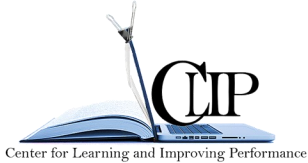# The Training Post

Happy New Year! Now that 2018 is history, it's time to think about what you have done well and what you may want to do differently this year. Jot down a few realistic short-term goals you would like to achieve over the next few months, and stick to them.

In this edition of **The Training Post**, we want to activate your motivation with our featured training and development opportunities, professional development advice, and beneficial updates and tips for the Learning Management System (LMS) and ePAR.

Begin 2019 with a new attitude and explore your possibilities for growth. Consider this equation, **motivation + determination = achievement.**

"What you get by achieving your goals is not as important as what you become by achieving your goals." - Henry David Thoreau

Quarterly Classroom Courses and Specials

Please note that contract classes are available upon request.

New **Business Objects 4.2 Transition**

New **Business Objects 4.2**
Fiscal Novice, Intermediate & Advanced

New **Business Objects 4.2**
HR Novice, Intermediate & Advanced

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

Microsoft SharePoint 2013

New **Principles of Investigative Interviewing & Reporting (PIIR)**

New **Project Management Essentials**

Supervisor Success Series (S3)

Techniques for Improving Performance Series (TIPS)

Winter Specials

Business Writing at Rowan College at Burlington County

Customer Service at Mercer County Community College

Contract Class Savings

Center for Learning and Improving Performance (CLIP) happily, presents *"Shared Training Contracts"* for State, County and Municipal agencies.
Please contact a customer service team representative at (609) 777-2225 or **CLIPTraining.Support@csc.nj.gov**, for more information.
You may also visit our website site at **www.nj.gov/csc/employees/training**.

INSTRUCTOR SPOTLIGHT: MYLENA SUTTON

*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, we highlight instructor Mylena Sutton. Facilitating a variety of CLIP courses for the past seven years, Ms. Sutton's reputation as an exceptional facilitator has been broadly pronounced by CLIP's training participants. Ms. Sutton's entry into training began in 2008. Early in her career she felt compelled to emulate her college professors but realized she must craft her own style of facilitation. Through her study of leadership theories as well as self-acceptance, she developed an empowered facilitation style. Ms. Sutton incorporates relatable scenarios, stories, and external resources in her classes that encourage student engagement. Participants find Ms. Sutton's facilitation style to be compelling. One participant commented, "Mylena is relatable and fun to listen to; she presents with enthusiasm, knowledge, and wit."

Ms. Sutton credits positive student feedback as a principal motivator to maintain her self-reflective, engaging facilitation style. Relatedly, one participant commented, "Ms. Sutton was an excellent presenter and kept the class engaged the entire time. I was especially impressed by the higher-level thinking that was achieved by all and the references given for each section." Ms. Sutton refines her training techniques by taking copious notes during her delivery to gain various perspectives from students. Her expansion into content development and train-the-trainer services speaks volumes about her motivation to continuously enhance her skillset and provide superlative training services.

#TECH TIPS

Subject: Test the Readability of Your Document in Microsoft Word

Is Your Writing "Reader Friendly"?

Do you need to confirm if your content is suitable for your readers? The Readability Statistics feature in Microsoft Word can validate the simplicity or complexity of your writing. This will help ensure your text is appropriate for your intended audience. To check for readability, follow these steps:

1. Open Microsoft Word and click the **"File"** tab, then click **"Options"**.

2. Click **"Proofing"**.

3. Under the "**When correcting spelling and grammar in Word**" menu, make sure the **"Check grammar with spelling"** check box is selected.

