



# The Training Post

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Summer Edition

July 2021



## Dive Right In: There Is Never a Perfect Time to Get Started

**T**hat summertime feeling is back. For over a year, we've conceded and switched gears in response to the pandemic, but we're finally getting back to a sense of normalcy.

As we experience the benefits of organizations and businesses' return to their pre-COVID schedules, we face yet another challenge: readjusting the mindset we reluctantly adapted over the past 16 months.

It was hard changing our routines and plans for everything from the way we worked and supported our children and families to the way we shopped for goods and services. But, we did it. There is never a perfect time for change to occur because change is constant. When presented with a shift in direction, you will likely have doubts. Do yourself a favor, stop waiting for the perfect moment to get acclimated - just go for it and dive in.

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

“

The only way to make sense out of change is to plunge into it, move with it, and join the dance.

– Alan Watts

### New Releases >

In each edition of **The Training Post**, be sure to check here for a list of highly recommended Quarterly Courses, Specials, and Training Promotions.

1. NJ Supervisory Training Empowering Performance (NJSTEP)
2. Business Objects 4.2 Novice (Fiscal & HR)
3. Business Writing
4. Courtesy, Respect, and Professionalism: A Formula for Workplace Success\*
5. Face-to-Face Communication\*
6. Conflict Resolution\*
7. Team Building\*

*\*TIPS series. Can also be purchased as independent courses.*



## Training Advocate Spotlight

### Zaphria Dockery-Marsh

“CSC, CLIP is the primary resource for training for government employees.”

Meet Mrs. Zaphria Dockery-Marsh, Learning and Development Program Administrator at the NJ Housing Mortgage and Finance Agency (NJHMFA). As the former Human Resources Manager at NJHMFA, Mrs. Dockery-Marsh has an extensive background in human resources, training, and instructional design.

In her current role, Mrs. Dockery-Marsh applies her human resource experience to promote training and professional development that enable skills expansion and career advancement for employees. She also manages NJHMFA’s onboarding program and expressed that the NJ Learning Management System is pivotal to the process.

Mrs. Dockery-Marsh stated that, “new hires must complete a series of mandatory state trainings and additional soft skills courses within three weeks of receiving access to the NJ Learning Management System (LMS)”. Additionally, employees receive the CLIP All Access Pass which allows them to initiate self-directed eLearning training.

Mrs. Dockery-Marsh also conveyed that the LMS is “very effective for notifying employees of mandatory training, developing and assigning learning plans, and measuring

employees’ level of engagement by reviewing the number of user experiences.”

She increases employees’ use of the CLIP’s All Access Pass by providing a range of trainings noting that, “each month we offer a featured online training topic from the catalog and provide employees with a list of relevant courses to select.”

To further emphasize the importance of training access, Mrs. Dockery-Marsh asserted “I recommend that all state agencies purchase the CLIP All Access Pass to provide their employees access to unlimited and diverse trainings.”



### Exploring NJLearningHub

If you’re trying to leverage technology to support a hybrid work mode, NJLearningHub can help. It is an online learning space that provides on-demand content to employees.

This resource, which resides on **Teams**, has valuable articles and easy-to-follow videos that can smooth the transition from fully remote to a temporary hybrid arrangement.

Here are some resources on NJLearningHub:

#### O365 Training

In this section, you will find articles about the Hybrid Workplace, the Modern Workplace, Security, and Working Remotely. A few particularly good reads are:

- Asynchronous Collaboration and Co-Authoring
- Staying Productive

- Creating Inclusive Meeting Environments

Within the Security category, not only is there information on Cybersecurity and its three pillars – CIA, but tips on how to:

- Work from Home Securely
- Choose a Good Cyber Secure Workplace in Your Home
- Keep in Touch with Your Department

There are also additional resources for you to further your knowledge.

#### Products

This category presents a myriad of commonly used

Microsoft products: Outlook, Access, PowerPoint, and SharePoint. Within each product tab, you will find videos and how-to articles on commonly used tasks.

