

# Reinvent Yourself



JANUARY - FEBRUARY 2014

## *Reinvent Yourself in the Workplace*

Most people are used to working 40 years at the same company, and then retire. Those days are almost entirely over, and more and more people today by choice or by necessity are pursuing multiple jobs throughout their lives.

Whether you are bored or curious, a victim of the economy, or just looking for something new and exciting, the opportunities are limitless. But in order to make that change, you'll have to embrace the concept of reinvention. Included in this training calendar you will find some steps to help you reinvent yourself professionally. The process may not be easy – but in the end it will be worth it to move on in your career.

The Human Resources Training team would like you to start with the seven steps we provide you with and begin your path to a new and better you.



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## *Check Out our New Workshops*

### **Ring in The New Year! Improved Telephone Techniques**

January 7, 2014                      9:00-12:00 PM

### **New Year's Resolutions for Supervisors: What Improvements Can You Make?**

January 9, 2014                      8:30-10:30 AM

### **The Foundation of Leadership: What It Takes to Be #1**

February 25, 2014                    8:30-11:30 AM

### **Reinvent Yourself Series:**

- **Part I: Building an Approachability Action Plan**  
January 14, 2014                    9:00-12:00 PM
- **Part II: Boosting Your Self-Esteem**  
January 15, 2014                    9:00-12:00 PM

### **Mediation Skills**

February 19, 2014                    8:30-11:30 AM

### **Personal Effectiveness**

February 20, 2014                    9:00-12:00 PM

# January 2014

Theresa Ferguson = TF

Elizabeth Manns = LM

HR Training Room, 373 S High St, 25<sup>th</sup> Floor = HR

Meeting Room B, 373 S High St, 25<sup>th</sup> Floor = MRB

Monday	Tuesday	Wednesday	Thursday	Friday
		<b>1</b> Office Closed	<b>2</b>	<b>3</b>
<b>6</b>	<p><b>7</b> E465.122 – <b>Projecting a Professional Image</b> TF 8:30-11:30 MRB</p> <p>E247.001- <b>Ring in The New Year! Improved Telephone Techniques *New*</b> LM 9:00-12:00 HR</p>	<p><b>8</b> E285.131 - <b>Customer Service Connection</b> LM 9:00-12:00 HR</p>	<p><b>9</b> S112.001 - <b>New Year’s Resolutions for Supervisors: What Improvements Can You Make? *New*</b> TF 8:30-10:30 HR</p>	<b>10</b>
<b>13</b>	<p><b>14</b> E472.001 – <b>Part I: Reinvent Yourself: Building an Approachability Action Plan *New*</b> LM 9:00-12:00 HR</p>	<p><b>15</b> E473.001 – <b>Part II: Reinvent Yourself: Boosting Your Self-Esteem *New*</b> LM 9:00-12:00 HR</p>	<p><b>16</b> E240.131 - <b>Ethics</b> TF 8:30-11:30 HR</p>	<p><b>17</b> E230.110 - <b>Violence in the Workplace</b> TF 8:30-11:30 HR</p>
<b>20</b>  OFFICE CLOSED	<b>21</b>	<p><b>22</b> E255.016 – <b>The Power of Positive Reinforcement</b> TF 8:30-11:30 MRB</p> <p>E210.126 - <b>Multicultural Awareness</b> LM 9:00-12:00 HR</p>	<p><b>23</b> S305.007 – <b>Creating Successful Teams in the Workplace</b> TF 8:30-11:30 MRB</p> <p>E269.003 - <b>Communication Boot Camp</b> LM 9:00-12:00 HR</p>	<b>24</b>
<b>27</b>	<p><b>28</b> S332.023 – <b>Effective Leadership</b> TF 8:30-11:30 MRB</p> <p>E274.003 - <b>Well-Oiled Machine: Get a Team Effectiveness Check-Up</b> LM 9:00-12:00 HR</p>	<p><b>29</b> S101.021 - <b>The Successful Supervisor *Supervisor Only*</b> TF 8:30-11:30 HR</p>	<p><b>30</b> E450.013 – <b>The Keys to Workplace Success</b> TF 8:30-11:30 MRB</p> <p>E220.127 - <b>Sexual Harassment Awareness</b> LM 9:00-12:00 HR</p>	<b>31</b>

