



Expo 2017

Join us for a week of FREE training showcasing workshops, information sessions, and learning opportunities for City employees of all levels and professional disciplines. Attending the EXPO involves more than just discovering learning opportunities. Participants can meet with consultants who are leaders in their fields of expertise, participate in new course offerings, and network with fellow City colleagues. There are over 40 unique sessions at EXPO 2017 that highlight the many available programs at Citywide Learning & Development.

Registration:

EXPO events are open to all agency staff. There is no cost to attend, but applicants must pre-register through their agency training liaisons and receive confirmation to attend. The application for EXPO classes is located on the last page of this brochure.

Location:

Citywide Training Center
1 Centre Street, 24th Floor South
New York, NY 10007
212.386.0005 or 212.386.6425
www.nyc.gov/ctc

EXPO 2017 Schedule at a Glance

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1:30 p.m. – 4:00 p.m.	<p>(Page 4)</p> <ul style="list-style-type: none"> • Adobe Acrobat: Creating Fillable PDF Forms • Building Safety and Trust in the Workplace • Communication for Auditors • Desktop E-Learning “Open House” • Gamification as an Effective Tool in the Workplace • Lessons in Leadership for Municipal Employees • Talkin ‘Bout My Generation 	<p>(Page 6)</p> <ul style="list-style-type: none"> • Anger Management • Desktop E-Learning “Open House” • MS Office Suite 2016: A Powerful Tool for Today’s Workplace • Procurement 101 • Social Media at Work • Using Critical Thinking to Get Better Results 	<p>(Page 8)</p> <ul style="list-style-type: none"> • Adobe PDF: Creating and Managing Files • Business Writing that Works • Cultivating Leadership Presence • Customer Service • Managing Performance for Success • MS Word 2013: Mail Merge • Pursuing an Advanced Degree with MGSP • Stress Management 	<p>(Page 10)</p> <ul style="list-style-type: none"> • Customer Service • Desktop E-Learning “Open House” • Lean Six Sigma: Ten Tools • Managing Multiple Priorities • Using Excel to Analyze Data 	<p>(Page 12)</p> <ul style="list-style-type: none"> • Assessing the Reliability of Computer-Processed Data • Desktop E-Learning “Open House” • Giving Effective Feedback • IT Professional Training: Networking/Security/Wireless • Leading with Emotional Intelligence • MS Word 2013: Mail Merge

Thursday, January 5, 2017

10:00 a.m. – 12:30 p.m.

Data Analysis with R

An interactive workshop covering the key concepts of how to leverage the Python programming language for data analysis. A preview of a course that will cover the basic syntax of Python as it relates to performing basic exploratory data analysis, as well as how to create impactful charts, graphs, and other information visualizations using NYC Open Data for operational decision making.

Target Audience: Staff at all levels

Negotiation Skills for Success

What do you negotiate? In today's workplace everyone negotiates. From asking your boss for a raise to getting the kids to take out the trash, negotiation is part of our everyday life. This EXPO session defines negotiation, explains the benefits of Win-Win Negotiation, identifies the attributes of an effective negotiation, describes how to use the six Building Blocks of Negotiation, and identifies conflict management techniques. This workshop will help you be prepared to enter negotiations with the skills and knowledge to achieve a win-win outcome.

Target Audience: Staff at all levels

Personal Financial Management

When individuals think about personal financial management they often do not know where to start in order to achieve their goals. This needs to change. In order to be successful in personal financial management there are a few things that you just have to do and other things that are strongly recommended. We will be discussing ways to generate assets, protect assets, and build assets. Finally, we will share the importance of prioritization and decision making to enhance your financial situation.

Target Audience: Staff at all levels

Talkin 'Bout My Generation

What's the matter with kids these days? Nothing! Still, today's intergenerational workforce is experiencing a culture clash. The attitudes, values, and behaviors of the Millennial Generation are leaving managers miffed. It is time to learn to lead Millennials, so they can reach their potential and you can reach yours. This EXPO session has two major components: learn about them, and learn to lead them. Presentation and discussion of the attitudes, values, and behaviors of the different generations are followed by the introduction of Millennials' workplace needs and wants and corresponding management strategies. Throughout the workshop participants will practice new techniques for successfully leading this next great generation. Baby Boomers, Gen Xers and Millennials are encouraged to attend!

Target Audience: Managers, supervisors and professionals who lead teams. All generations welcome and encouraged.

