

# Now Hear This...

Listening  
Comprehending  
Communicating



## Department of Human Resources Training & Development

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Listening is the ability to accurately receive and interpret messages in the communication process. Listening is the key to all effective communication, without the ability to listen effectively messages are easily misunderstood. If the listener is familiar with or is interested in the topic, comprehension will increase. If not, a listener may struggle and then tune out the message. In a workplace, communication is between two parties – one working and one managing. Since communication plays such a vital role in the workplace, it's surprising that we can be so poor at it.

The Training and Development staff would like to help you to improve your listening, comprehending and communication skills. Come join us the next couple of months and hear what we have to say about putting your listening ears on, comprehending and communicating better with your co-workers. Also, check out some of the workplace communication tips provided to you on page 3 of this month's calendar.

## DID YOU HEAR...

### WE'RE BRINGING BENEFITS TO TRAINING! MAKING YOUR BENEFITS WORK FOR YOU

**April 28**      **May 5, 12, and 16**      **June 2, 16, and 30**  
**1:00 – 3:30 PM**      **1:00 – 3:30 PM**      **1:00 – 3:30 PM**

Managing health and wellness can be overwhelming when it comes to making the right choice for you and your family. Together, we can choose wisely. Attend this benefits literacy workshop and learn to manage, understand and process your healthcare benefit information with ease. If you would like more information on the content of the workshops please contact Sonya Burley at 614-525-5750 or with questions regarding registration contact [training@franklincountyohio.gov](mailto:training@franklincountyohio.gov).

## HOW TO GET YOU REGISTERED FOR ANY OF OUR WORKSHOPS:

Send an email to: [training@franklincountyohio.gov](mailto:training@franklincountyohio.gov) with your name, agency, job title, email address, phone number, supervisor's name/email address and the date of the workshop(s). You can also register online using our registration form which is located on the Human Resources website by clicking on the Training tab.  
<http://www.franklincountyohio.gov/commissioners/hr/training/>.





Monday	Tuesday	Wednesday	Thursday	Friday
<p>Theresa Ferguson – Pink Elizabeth Manns – Blue Sonya Burley – Purple Robert Mossbarger - Green</p>	<p>HR = HR Training Room, 373 S. High St, 25<sup>th</sup> FL MRB = Meeting Room B, 373 S. High St, 25<sup>th</sup> FL</p>		<b>1</b>	<b>2</b>
<p><b>5</b> Making Your Benefits Work for You – E316.003 1:00 – 3:30 HR</p>	<p><b>6</b> Ethics – E240.135 8:30 – 11:30 HR</p>	<p><b>7</b> Managing Change – S311.023 8:30 – 11:30 MRB</p> <p>Reinvent Yourself: Boosting Your Self- Esteem – E473.002 9:00 – 12:00 HR</p>	<p><b>8</b> Verbal Self Defense – E263.005 9:00 – 12:00 HR</p>	<p><b>9</b> CPR *Safety Team Members Only*– E606.005 8:30 – 12:30 HR</p>
<p><b>12</b> Making Your Benefits Work for You – E316.004 1:00 – 3:30 HR</p>	<p><b>13</b> Managing Challenging Behaviors – S255.014 8:30 – 11:30 MRB</p> <p>Customer Service Connection E285.135 9:00 – 12:00 HR</p>	<b>14</b>	<p><b>15</b> Violence in the Workplace – E230.114 8:30 – 11:30 HR</p>	<b>16</b>
<p><b>19</b> Making Your Benefits Work for You –E316.005 1:00 – 3:30 HR</p>	<p><b>20</b> Sexual Harassment Awareness E220.131 9:00 – 12:00 HR</p>	<p><b>21</b> Multicultural Awareness – E210.131 8:30 – 11:30 MRB</p> <p>Microsoft Word 2010: Beginners – E163.202 9:00 – 12:00 HR</p>	<p><b>22</b> Microsoft Outlook 2010 – E174.001 9:00 – 12:00 HR</p>	<b>23</b>
<b>26</b>	<p><b>27</b> Enhance Your Listening Skills – E257.026 9:00 – 12:00 HR</p>	<p><b>28</b> Coaching for Improved Performance – S210.025 8:30 – 11:30 HR</p>	<p><b>29</b> Effective Leadership – S332.024 8:30 – 11:30 MRB</p> <p>Can We Talk: Improving Communication Skills – E250.038 9:00 – 12:00 HR</p>	<b>30</b>

# Workplace Communication Tips



## Small Talk before Big Talk

Ease into workplace communication with some small talk. Even if you're in a hurry, have a light conversation before dropping the heavy information and it will be better accepted.