## February 2014

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Monday	Tuesday	Wednesday	Thursday	Friday
<b>3</b>	<b>4</b> <b>E295.043 – Dealing with Difficult People</b> <b>TF 8:30-11:30 MRB</b>  <b>E300.002 - One Size Doesn't Fit All with Time Management</b> <b>LM 9:00-12:00 HR</b>	<b>5</b> <b>E220.128 - Sexual Harassment Awareness</b> <b>TF 8:30-11:30 HR</b>	<b>6</b> <b>E268.003 – Communication Skills for the Workplace</b> <b>TF 8:30-11:30 MRB</b>  <b>E230.111 - Violence in the Workplace</b> <b>LM 9:00-12:00 HR</b>	<b>7</b>
<b>10</b>	<b>11</b> <b>E222.001 – When Generations Collide: How to Solve the Generational Puzzle at Work</b> <b>TF 8:30-11:30 MRB</b>  <b>E164.021 - Microsoft Excel: Beginners</b> <b>LM 9:00-12:00 HR</b>	<b>12</b> <b>E218.016 – Respect in the Workplace</b> <b>TF 8:30-11:30 MRB</b>  <b>E169.044 - Microsoft Excel: Intermediate</b> <b>LM 9:00-12:00 HR</b>	<b>13</b> <b>E285.132 - Customer Service Connection</b> <b>TF 8:30-11:30 HR</b>	<b>14</b>
<b>17</b>  <b>OFFICE CLOSED</b>	<b>18</b>	<b>19</b> <b>E224.001 – Mediation Skills *New*</b> <b>TF 8:30-11:30 MRB</b>  <b>E468.004 - The Benefits of Risk Taking</b> <b>LM 9:00-12:00 HR</b>	<b>20</b> <b>E210.127- Multicultural Awareness</b> <b>TF 8:30-11:30 MRB</b>  <b>E248.001 – Personal Effectiveness *New*</b> <b>LM 9:00-12:00 HR</b>	<b>21</b>
<b>24</b>	<b>25</b> <b>S102.001 - The Foundation of Leadership: What it Takes to Be #1- Supervisor Only *New*</b> <b>TF 8:30-11:30 HR</b>	<b>26</b> <b>E164.022 - Microsoft Excel: Beginners</b> <b>LM 9:00-12:00 HR</b>	<b>27</b> <b>E296.017 – Handling Confrontations &amp; Difficult Situations</b> <b>TF 8:30-11:30 MRB</b>  <b>E169.045 - Microsoft Excel: Intermediate</b> <b>LM 9:00-12:00 HR</b>	<b>28</b> <b>E240.132 - Ethics</b> <b>LM 9:00-12:00 HR</b>

## **Trying following these seven simple steps to help reinvent yourself professionally:**

### **1 Understand How You Are Currently Perceived**

*Many of us think we have this down – but it’s easy to miss something. It can be helpful to do your own “360 interview,” where you specifically ask your boss or trusted co-workers where you’re strong and where you should be focusing more. They may not be transparent, but it’s a lot better feedback than you’re likely to get without asking at all.*

### **2 Test-drive Your Path**

*Don’t jump right into a reinvention. If you’re thinking of trying a new career or job, take small steps to see if it’s a good fit. You can shadow a professional for a day to see what their job is like.*

### **3 Look For Mentors**

*Many people look for the classic and get disappointed when they don’t find one. Perhaps broaden your viewpoint and develop a group of mentors. They can be anyone you admire and would like to learn from.*



### **4 Don’t Be Afraid to Go Backwards Temporarily**

*When you reinvent yourself, you may have to downshift in the short term – maybe take a pay cut in a new field, or having to take on additional projects to prove yourself. Don’t stress out: If you’re moving in the direction you want to go, it’ll pay off in the long term.*

### **5 Use Social Media to Build Connections**

*Social media is the great equalizer – you can send anyone a tweet or comment on their blog, and they’re likely to respond back. When you’re entering a new field, relationships are everything and social media can help you develop them rapidly.*

### **6 Show What You Know**

*As “knowledge workers,” it can sometimes be hard to demonstrate what we’re really capable of. So act like an artist and develop your own portfolio.*

### **7 Get a Wingman**

*Research shows that people who talk about their own accomplishments are viewed unfavorably. But if someone else touts your accomplishments, you’re golden. So find a like-minded friend or colleague and make a pact to talk each other up. You’re likely to notice an immediate difference, as more people become aware of your skills, abilities and accomplishments.*

## WORKSHOP DESCRIPTIONS

### Communication Boot Camp

Text messaging & Emailing—there’s no shortage of ways to communicate quickly in the Digital Age. But what happens face-to-face when you need to find the right words and communicate them in the right way? Attend this workshop and learn “the drill” there’s no substitute for in person, one-on-one communication.

### Communication Skills for the Workplace

Communication is a skill that all employees need to master. In this class you will gain an understanding of what your peers are really saying so that you can minimize future problems and uncover opportunities for professional growth.

### Creating Successful Teams in the Workplace

Build effective teams that impact the workplace and watch your performance and productivity improve.



### Customer Service Connection

Public Service Officials are charged with delivering quality services and treating customers with professionalism and respect. This informative workshop will demonstrate how to achieve extraordinary customer relations.

### Dealing with Difficult People

This workshop will provide techniques and strategies for dealing with difficult people in order to enhance productivity and increase customer satisfaction.

### Effective Leadership

Discover 10 power points on how to become a successful leader.