Writing in Plain Language

The Federal Plain Language Writing Act of 2010 requires government employees to write in plain language that is "simple and easy to understand, with the goal of minimizing uncertainty and litigation." This workshop is designed to provide you with the tools to write plainly while maintaining a level of professionalism reflective of your position and agency. You will have many opportunities to practice the course principles through writing, revising, editing, and proofreading activities.

Target Audience: Staff at all levels

Thursday, January 5, 2017

1:30 p.m. – 4:00 p.m.

Adobe Acrobat: Creating Fillable PDF Forms

Many organizations use paper documents with check boxes and fields that need to be completed by customers and employees everyday. In this hands-on EXPO session participants will learn how to create fillable PDF forms from Word documents so customers and users can then type data, check boxes and fill in needed information directly into the form. The session will also explore how to customize, add and edit fields on the fillable PDF.

Target Audience: Staff at all levels

Building Safety and Trust in the Workplace

The world of work has changed dramatically over the past thirty years. From a workplace culture that promoted long term commitment and loyalty to the workforce, organizations now embrace layoffs to reduce expenses. People are viewed as expendable assets that depreciate over time rather than wise and experienced promoters of culture and knowledge. What brought about this change and how can leadership learn to nurture, grow and embrace their greatest assets, the people, once again? The benefits of an engaged workforce that feels protected and trusts their leaders results in increased productivity, enhanced revenue and long term success. Let's learn what it takes to build one.

Target Audience: Leaders, Managers and Supervisors

Communication for Auditors

This interactive workshop guides participants through the successful audit report-writing process. Working on a self-selected case study, participants will employ a useful, memorable process for producing quality work papers and drafting and polishing audit reports.

Target Audience: Auditors

Desktop E-Learning “Open House”

Computer based E-Learning allows participants to access computer training without leaving the office. This training delivery allows participants to take charge of learning – at their own pace – whether it's learning a new computer application or honing in on specific skill areas as “refresher.” Join us to test one or more of the course titles available in this learning format including Microsoft Office, Crystal Reports, Windows, Network Security, software development, web design, and more. *Participants may attend this event at any time during 1:30pm and 4:00pm.*

Target Audience: IT professional/computer application end-users; all employees

Gamification as an Effective Tool in the Workplace

Personal (intrinsic) motivation is key for professional success, and understanding what drives personal motivation is also core to developing effective gamification tools for the workplace. This information session and focus group will provide an introduction to how gamification is used to better work practices and will gather insights from participants to inform how game thinking and mechanics can be used to improve employee motivation, productivity and engagement.

Target Audience: Staff at all levels

Lessons in Leadership for Municipal Employees

Are you a leader? Regardless of what your title or role is; everyone is a leader. This EXPO workshop addresses ten critical skills for successful leaders. These skills include: Communication, Knowledge and Credibility, Motivates and Roots for Others, Builds Alliances – Partnerships and Teamwork, Coaches and Mentors, Creativity and Innovation, Passionate for Customer Service, Resiliency to Change, Decision Making, and Trust and Values. Each of these skills enables individuals to grow professionally and personally. The benefit is a New York City workforce that is prepared to successfully meet the challenges of today's marketplace.

Target Audience: Staff at all levels

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Target Audience: Managers, supervisors and professionals who lead teams. All generations welcome and encouraged.

Friday, January 6, 2017

10:00 a.m. – 12:30 p.m.

Data Analysis with Python

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Target Audience: IT professional/computer application end-users; all employees

Getting Results – When You Are Not in Charge

When you're working on cross functional or other teams discover how you can get commitment and achieve your best results. If you don't have the power of being someone's boss, you have to rely on using other techniques to get things done. This session focuses on creating a constructive and effective team atmosphere using the "4R Model" to take advantage of everyone's strengths and compensate for the limitations that might be a part of the team's structure.

Target Audience: Staff at all levels

Leading Change at Every Level

'Nothing is constant except change,' says one of the great quotes; and its abundantly true. The people assigned with the task of delegating and leading the way through times of change are generally the top executives. But that doesn't mean the rest don't need to know how to navigate through changing times. Ensuring that employees at every level learn how to deal with change at every level of an organization is crucial to maintain optimal performance.

Target Audience: Staff at all levels

Microsoft Office Suite 2016: A Powerful Tool for Today's Workplace

Take a new start with your technology skills and get a fresh look on how you can better manage, track, and present your work through the new Microsoft Office 2016. Join us in this information session for a sampling on some of the power-packed, new features Microsoft Office Suite has to offer.

