

The Training Post

Happy New Year! If you haven't started thinking about your New Year's resolutions, set aside some time to think of one goal you would really like to achieve this year. Your aspiration will require motivation, planning, and time management, but ultimately it will be self-rewarding. In this edition of **The Training Post**, we focus your attention on the topic of "time management" and the skills and techniques to help you manage your time more effectively.

"Bring in the New Year" with our featured training and development opportunities and professional growth advice. Learn about beneficial updates for the Learning Management System (LMS) and ePAR. In short, start the year off with a training "blast!"

So remember, the New Year brings opportunities for new beginnings and redevelopment. Seize the moment and focus on refining the necessary skills needed to help you realize your goals.

Quarterly Classroom Courses and Specials

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

Americans with Disabilities Act (ADA) - ½ day

Business Objects

Business Writing

Conflict Resolution

Courtesy, Respect and Professionalism

Critical Thinking

Diversity - ½ day

Family and Medical Leave Act (FMLA)

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

Microsoft Suite Excel Intermediate

Personnel Management Information System (PMIS)

Supervisor Success Series (S3)

NJ Supervisory Training Empowering Performance (NJSTEP)

Support Specialist Program (SSP)

Team Building

Techniques for Improving Performance (TIPS)

Coming Soon!

[Managing Difficult Behaviors](#)

[MS SharePoint](#)

[Effective Meetings: Strategies and Techniques](#)

[Principles of Investigative Interviewing & Reporting](#)

To be added to the waitlist for these future course offerings, click on the course name above.

For training inquiries, contact
CLIPTraining.Support@csc.nj.gov



*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 shine the spotlight on instructor Ed Andriessen. As a trainer for the Civil Service Commission for over four years, Mr. Andriessen has facilitated a variety of training courses and earned his reputation as a dynamic, engaging facilitator among our customers. Mr. Andriessen has been a trainer for 17 years. His start in the profession was as a subject matter expert for a corporate enterprise software project (SAP). When the software became fully integrated with operations, Mr. Andriessen collaborated with the training department to instruct staff and management about the software and found his calling as a trainer. Mr. Andriessen's style of training is to incorporate students' experiential, professional knowledge to amplify active learning.

Mr. Andriessen prepares for classes by studying the requirements stated in the course objectives to align his teaching approach. He also uses peers in "mock" sessions to obtain feedback, make adjustments, and ensure seamless material presentation. During his delivery of the Time Management course, Mr. Andriessen guides participants to think strategically about ordering their day-to-day activities. He has noted that an added benefit of the Time Management class is a reduction of the stress students normally experience prior to taking the course. Students learn to apply essential techniques to achieve balanced, daily productivity.



#TECH TIPS

Subject: Shortcut Keys Part II

In this edition, we conclude the Shortcut Keys “series”. Use these shortcuts with MS Office Suite to further avoid multiple mouse clicks and enhance your overall computer efficiency.

Ctrl+X	Use to: Cut selected item.
Shift+Del	Use to: Cut selected item.
Ctrl+C	Use to: Copy selected item.
Ctrl+Ins	Use to: Copy selected item.
Ctrl+V	Use to: Paste last cut or copied item.
Shift+Ins	Use to: Paste last cut or copied item.
Ctrl+Y	Use to: Redo last action.
Ctrl+Z	Use to: Undo last action.
Ctrl+K	Use to: Insert hyperlink for selected text.
Ctrl+P	Use to: Print the current page or document.
Ctrl+Home	Use to: Move your cursor to the beginning of the document.
Ctrl+End	Use to: Move your cursor to the end of the document.

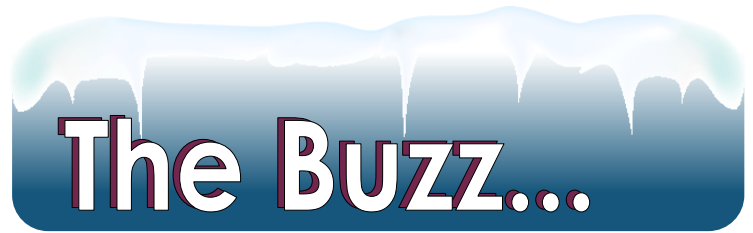
Trivia



Q: Which ancient society celebrated the Winter Solstice with an event called Saturnalia?

- A. The Druids
- B. The Ancient Greeks
- C. The Ancient Romans

Answer on page 4



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 developmental themes.

In keeping with this edition’s time management topic, we’d like to highlight planning. We share our course offering planning process. Perhaps information in this feature will assist you with a current schedule or project.

Over 200 classes were offered in 2017. We will continue to add classes in 2018. Facilitating training for the entire State of New Jersey requires excellent planning skills, an essential component of time management.

There are many different coordinating elements to consider when scheduling courses, so every quarter we plan our training calendars in advance. A significant aspect of the planning process relies on “demand”. It is our mission to meet your professional development needs, so your training requests are an integral part of the planning process. Requests from agency training coordinators, your inquiries, and training evaluations guide our course offerings and class locations. We also refer to prior training trends to outline and define our quarterly course offerings. Sometimes, new course content must be developed to meet your training needs. Our content developers’ work is continuous and we welcome this aspect of our services. So, keep the training requests coming.

To recap our planning and time management strategies, we:

- ✓ evaluate your training feedback;
- ✓ assess our selection of courses and programs;
- ✓ create courses if needed;
- ✓ align class locations and instructors;
- ✓ then, create a training schedule.

