

Division of Training and Development

Dr. Cindy Hickman, Ed.D. cindyhi@cumberlandcountynj.gov

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.

Workplace Resilience: Building the Future Skill of Endurance

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.

Telephone and Email Etiquette

This course will help employees understand the importance of clear, professional, respectful, and effective language. The training will discuss using precise language, proper subject lines, which produce a coherent email. Emails should reflect respect and dignity to the receiver by addressing them appropriately, being polite, and avoiding unnecessary or offensive language. This course should assist employees in reducing misunderstanding by expressing clear ideas and providing enough context, and avoid emotional wording.

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.