Target Audience: All employees

Preparing for the Worst: Cyberattacks and the Human Impact

The phenomenon of cyber terrorism and cyber-attacks is one that businesses and government continue to underestimate. Organizations can be slow to change, but the rate at which the world is progressing is causing such disruptions to normal operations that timely, regular evaluations of digital infrastructures and safeguards are required. This workshop will discuss the long-lasting and traumatic impact of cyber-attacks. Participants will learn specific steps for protecting your workforce and the elements of an effective response plan.

Target Audience: Staff at all levels

Friday, January 6, 2017

1:30 p.m. – 4:00 p.m.

Anger Management

Do you lose it when someone cuts you off? Anger is a natural emotion, but uncontrolled anger can be disastrous. This interactive workshop provides participants with tools and techniques to help you stay calm and in control of your emotions. The workshop is designed as a hands-on session that engages participants in role-playing and small group activities. Topics addressed include understanding anger, identifying triggers, and ways to cool down.

Target Audience: Staff at all levels

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Target Audience: IT professional/computer application end-users; all employees

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Target Audience: All employees

Procurement 101

This Expo session will provide an introduction to procurement methods and principles, and a framework for procurement planning. We will discuss areas in methods definitions, business requirements, municipal tracking systems and key local laws.

Target Audience: Agency procurement and program staff with no background knowledge on municipal procurement

Social Media at Work

There are more and more examples of employees misusing social media in ways that harm the organizations they work for. At a minimum, such actions create bad publicity, and at worst, they lead to damaging lawsuits that affect an organization's success and profitability. An understanding of the dos and don'ts of using social media at work is essential to every employee in every organization. Join us to recognize the benefits of using social media and identify the various legal and ethical risks.

Target Audience: Staff at all levels

Using Critical Thinking to Get Better Results

Whether you are working through a problem, communicating with your team, or making a presentation, you want to be sure you've thought of everything. Learning about thinking styles will help you understand the way you take in and process information, form your views and opinions, solve problems, make decisions, plan and express yourself to others. A focus will be on how critical thinking can be applied to workplace issues and challenges. You will also learn how to sharpen these skills for more effective explorations of problems, the search for alternative solutions, consideration of consequences, and establishment of action plans.

Target Audience: Staff at all levels

Monday, January 9, 2017

10:00 a.m. – 12:30 p.m.

Adobe PDF: Creating and Managing Files

Make your content readable to everyone! This EXPO session covers the foundation on how to create, edit, and secure PDFs files using materials from Microsoft Word, Excel and other applications. Participants will also learn how to add interactive elements such as navigation links, bookmarks, and prepare materials for distribution.

Target Audience: Staff at all levels

Customer Service

This workshop provides participants with the techniques necessary to provide courteous customer service and support. Participants will learn how to interact more effectively with customers, manage potentially challenging situations, and handle difficult customers with tact and diplomacy.

Target Audience: Staff at all levels

Effective Meetings: Less Pain, More Gain

Lead meetings with confidence and be more effective! From organizing your thoughts to writing agendas, practice the skills that result in more productive meetings. Receive tips on how to manage a meeting and capture what is being said. Finally, practice effective follow-up techniques.

Target Audience: Staff at all levels

Hire High Quality: How to Recruit & Interview Effectively

Ever make a hiring decision that you regret? Making an unfortunate hiring decision is not only professionally embarrassing for the hiring manager, it is like throwing money out of your company's window. In this EXPO session, learn a few trade secrets that will help you turn a potential candidate into a valued employee.

Target Audience: Managers and Supervisors

Managing Performance for Success

Do you enjoy conducting Performance Review with your employees? Do you get nervous sharing your opinions with your employees? Is it a challenge to find the right words to say? If you have answered yes, then this is the program for you. It helps to take away the fear and gives you proven tips on how to prepare for, and conduct a successful employee performance review. By conducting a successful review, you will give your employee the necessary tools to develop professionally, while recognizing the contributions that he or she has made to your unit, agency, and the city. This is an interactive, fun program, where you will be able to conduct a 'mini' performance review in a safe environment.

Target Audience: Managers and Supervisors

MS PowerPoint 2013: Do You Have a Point to Make?

In this expo session, we will discuss how to communicate and present ideas through the use of PowerPoint and its various tools such as templates, diagrams and special effects.

Target Audience: Staff at all levels

Stress Management

This workshop will assist participants to maximize job performance by recognizing and handling the early warning signs of stress, staying calm while others are not, and pinpointing the root causes of tension. Participants will examine strategies and coping mechanisms for increased stress control.

Target Audience: Staff at all levels

What is the M/WBE Program?