If you want to brush up on Outlook, check out the how-tos on scheduling, merging calendars, and managing notifications. The PowerPoint section offers demonstrations on creating animations, inserting audio, video, and co-authoring presentations.

To further your technological skills and assist with transitioning back to the workplace, be sure to check out NJLearningHub at the top of your Teams tool bar.

# The BUZZ

## Diving Techniques

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” about various professional developmental themes.

Every dive begins with a decision to jump. When presented with the chance to back away, the diver instead steps out into open air and chooses to greet gravity like an old friend. Then, fully committed to the plunge and suspended in mid-air, training and technique take over to make impact with the surface as smooth as possible.

Many workers find themselves in a similar spot and will need to rely on useful professional and mental health techniques to make their own return-to-work dives a perfect 10. Here are two recommended Cognitive Behavioral Therapy (CBT) tools you may find useful in managing your workflow.

### Mindfulness Meditation

Rapid change can often lead to significant increases in stress. Mindfulness meditation offers a reliable method for relieving that stress. Best of all, meditation is typically recommended in 20 minute increments, so, if you choose this option, the imposition on your schedule is minimal.

### Successive Approximation

This simple technique may have a strange name, but the underlying principles it describes may be familiar to many. Successive approximation is the process of breaking down large, daunting tasks into more actionable subgoals to make things more easily digestible. Always focus on completing the next step. Doing

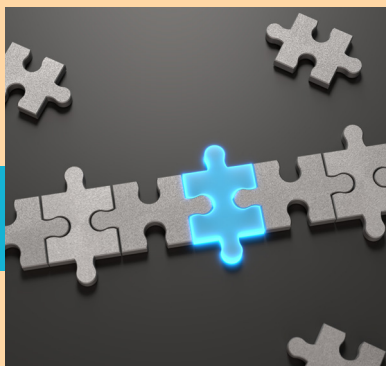
this will make your dive back into the workplace easier and less stressful.

### Final Adjustments

International bestselling author Gabrielle Zevin has described diving as, “a leap of faith plus gravity.” But this is only half right. Faith is informed by experience, and the choices that we make in the lead-up to every leap have an impact on the outcome.

With proper preparation and training we can acquire tools and techniques like mindfulness meditation that significantly improve our odds of success when diving back into in-person work. Often all that it takes to avoid a belly flop is a few final mid-air adjustments. So, take a leap. The water is warm.

## ePAR Insider: Let's Talk About Significant Events



Significant events can take on many forms. Being unexpectedly sent home to work for over a year qualifies as a significant event, as does returning to the office after working remotely for so long. But, how about the employee who delivered exceptional customer service during this time earning a thank you letter from a customer? The Significant Event feature in ePAR provides a way for you to both recognize this employee

and potentially reinforce their positive work ethic. This tool may also serve as notice to relate where improvement is needed. Additional benefits of this feature are that it documents events and can be used as a reminder and backup when the interim and final ratings are completed. There is no better time to take the plunge and utilize ePAR for all that it has to offer. Implementing Significant Events during the rating cycle is a great step to take.



Cookie Monster made his debut in a training video for what company? (see p. 6)

A. IBM, B. Pan Am, C. Nestle, D. GM

DID YOU KNOW?

Women's Equality Day is August 26<sup>th</sup>.



## Don't Hesitate: Dive in Today

When the ocean water is cold, many of us are tempted to dip our toes first and slowly get all the way in trying to adjust gradually – it doesn't happen. Instead, we end up prolonging the discomfort. Jumping right in makes us adjust more quickly so we can move more comfortably in the water.



Similarly, when starting something new it may be tempting to wait for what we perceive is a better time, or for perfect conditions, but this approach will not get you closer to success; so, plunge right in by giving these methods a try.

### Leave perfectionism on the shore

Do not expect to get everything right the first time. Your first attempts do not have to be successful. Sometimes the experience is more important than the result.

### 3... 2... 1... GO.

Give yourself a countdown to action. By committing to an abbreviated timeline, you are giving yourself a quick win. The quick win is a catalyst for success when the overall goal is overwhelming.