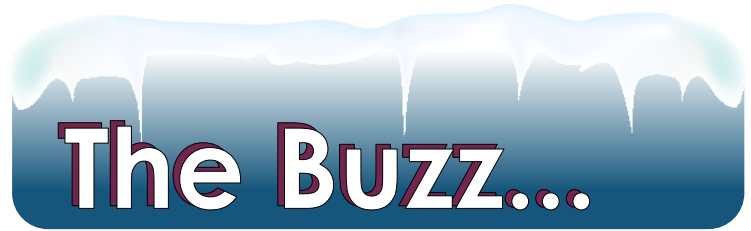4. **Select Show readability statistics.**
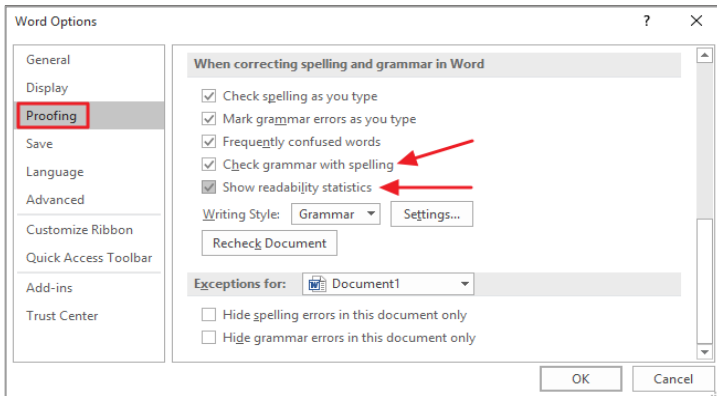
After you enable this feature, open a file that you would like to test for readability. You can select specific text to check, or make sure no text is highlighted to check the entire document. Initiate a spelling and grammar check by clicking F7. Once Microsoft Word completes the spelling and grammar check, the Readability Statistics window will display.
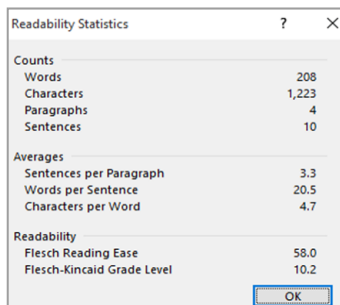
Reference:

Glenn, W. (2016). How to Test the "Readability" of Your Writing in Microsoft Word or Outlook. Retrieved from: https://www.howtogeek.com/247921/how-to-test-the-readability-of-your-writing-in-microsoft-word-or-outlook/

Trivia

What does a Philomath love to do?

A. Paint   C. Learn

B. Dance   D. Read

Trivia Answer

The Buzz...

*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 what ultradian rhythms are and how to use this phenomenon to manage your energy in the workplace.*

Energy Rhythms in the Workplace

Most people are familiar with what is known as circadian rhythm. This is the 24-hour natural rhythm in your body that wakes you up in the morning and makes you feel tired at night. But what are ultradian rhythms? Could these specific rhythms guide how you manage your energy in the workplace throughout the day?

Tony Schwartz (2007), founder and CEO of the "The Energy Project", explained ultradian rhythms as "90 to 120-minute cycles during which our bodies slowly move from a high-energy state into a physiological trough". In other words, every 1 ½ to 2 hours, your body experiences a period of significant energy and alertness and toward the end of each cycle, it craves a period of recovery.

Schwartz identified signals of this period to include "physical restlessness, yawning, hunger, and difficulty concentrating." He explained that when people start to feel these signals, they ignore them and keep working. The consequential result is that their energy reservoir diminishes. The ultradian rhythm concept emphasizes the importance of the recovery period, your 15-minute break.

To manage your energy levels so that you maximize performance and productivity, it is important to learn to work with your internal rhythms instead of working against them. Bearing this in mind, consider the question; how often do you push through your energy lulls to continue working?

Being aware of these internal rhythms may help you to plan and prioritize tasks. Whenever possible, try to plan your daily schedule to match your peak ultradian rhythm. Work in "sprints" to help you complete the most challenging or monotonous tasks. Then, use your breaks for recovery time.

References:

Schwartz, Tony and Catherine McCarthy (2007 October) Manage Your Energy, Not Your Time. Retrieved from

https://hbr.org/2007/10/manage-your-energy-not-your-time#comment-section.

Professional Development Toolkit: Change Your Conditioning: Rethink Busyness

In today's culture, busyness is worn like a badge of honor. Ask anyone how they're doing and usually you'll hear, "busy!" We all experience periodic stress. However, if you always feel drained, overwhelmed, or withdrawn, burnout is a risk. Burnout is a state of <u>chronic</u> stress that affects your emotional and physical well-being.

Practice these self-care habits to manage busyness and beat burnout:

1. **Recharge throughout the day.** When you are in the "zone", it can be tempting to push yourself. Before you realize it, hours elapse and you haven't taken a break. Make yourself pause at least every two hours. Bonus: When you resume your task, you will likely be more focused and productive.

2. **Know your thresholds.** Doing more with less has been normalized, so people are overextending themselves. Learn to recognize when you are overwhelmed, and ask for help.

3. **Sleep as if your life depends on it.** Sleep is often one of the first critical needs we dismiss when we need a few more hours to get things done. However, insufficient sleep can have devastating impacts on your performance and health. It may require self-discipline, but prioritize sleep to get at least 7 hours, regularly.

4. **Do you.** Don't get so caught up in your commitments and responsibilities that you lose your identity. Schedule a block of "me time" as part of your daily routine for activities that make you happy or provide relaxation.

5. **Find your own pace.** Don't compare yourself to anyone else. Everyone has unique talents and limitations. There may be times when you have to force yourself to work harder, but that should not be long term. Make "life is a marathon not a sprint" your new mantra.