### Ethics

Learn about the Ohio Ethics Law and Commission as well as related statutes and issues.

### Handling Confrontations & Difficult Situations

Learn how to identify potential behavior patterns that may lead to aggressiveness; how to interpret non-verbal communication signals; and apply control and de-escalation techniques.

### Mediation Skills

Mediation is a process in which a neutral third party facilitates communication and negotiation to resolve workplace disagreements. Learn the principles and processes to become a successful mediator.

### **Microsoft Excel: Beginners**

This workshop introduces the basic features of Microsoft Excel 2007. Engage in hands-on-learning to enter and edit data, formulas, page setup and printing spreadsheets.

### **Microsoft Excel: Intermediate**

This workshop provides a review of various useful features to manipulate and enhance spreadsheets and to create and modify charts based on the spreadsheets you create.

### **Multicultural Awareness \*CEU Approved\***

Study cultural differences and biases, and learn how to promote better communication.

### **New Year's Resolutions for Supervisors: What Improvements Can You Make? \*New\***

Your style of management can have a huge impact on the performance and health of your unit. This class will explore ways to be a better boss and enhance employee wellbeing and productivity in 2014.

### **One Size Doesn't Fit All with Time Management**

Determine your time management style and create a schedule that supports who you are and the way you work best.

### **Personal Effectiveness \*New\***

Leadership begins with leadership of self. This class introduces the components of self-leadership and provides techniques to determine and establish a base to improve effectiveness by developing a positive self-image, motivating you, and building success attitudes. Stretch yourself by getting out of your comfort zone and establishing visions and envisioning possibilities.

### **Projecting a Professional Image**

This insightful class will focus on how to build a professional image and become more effective in workplace relationships.

### **Reinvent Yourself: Building an Approachability Action Plan \*New\***

Is it time to re-examine your approachability factor? Do you desire to improve engagement opportunities with co-workers, customers, and management? This class offers participants' practical steps to develop approachability as a personal skill... you will discover that approachability is more than a smile.

### **Reinvent Yourself: Boosting Your Self-Esteem \*New\***

It's a New Year and it's time for a new You! Reinvigorate how you feel about yourself! Learn strategies that will help you get back on track and increase your self-esteem for positive results all year long.

### **Respect in the Workplace**

One of the most powerful processes to reduce workplace incivility is building, earning and demonstrating respect. This informative workshop will provide you with all the main ingredients in the recipe for R-E-S-P-E-C-T in the workplace.

### **Ring in The New Year! Improved Telephone Techniques \*New\***

One of the most important aspects of success in business is the ability to communicate by telephone. If using the telephone to provide great customer service is part of your job, attend this class to gain a new perspective for the term "your call is important to us."

### **Sexual Harassment Awareness**

This workshop discusses the legal definition of sexual harassment, reviews the Board of Commissioners Anti-Harassment policy, and addresses the employee's rights and responsibilities in working in a discrimination-free environment.



### **The Benefits of Risk Taking**

A healthy respect for risk taking is a good thing. Learn the definition of risk taking, what not taking risks could mean for you and steps to becoming an effective risk taker.

### **The Foundation of Leadership: What It Takes to Be #1 - Supervisor Only \*New\***

How many different approaches to leadership do you have to sample before you begin to see some positive results? Just one: the one that you understand, believe in, internalize, commit to, and stick with. Join us in this workshop and learn the Vince Lombardi Leadership Model.

### **The Keys to Workplace Success**

Do you have the desire to become more successful? Are you ready to take your career to the next level? Are you ready to accelerate your abilities and discover keys to your success in the workplace? If you answered YES to one or more of these questions, this motivational workshop is right for you!

### **The Power of Positive Reinforcement**

This workshop will help create awareness of the strong need people have for positive reinforcement. As well as help you better understand how to use positive reinforcement to improve relationships and reward behaviors.

### **The Successful Supervisor \*Supervisor Only\***

This informative workshop provides a tool-kit of essential skills that supervisors and managers need to do their job effectively. Supervisors, both new and experienced, will be equipped with resources to help lead highly efficient teams.

### **Violence in the Workplace**

This workshop will focus on identifying workplace violence prevention and intervention strategies. Attendees will learn to identify concerning behaviors, develop communication skills to diffuse difficult situations, review resources developed to support workplace violence prevention, and learn how to report concerns.

### **Well-Oiled Machine: Get a Team Effectiveness Check-Up**

Teams are most effective when carefully designed. Too often, teams are formed merely by gathering some people together and then hoping that those people somehow find a way to work together. Schedule your routine check-up to improve the performance of your team.

### **When Generations Collide: How to Solve the Generational Puzzle at Work**

Generational collisions are among the key management issues being faced by leaders today. Employees are staying in the workforce longer, which means four generations are likely to find themselves looking at one another over the same conference table. Let's analyze your workplace for generational weaknesses and strengths.