Jack Dorsey, the founder of Twitter, says that he stays focused by giving each day a "theme" and then scheduling corresponding tasks for each day. For example, on Fridays complete all of your filing for the week. Giving themes to your days can make them much less monotonous, and if there are some things you absolutely dread doing, assigning them to a specific day can also increase your chances of actually getting them done.

Kanban Board. If you have a sticky note obsession and color code everything, you most likely absorb information visually and should give the Kanban method a try. Kanban is the Japanese word for "sign" and is a tool used for organizing ongoing tasks that take several days to complete. To get started, create a grid with the headings "to do," "doing," and "done." Then, list each task that needs doing on its own sticky note and place it on the grid. Throughout the week, change the positions of the sticky notes, as you start and complete different assignments. Seeing your to-dos in one neat place can make tasks appear less overwhelming and help better prioritize what you need to tend to first. Bonus: There are tons of free online Kanban programs, too.

References:

Wolfe, Amy. "5 Smarter Ways to Organize Your To-Do List," Themuse.com. Accessed April 2017.
https://www.themuse.com/advice/5-smarter-ways-to-organize-your-todo-list-and-make-sure-its-actually-helpful

Brantley, Bill. "Use a Kanban Board to be More Productive at Work," Govloop.com. Published Jan. 16, 2017. Accessed April 2017.
https://www.govloop.com/community/blog/use-a-kanban-board-to-be-more-productive-at-work/

I N S I D E R

Tips for Employees to Prepare for their Face-to Face Performance Assessment Reviews (PAR)

Employees should take advantage of their performance reviews as a chance to have a two-way discussion with their supervisor about goals, job responsibilities, work performance and future career plans. Capitalizing on this opportunity requires advance planning, so below are some tips to help employees prepare:

- **Review Job Expectations and Performance Factors**
- **Complete a Self-Evaluation and Be Objective**
- **Attend Performance Review Meetings Prepared**
- **Prepare a Development Plan**

To view the explanation for the above bullets, please access our Understanding Performance Review course in the LMS system.

A little planning and preparation can make performance assessment reviews more effective and successful.

ePAR System Tip - The Face-to-Face meeting date is entered in the ePAR system **AFTER** the meeting has occurred, Supervisors must schedule meetings off-line by using email, Outlook for other scheduling tools.

For help on how to navigate the system, please access our ePAR webpage *www.state.nj.us/csc/employees/programs/performance/*

For ePAR inquires, please contact *ePARHelp@csc.nj.gov*

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

- Revised Active Shooter Response Training for State Employees 2017 - rev. June 2016 (LMS)
- Understanding the New Jersey Performance Assessment Review Program (LMS)
- Aligning Goals and Priorities to Manage Time (Skillsoft)
- Make the Time You Need: Get Organized (Skillsoft)
- Organize Your Physical and Digital Workspace (Skillsoft)

LMS Barista

New Update:
Deletion of Registrations

The ability to delete registrations is now available. The main use for this feature is to remove assignments that were in error. Only an Agency Admin1 can perform this function.

WARNING: Deleting registrations will completely remove them from the record and the deletion cannot be reversed.

System Defects Addressed - Module: *Approval Manager*

Issue: When a learner submitted a request for a course, but then submitted a request to cancel before an approver had a chance to act on the request, the system didn't send an email to the approvers letting them know that the request to cancel had been submitted.

Fix: All approvers of the request receive an email that a cancellation request has been submitted.

For LMS inquires, please contact
CLIPeLearning.Support@csc.nj.gov

Question Corner

What books will you be reading this summer?
Tell us!

The Training Post Credits

Writing @ Work

Remember, the Spelling & Grammar function in MS Word will not catch every error in your document, especially homonyms: words that sound the same, but mean different things. The only way to catch these spelling errors is to read your writing aloud to yourself to see if what you wrote is what you meant. Here is a list of words that this function will not catch, even if they are misused in a sentence:

altar – alter	forth – fourth
canvas – canvass	ordinance – ordnance
capitol – capital	perspective – prospective
casual – causal	precede – proceed
clothes – cloths	principle – principal
council – counsel	roll – role
devise – device	stationary – stationery
envelop – envelope	than – then
form – from	waver – waiver

If you are interested in learning more about writing at work, register for **Business Writing**.

Trivia

Despite its name, there is no seawater used in making the candy. According to an Atlantic City legend, back in the late 1800's after a flood, an owner of a boardwalk store joked with his customers that he could sell them "saltwater" taffy.

Signature Blends

1. Avoid Procrastination by Getting Organized Instead (Skillsoft)

Complementary Classroom Training: *Time Management*

2. Time Management: Quit Making Excuses and Make Time Instead (Skillsoft)

Complementary Classroom Training: *Time Management*

3. Managing Conversations and Email in Outlook 2016 (Skillsoft)

Complementary Classroom Training: *Microsoft Outlook 2013/2016*

4. Managing Your Email (Skillsoft)

Complementary Classroom Training: *Microsoft Outlook 2013/2016*

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