### Make daily progress.

Starting something new can feel scary, causing you to trade in a new venture for the instant relief of comfort and safety from the familiar. But, by putting off a new endeavor, you could be setting yourself up for stress down the road. Get one task done each day to establish and maintain momentum.

### Immersion beats distraction

By immersing yourself in a task, you are creating a more focused environment. This allows you to acclimate sooner; keeps you engaged in the work; and, yields better results.

### Strategize, but don't overplan

You don't have to have it all figured out to take the next step, but taking the next step will help you figure things out.

## 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.



### What's Brewing



World Listening Day



10 Ways to Have a Better Conversation



National Civility Month



A Civil and Respectful Workplace (Employee Core)



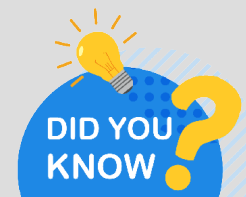
National Day of Encouragement and National Learning and Development Month



How to Build Your Confidence and Spark it in Others



Learning Styles: Develop Your Learning



National IT Professionals Day is September 21<sup>st</sup>.

## Signature Blends

Available with a CLIP All Access Pass

1. **Call Center Excellence: Listen, Relate, Resolve Learning Path**  
*Classroom Complement: Customer Service*
2. **Calm, Cool, Collected: Managing Anger Learning Path**  
*Classroom Complement: Conflict Resolution*



# Writing @ Work



## Dive Right In: 4 Tips to Level Up Your Business Writing

To paraphrase the writer, Paul Hawken, “writing is my way of diving deep...”. As many of us return to the workplace over the course of the summer, the analogy of “diving in” fits the season and a proactive mindset. Just like the intrepid individual on a diving board

or the ocean’s edge, we want to be focused when we get in the water. With that idea in mind, the following tips can be a starting point for you to “dive in” and navigate your next business writing assignment.

### Plan Your Destination

Start with the reason(s) you’re writing (i.e. your writing purpose). Then, organize your writing in one of the following forms:

### Instructional

Use the instructional form to provide readers with specific steps to complete a task or resolve an issue – for example, how to upload files to a shared drive.

### Informational

Use the informational form to provide readers with information to make decisions – for example, needed resources to complete a priority project.

### Persuasive

Use persuasive writing to have the reader consider a particular decision - for example, the rationale for purchasing industry memberships for department staff.

Business communications and documents typically fall into one of these types, so take the plunge - your readers will be sure to follow along just fine.



Congratulations to  
**Emmanuel Holmes**  
from  
the Department of  
Transportation

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

Thank you to all of our Spring “Question Corner” respondents.

Spring Question:  
What is Your Workday  
Theme Song?

Spring Responses >



If you have questions or suggestions for topics you would like to see in The Training Post, email us at [Trainingfeedback@csc.nj.gov](mailto:Trainingfeedback@csc.nj.gov).

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### Question Corner

## Summer Question:

### What is your favorite Olympic Sport?

(Click below to respond)

Respond to be entered into our FREE Training Drawing. By submitting to the Question Corner, you are authorizing CLIP to publish your response.

Respond >



## Dive Right In: There Is Never a Perfect Time to Get Started

State of New Jersey  
Governor Phil Murphy | Lieutenant Governor Sheila Y. Oliver

Civil Service Commission  
Chair/Chief Executive Officer Deirdre L. Webster Cobb, Esq.

### Trivia Answer

A. IBM

### References

Professional Development Toolkit:

Maxim, D. How to Stop Waiting and Start Doing- 5 Authentic Tips. Productive Club. Retrieved July 8, 2021 from How To Stop Waiting And Start Doing - 5 Authentic Tips ([productiveclub.com](https://productiveclub.com))

The Buzz:

Cognitive behavioral therapy (Mayo Clinic) - <https://www.mayoclinic.org/tests-procedures/cognitive-behavioral-therapy/about/pac-20384610>

How Cognitive Behavioral Therapy Can Rewire Your Thoughts (Healthline) - <https://www.healthline.com/health/cognitive-behavioral-therapy>