## Ask Questions

Another way to show you're listening is to ask questions. Keep them relevant to the subject being discussed and listen carefully to the response – it often helps to hear a point described in two different ways to better understand it.

## Give Others a Chance

Do not let one person dominate the meeting. Encourage others around the conference table that don't usually care to join in, and then give them communication feedback privately.

## Consistency Counts

If your statements mean one thing to one employee and something else to another, you can lose the trust of both. Be consistent and you won't have to concern yourself with remembering what you said to whom.

## Listen

We have two ears and only one mouth because it's twice as important to listen instead of talk, especially in the workplace. To practice your listening skills, repeat what you've just been told. It improves your ability and shows the other party you understand what they've said.

## Surprises Are For Birthdays

Don't wait until an employee's review to give feedback – small course corrections are much easier to make than emergency maneuvers. Use feedback sessions to give employees a chance to give you feedback as well – it builds trust and you won't have as many surprises either.

## Curb Your Emotions

Take a deep breath and calm yourself before serious conversations – your demeanor will help calm the other person. Critique the actions, not the employee, stick to the facts and give feedback and guidance.

## Be Honest

Bad news is still news and must be delivered eventually. Be honest and you will be respected. If you're concerned about negative impact, break the message into smaller pieces or deliver it to smaller groups. Lying or hiding the truth doesn't just delay the inevitable – it makes the consequences worse.



*Did You Hear?*  *We've got Communication workshops available!*

## June 2014

Monday	Tuesday	Wednesday	Thursday	Friday
<b>2</b> Making Your Benefits Work for You – E316.006 1:00 – 3:30 HR	<b>3</b> Customer Service Connection – E285.136 8:30 – 11:30 MRB  Multicultural Awareness – E210.132 9:00 – 12:00 HR	<b>4</b> Dealing with Difficult People without Becoming One Yourself – E303.002 9:00 – 12:00 HR	<b>5</b> Sexual Harassment Awareness – E220.132 8:30 – 11:30 MRB  The Attitude Day Spa – E260.607 9:00 – 12:00 HR	<b>6</b> CPR *Safety Team Members Only* – E606.006 8:30 – 12:30 HR
<b>9</b>	<b>10</b> About Face: A Nonverbal Communication Class – E306.001 9:00 – 12:00 HR	<b>11</b> Assert Yourself: Building Assertive Communication Skills – E258.009 8:30 – 11:30 MRB  Where's My Keys: Typing Skills Improvement I – E180.015 9:00 – 12:00 HR	<b>12</b> Progressive Discipline *Supervisor Only* – S340.028 8:30 – 11:30 MRB  Reinvent Yourself: Building an Approachability Action Plan – E472.003 9:00 – 12:00 HR	<b>13</b>
<b>16</b> Making Your Benefits Work for You – E316.007 1:00 – 3:30 HR	<b>17</b> Freedom from Job Burnout – E266.017 8:30 – 11:30 MRB  Violence in the Workplace – E230.115 9:00 – 12:00 HR	<b>18</b> Ethics – E240.136 9:00 – 12:00 HR	<b>19</b> Projecting a Professional Image – E465.026 8:30 – 11:30 MRB  Microsoft Excel 2010: Beginners – E175.001 9:00 – 12:00 HR	<b>20</b>
<b>23</b>	<b>24</b> Stress Management – E262.103 8:30 – 11:30 MRB  Microsoft Word 2010: Beginners – E163.203 9:00 – 12:00 HR	<b>25</b> Civility in the Workplace – E183.008 8:30 – 11:30 HR	<b>26</b> Creating Successful Teams in the Workplace – S305.008 8:30 – 11:30 MRB  Communication Boot Camp – E269.004 9:00 – 12:00 HR	<b>27</b>
<b>30</b> Making Your Benefits Work for You – E316.008 1:00 – 3:30 HR	Theresa Ferguson – Pink Elizabeth Manns – Blue Sonya Burley – Purple Robert Mossbarger - Green			HR = HR Training Room, 373 S. High St, 25 <sup>th</sup> FL MRB = Meeting Room B, 373 S. High St, 25 <sup>th</sup> FL

**ATTENTION SAFETY TEAM MEMBERS ONLY!!  
ARE YOU PREPARED?  
CPR COURSE AVAILABLE**

**May 9, 2014 and June 6, 2014 @ 8:30 – 12:30 PM  
No Fee**

Be prepared for emergencies in the workplace and get CPR trained, the card you receive will be good for two years before needing renewed. This course is being offered at this time only for Safety Team members in any Franklin County agency who are on the official list kept by PFM.