This information session will provide an overview of the M/WBE (Minority and Women-owned Business Enterprise) Program Requirements, navigating the Online Directory of Certified Businesses and best practices for identifying M/WBEs. It will include information on the City's certification programs and the Department of Small Business Services' suite of services.

Target Audience: Mayoral agency purchasing staff and M/WBE Officers; programming staff who employs services of vendors and contractors.

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Target Audience: Staff at all levels

Business Writing that Works

Not sure your message is getting through? Avoid conflict and confusion in the workplace by improving your business writing. Receive practical tips on how to improve your daily business writing in emails, memos and letters. Practice these skills by revising "weak" messages, drafting correspondence on a variety of topics and receiving immediate feedback from the trainer.

Target Audience: Staff at all levels

Cultivating Leadership Presence

Walk into a room and own it! Speak and know that people are listening! Connect with everyone from the receptionist to the CEO! Leadership Presence is valuable. How do we cultivate it? Who needs it? Where do we use it? This workshop addresses the Who, What, When, Where, How and Why of Leadership Presence.

Target Audience: Staff at all levels

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Target Audience: Managers and Supervisors

MS Word 2013: Mail Merge

In this expo session, we will explore the Mail Merge tool that allows us to produce multiple letters, labels, envelopes, name tags, and more using information stored in a list and database.

Target Audience: Staff at all levels

Pursuing an Advanced Degree with MGSP

This EXPO session will provide an overview of the Mayor's Graduate Scholarship Program (MGSP). The program is open to current, full-time New York City employees (provisional, per diem, and permanent) having earned undergraduate/graduate degrees to study at participating accredited colleges/universities within the metropolitan area. Scholarships are competitive and the awards are solely determined by the participating schools. Come learn about the application process and how MGSP can help you.

Target Audience: Staff at all levels

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Target Audience: Staff at all levels

Lean Six Sigma: Ten Tools

Lean Six Sigma (LSS) provides tools and techniques to streamline tasks, improve time management, and produce higher quality work while providing exceptional service to internal and external clients. These tools, originally developed at Toyota and Motorola, are now used in government and higher education. At this EXPO seminar, participants will be introduced to LSS to learn proven methods for being more creative and resourceful when performing daily and long term project tasks in their agencies. These methods, including eliminating wasteful task steps will result in individuals performing with increased ease, efficiency and quality.

Target Audience: Managers, Supervisors, Project leaders and employees who are performing a leadership role

Managing Multiple Priorities

This workshop will prepare participants to better manage the multiple priorities faced in today's fast paced work environment. It will focus on how participants can take control of their workday with methods for maximizing efficiency and effectiveness and minimizing stress.

Target Audience: Staff at all levels

Tactical Communication

Many would argue that the workplace can often be described as a challenging environment. One major contributor to these challenges is communication. This seminar focuses on communication concepts and behaviors that can be used to develop strategies at work, as well as everyday life to gain greater cooperation in interactions with others.

Target Audience: Staff at all levels

Using Excel to Analyze Data

There are so many facets to MS Excel 2013; truly making it a powerhouse among the Office 2013 Suite for data storage, manipulation, calculation and much more. In this EXPO session you will organize large worksheet data using the Sort and Filter features, make data stand out with Conditional Formatting, create basic PivotTable and PivotCharts in order to analyze data, and consolidate data and link cells across different workbooks.

Target Audience: Staff at all levels

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Target Audience: IT professional/computer application end-users; all employees

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Target Audience: Staff at all levels

Wednesday, January 11, 2017

10:00 a.m. – 12:30 p.m.

Active Listening

Are you a good listener? Studies have demonstrated that the average employee spends 40-60% of their day listening and yet most of us are only 25% effective as listeners! The cost of poor listening can be very high for an organization. Listening is a skill that can be developed. Good listening skills benefit individuals in both the personal and the professional arenas. After participating in this fun-filled workshop, participants will be able to apply the necessary skills needed to improve their listening skills.

Target Audience: Staff at all levels

Assessing the Reliability of Computer-Processed Data

Do you rely on computer-processed data as support for your audit findings and conclusions? Develop the necessary skills to evaluate the reliability of computer-processed data regardless of the environment in which it is generated and/or processed. Learn some of the more common techniques used by auditors to assess reliability and the processes employed to accomplish the assessments.

Target Audience: Auditors

AutoCAD for Professional Design

From conceptual design through drafting and detailing, AutoCAD is all you need to create, visualize, document, and share your professional ideas. This information session introduces participants to the AutoCAD software application for computer-aided design (CAD) and drafting in both 2D and 3D. Topics will include an overview on the basic tools and capabilities of AutoCAD, a demonstration of how the software is currently being used for professional applications, and what a participant can expect to achieve by taking the courses that are offered in the AutoCAD curriculum.