There is a popular adage attributed to Benjamin Franklin, the “father” of time management, “Failing to plan is planning to fail.” Keep this maxim in mind as you strive to develop or strengthen your skill sets. Consider the course options that will evolve your professional growth and competencies. Happy planning!

Professional Development Toolkit: Say "Yes" to Saying "No"



Saying "no" at work can be uncomfortable, but it does not have to be. Actually, trying to "squeeze in" just one more thing, to prove your competence or willingness to be a team player may negatively affect your quality of work and cause burnout. Learning to say "no" strategically and respectfully helps balance your responsibilities and stress levels so that you can perform at your best. Of course, how you phrase your "no" makes all the difference.

The following are three different people you may need to say "no" to at work and strategies for how to do it:

1. **Your Co-Worker.** When a co-worker asks for your assistance keep in mind that "no" sometimes means "yes", but on your terms. Let him or her know that you are willing to assist, but also be straightforward about what you can do to help, and when you will be available (Libby, 2011).

Try this: "Sure, I can proofread your email this afternoon before you send it, but I won't have enough time to help you write it".

2. **Your Customer.** The worst thing you can do is over promise and under deliver, which sometimes means saying "no" to some requests. If a customer needs something that you cannot provide, be considerate, provide clarity, and offer an alternative solution.

Try this: "I hear your concern, and understand you want the certification approved quickly. I am just concerned that forgoing this step will prevent your certification from being accepted. I will be sure to contact the responsible person directly" (McCord, 2017).

3. **Your Supervisor.** When you have multiple, approaching deadlines as well as meetings to attend, and your supervisor adds a new task, seek his or her assistance to prioritize your schedule. It's important to remember to be honest and forthcoming about your reasoning, so that your supervisor has essential information to readjust work commitments, or assign tasks to someone else.

Try this: "I have some concerns about falling behind on my current assignments. I am scheduled to attend the processing meeting this afternoon, and working to complete the ABC case this week. Which task do you consider a priority"?

References:

Kane, L. (2011 Aug. 23.) How to Say No at Work. Learnvest. Retrieved from <https://www.learnvest.com/knowledge-center/how-to-say-no-at-work/>.

McCord, S. 4 Completely Inoffensive Ways to Say "No" at Work (Because "Yes" Isn't Always an Option.) 2017 Daily Muse Inc. Retrieved from <https://www.themuse.com/advice/4-completely-inoffensive-ways-to-say-no-at-work-because-yes-isnt-always-an-option>.



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Calling on all Supervisors to test your knowledge of the ePAR System!

1. An ePAR record can be updated to incorporate changes after it is signed by the ratee.

- a. True
- b. False

2. Who can add a new employee to a supervisor's ePAR dashboard?

- a. the Civil Service Commission.
- b. the Supervisor requesting the change.
- c. each Agency's ePAR administrator.
- d. None of the above.

3. What tool in ePAR can be used to document noteworthy events and/or other amendments/changes that need to be made to a signed ePAR?

- a. Improvement Plan
- b. Feedback
- c. Significant Event

4. Where can a supervisor find completed ePARs from previous rating cycles?

- a. The records are archived and no longer available.
- b. Under "All Reviews" on the dashboard banner.
- c. The employee must provide the supervisor a copy.

Answers: 1 b; 2 c; 3 c; 4 b



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

- Creating Work/Life Balance (Skillsoft Challenge Series)
- The Art of Staying Focused (Skillsoft)

LMS Barista



New Reporting Data Sets

New data sets for Learning Plan Assignment reports have been added to Advanced Reporting. A complete listing of the new data sets can be found in the Resource Center titled "Learning Plan Assignment Report - New Data Sets"

Signature Blends

1. Time Management: Too Much to Do and Too Little Time (Skillsoft)

Complementary Classroom Training: **Time Management**

2. Managing Meetings for Productivity and Effectiveness (Skillsoft)

Complementary Classroom Training: **Effective Meetings: Strategies and Techniques** (Coming Soon)

3. Becoming Your Own Best Boss (Skillsoft)

Complementary Classroom Training: **Leadership Education and Development (L.E.A.D.)**

4. Formatting Cells and Worksheets in Excel 2013 (Skillsoft)

Complementary Classroom Training: **Microsoft Excel**

For LMS inquires, 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

Title: Outline to Save Time

Whether it's the blank paper on our desks, or the blank document on our computer screens, an essential question remains the same - where do I begin?

Once we know what we want to write, the conundrum is figuring out how we want to write it. Outlining is a time management technique we can apply to accomplish writing tasks by establishing the order of written messages. The following three outlining methods are applicable for business writing:

"Chronological: to explain a process or the history of an event;

Order of Importance: to persuade, or to rank items by their importance, benefit, or significance;

Spatial: to have readers visualize some thing as you want them to see it" (Lumen, 2017).

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

Reference:

Lumen (2017). Outlining, Business Writing: Where do I Begin?

Retrieved from <https://courses.lumenlearning.com>

Trivia

Answer: C. The ancient Romans celebrated the solstice with a festival in honor of Saturn. Saturnalia started out as a one-day celebration in December, and later expanded into a weeklong party stretching from December 17 to 24.

Question Corner

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?

***Respond to the Winter 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](mailto:Trainingfeedback@csc.nj.gov)

Fall Question:

What was the nicest thing a coworker has done for you at work?

Fall Responses

The Training Post Credits