**RESERVE YOUR  
SPOT TODAY!**

**Location:**

HR Training Room, 373 South High Street, 25th FL

***Workshop Descriptions***

**About Face: A Nonverbal Communication Class**

Participants will understand the use of nonverbal communication as a powerful tool to help them connect with others, express what they really mean, navigate challenging situations, and build better relationships.

**Assert Yourself: Building Assertive Communication Skills**

Explore the spectrum of passive, assertive and aggressive behaviors while incorporating proven assertive communication techniques in your workday.

**Can We Talk: Improving Communication Skills**

Gain knowledge and skills to communicate effectively in organizational settings.

**Civility in the Workplace**

Attend this workshop to become aware of behaviors that contribute to productivity as well as those that inhibit it, learn tools to help deal with others who act inappropriately, and to work in harmony with team members to establish expectations for working together and building cohesive relationships.

**Coaching for Improved Performance**

In this workshop participants will learn a systematic coaching process to assess employee performance and encourage improvement.

**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. Having the skills to master such interactions is crucial for both business and personal success.

**Customer Service Connection**

Public service employees 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 without Becoming One Yourself**

Ever get upset, defensive or angry when people are negative, unpleasant or difficult? Stay happy despite the bad moods or bad behavior of people around you; learn how to not take things personally. By learning how to stay calm, you'll become less stressed.

**Effective Leadership**

In this workshop, participants will learn the 10 power points on how to become an effective leader, they will learn the secrets of successful leaders and study the characteristics associated with effective leadership. Participants will learn the value in contributing to a winning team.

**Enhance Your Listening Skills**

Listening 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.

**Ethics**

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

**Freedom from Job Burnout**

Learn the causes, symptoms and various stages of job burnout. This motivational workshop explores realistic behavioral changes and creative techniques to help you gain freedom from job burnout!

**How to Create Successful Teams in the Workplace**

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

### **Making Your Benefits Work for You**

Managing health and wellness can be overwhelming when it comes to making the right choice for you and your family. Together, we can choose wisely. Attend this benefits literacy workshop and learn to manage, understand and process your healthcare benefit information with ease.

### **Managing Change**

Based on the writings of William Bridges, PhD., this one-day workshop will help you understand the difficulties employees face with change in the workplace and in their personal lives.

### **Managing Challenging Behaviors**

This informative workshop takes a realistic look at toxic behaviors, identifies their impacts and introduces effective strategies to eliminate them from the work team. During this class, you will: Identify common types of toxic behaviors, Explore effective detoxification strategies, and Practice proven techniques to handle toxic behaviors.

### **Microsoft Excel 2010: Beginners**

This workshop introduces the basic features of Microsoft Excel 2010. Engage in hands-on-learning to enter and edit data, formulas, page setup and printing spreadsheets.

### **Microsoft Outlook 2010**

Microsoft has made improvements to the Outlook 2010 Ribbon interface and enhanced existing features -- things new users will want to put to good use. We will explore these features and learn basic techniques to organize our calendars, emails, and more.

### **Microsoft Word 2010: Beginners**

Microsoft has made improvements to the Word 2010 Ribbon interface and enhanced existing features -- things new users will want to put to good use. We will explore these features and learn basic techniques to create professional business documents.

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

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

### **Progressive Discipline**

In this workshop you will learn how to document performance problems along with learning how to utilize the progressive discipline process to get results and learn how to conduct disciplinary meetings in a non-adversarial atmosphere.

### **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: Boosting Your Self-Esteem**

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.

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

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.

### **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.

### **Stress Management**

Are you S-T-R-E-S-S-E-D O-U-T? This stress management class provides a wealth of practical techniques to help you identify your stressors and effectively manage your responses.

### **The Attitude Day Spa**

Phone calls, meetings, projects, files, too much to do. Stop! Check in for a day of pampering at "The Attitude Day Spa," we will discuss all the great possibilities awaiting you for better stress management, self-esteem, and staying positive at work. This is a fun workshop presented in a humorous and relaxed style.

### **Verbal Self Defense**

In this class you will learn and practice phrases you can use to respond to anything and protect yourself from the toxic negative communication.

### **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.

### **Where Are My Keys: Typing Improvement Skills I**

Put all your fingers to use when you type and stop the single finger PECK. Build your keyboarding skills to become more efficient on the computer. Participants will practice keyboarding techniques to improve typing accuracy and speed.