6. **Unplug.** In a world where we are always accessible, our work-life lines start to blur. Set boundaries. Limit time spent checking email or social media. Be fully present when you are doing enjoyable activities.

7. **Protect your energy.** Think of energy as a debit card. You must budget your energy. Overdrawing your energy results in costly consequences. Become more mindful of the tasks and people that drain your energy. The more control you assert over your energy the better your balance.

References:

Workplace Strategies for Mental Health. (2018).
Retrieved from https://www.workplacestrategiesformentalhealth.com/managing-workplace-issues/burnout-response
Cooper, H. (2015. Aug.) Four Easy Steps to Burnout (and What to Do Instead) Gov Loop.
Retrieved from https://www.govloop.com/community/blog/four-easy-steps-burnout-instead

I N S I D E R

Tools to Document Data in ePAR Before Sharing the Record with Your Employee

Supervisors should set aside time to document notable, performance-related employee matters as soon as they occur. Documenting events and conversations promptly, rather than waiting until performance evaluations are due, will ensure that significant employee performance events are not overlooked, and the details are accurate and clear. The ePAR system has the following tools to assist supervisors with compiling information that may be used to develop an ePAR record and/or record events.

Notes – Allows a supervisor to keep private notes during the rating cycle. These notes are not part of the ePAR record and are deleted automatically at the end of the cycle.

Significant Events – Allows a supervisor to document a noteworthy event or make changes to a signed ePAR. This feature requires signatures from both the supervisor and employee.

Feedback – Allows a supervisor to request feedback from a Reviewer during the evaluation stages, prior to an ePAR being shared with an employee.

Contact ePARHELP@csc.nj.gov for more information.

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® subscription can access this content.

What's Brewing

FEATURED COURSES

- New Jersey State Employee Ethics Training 2019
  - *Coming February 2019*
- **Unconscious Bias and Discrimination Bundle**
  (Skillsoft Complete Collection)*
- **Unconscious Bias and Discrimination Bundle**
  - HR & EEO Community
  (Skillsoft Legal Compliance Collection)*
- **Preventing Harassment in the Workplace**
  (Skillsoft Legal Compliance Collection)*

LMS Barista

Learning Plans

A Learning Plan is a grouping of learning activities set into a curriculum that can be assigned to one or more learners with assignment terms such as a 30-day due date with automatic reminders sent to the learners.

Learning plans can assist in the ePAR process. Learning plans that target specific skills or areas of knowledge can be created and assigned to employees to take as a professional development opportunity. Providing a resource for employees to strengthen their performance in the workplace and meet their job expectations.

How to create a Learning Plan

Signature Blends

1. **Creating and Customizing Visual Elements in Excel 2013** (Skillsoft)*
   - Complementary Classroom Training: **Microsoft Excel Series**
2. **Project Fundamentals (PMBOK® Guide Sixth Edition)** (Skillsoft)*
   - Complementary Classroom Training: **Project Management Essentials**

For LMS inquires, please contact *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.

4

Writing @ Work

Meaning and Motivation - Writing to Persuade

An overarching purpose of our business writing is communicating messages that move work objectives forward. Additionally, there is usually another element that underpins our writings – persuasion. Typically, when we write, we strive to motivate our readers to: find us and our messages credible, consider one or more options, and make decisions toward responsive action(s). To accomplish these aims, it's important to know how to write persuasively.

Tip #1 - Engage with the Introduction

The introduction paragraph should be the "umbrella" for your topic. It should "cover" main, general point(s).

Example: Following last week's commuter reduction discussion, I've considered options. Telecommuting may reduce the number of commutes to the central office and increase staff productivity.

Tip #2 - Relate the Reasoning

The body paragraphs of your persuasive communication should relate one or more reasons that support your introduction topic. Your reason(s) should present facts and/or examples that explain your introduction topic.

Example: I write market reports. Preparing the reports requires uninterrupted time. However, clients call throughout the day, so my reports need to be edited.

Telecommuting would allow me to concentrate and produce reports that are consistently accurate.

Tip #3 - Clinch the Close

The closing paragraph should present a specific action to be taken.

Example: May we discuss telecommuting during our Monday meeting?

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

Question Corner

Winter Question:
What motivational quote best describes your training goal(s) for this winter?

*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**.*

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

Fall Question:
What are your professional development expectations for this fall?

Thank you to all of our fall "Question Corner" respondents.
Congratulations to Alonia Joyner
from the Newark Water & Sewer Department!
You have been selected to receive the
"Free Single-Day Training".

Fall Responses

Click on Fall Responses to view all the responses.

The Training Post Credits