**Division of Training and Development**

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**Staff Development Series**

**Customer Appreciation**

Staff will learn the essential elements of delivering exceptional customer service to the public. The course will discuss the importance of knowing customer expectations, their role in providing customer service, and learn behaviors which support customer satisfaction.

**Adapting to Change and Resiliency**

Resiliency is the one of the most important skills an employee can have at work. A resilient employee combats stress effectively and handles interpersonal challenges better. Staff will examine workplace changes and learn the importance of resilience as it relates to their lives. Staff will define resilience and describe the behaviors of building resilience.

**Professionalism in the Workplace**

The meaning of professionalism has evolved. Staff will learn the evolution of this concept as they examine and discuss current day professional behaviors expected by employers. Four main areas are discussed as staff engage in interactive exercises to show they understand the concepts introduced.

**Generations at Work: Towards a Better Understanding**

Staff will learn about all four generations in the workplace and how the workplace is impacted by each of their values, beliefs, and behaviors. Various interactive exercises will explore the differences and similarities between the generations as staff learn how to adapt to all generations.

**The Law of Priorities: Time Management for Staff**

Too much to do and not enough time?  The trick is not in the planning as much as it is in knowing your work priorities and managing conflicting ones. This training collaborates the research of both S. Covey and J. Maxwell to help you managing time and juggling workplace priorities.

**Mediating Conflicts 101: How to Create a Spirit of Cooperation in the Workplace**

Internal conflict is normal in any organization. However, it is important that employees learn how to cope with the own interpersonal conflicts. This session is a review of how staff can manage their own conflict prior to needing the assistance of their leaders. The class will also discuss when staff should go to leaders to help them confront difficult situations.

**Building a High-Powered Team**

This workshop provides an opportunity for participants to get to know one another and share ideas for developing their teams. Discussions will include understanding the value of working as a team, exploring your team player style and identify how it can be used effectively with your own team, and identifying ways that team members can be involved and grow in a team setting. The participants will practice teamwork with a variety of exercises.

**Workplace Ethics**

The objective of this training includes promoting ethics behavior, preventing misconduct, fostering a positive work environment, enhancing decision-making skills, and ensuring compliance with policies and procedures. It will guide employees in making ethical choices, handling ethical dilemmas, and maintaining the organizations reputation.

**Microsoft Office Suite**

**Introduction to Microsoft Excel 2019/365 Level I**

1. Setting up workbooks in Excel
2. Working with data in Excel
3. Performing Calculation in Excel

**Managing Microsoft Outlook 2019/365 Level II**

1. Sending and receiving email messages in Outlook
2. Organizing your inbox in Outlook
3. Managing scheduling in Outlook

**Analyzing and Presenting Data in Microsoft Excel 2019/365 Level II**

1. Changing workbook appearance in Excel
2. Analyzing data presenting data in Excel
3. Reordering and summarizing data in Excel

**Introduction to Microsoft Word 2019/365 Level I**

1. Enter and editing text in Word
2. Modifying the structure and appearance of text in Word
3. Organizing information in columns and tables in Word

**Merging Data with Documents and Labels in Microsoft Word 2019/365 Level III**

1. Understand the mail merges process
2. Choose and refined the data source
3. Create individual envelopes and labels

**Creating Charts in Microsoft Excel 2019/365 Level III**

1. Creating charts in Excel
2. Creating combo charts in Excel
3. Finding trends in your data
4. Using pivot tables and pivot charts in Excel