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Target Audience: Staff at all levels

Storytelling: Beyond Bland Presentations

Think back to the last time you attended a presentation or key note address that completely captured your attention. Most likely, the speaker used compelling stories that left a lasting impression. Stories are like “movies of the mind” using imagery to engage their audience, feed their imagination, and paint a picture with words highlighting the value of the ideas they want you to remember. You will learn the basic elements of storytelling and use templates and tools to structure your presentations around stories, so that you can take your presentations to the next level.

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Target Audience: IT professional/computer application end-users; all employees

Giving Effective Feedback

This seminar is designed to help you learn strategies to improve your effectiveness in the workplace. We are going to talk about the role of FEEDBACK; specifically we will discuss how individual contributors, supervisors, and managers can improve work productivity by effectively giving and receiving effective feedback.

Target Audience: Managers and Supervisors

MS Word 2013: Mail Merge

In this expo session, we will explore the Mail Merge tool that allows us to produce multiple letters, labels, envelopes, name tags, and more using information stored in a list and database.

Target Audience: Staff at all levels

IT Professional Training: Networking/Security/Wireless

Get a close up look at the array of IT training courses that lead to certification opportunities in the areas of Network Security. Network Security is essential to every business and organization. Data theft, loss of productivity and decreased profits are unfortunately commonplace due to security breaches. The demand for IT professionals skilled in Network Security continues to be on the rise, and certification has become the basis for verification of these indispensable skills. This information session will discuss technologies from vendors such as Microsoft and Cisco as well as protecting your regular and wireless networks against hacking and data theft.

Target Audience: IT Professionals

Leading with Emotional Intelligence

In today’s business environment Emotional Intelligence (EI) is fast becoming a pre-requisite for success. EI is the ability to understand and manage your own emotions and those of the people around you. People with a high degree of EI know what they're feeling, what their emotions mean, and how these emotions can affect other people. After all, who would you rather be – someone who shouts at his/her team when under stress, or someone who stays in control, calmly assesses the situation and knows what drives behavior, how to motivate people and be able to help others achieve their full potential? This interactive session will explore the basis of EI, allow you to assess your EI, and provide guidelines for applying its theories to everyday situations that arise when working with and/or managing people.

Target Audience: While geared for managers, staff at all levels can also benefit

CTC 2017 EXPO REGISTRATION APPLICATION

Please check the below events you wish to attend. Return the completed application to your Agency Training Liaison to process.

 Last Name (Print) First Name (Print) Agency Bureau/Dept. Employee Reference No.

 Office Title Email (Work) Telephone (Work)

Supervisor Name: _____ Signature: _____

**ATTENTION: Agency Training Liaisons Must FAX this application to DCAS/CTC to:
 (212) 313-3439 no later than December 16, 2016**

 Training Liaison Name (Print) Email Telephone Training Liaison (Signature Approval)

THURSDAY, JANUARY 5

FRIDAY, JANUARY 6

10:00 a.m. – 12:30 p.m.

- Data Analysis with R
- Negotiation Skills for Success
- Personal Financial Management
- Talkin' Bout My Generation
- Writing in Plain Language

1:30 p.m. – 4:00 p.m.

- Adobe Acrobat: Creating Fillable PDF Forms
- Building Safety and Trust in the Workplace
- Communication for Auditors
- Desktop E-Learning "Open House"
- Gamification as an Effective Tool in the Workplace
- Lessons in Leadership for Municipal Employees
- Talkin' Bout My Generation

10:00 a.m. – 12:30 p.m.

- Data Analysis with Python
- Desktop E-Learning "Open House"
- Getting Results –When You Are Not in Charge
- Leading Change at Every Level
- MS Office Suite 2016: A Powerful Tool for Today's Workplace
- Preparing for the Worst: Cyberattacks and the Human Impact

1:30 p.m. – 4:00 p.m.

- Anger Management
- Desktop E-Learning "Open House"
- MS Office Suite 2016: A Powerful Tool for Today's Workplace
- Procurement 101
- Social Media at Work
- Using Critical Thinking to Get Better Results

MONDAY, JANUARY 9

10:00 a.m. – 12:30 p.m.

- Adobe PDF: Creating and Managing Files
- Customer Service
- Effective Meetings: Less Pain, More Gain
- Hire High Quality: How to Recruit & Interview Effectively
- Managing Performance for Success
- MS PowerPoint 2013: Do You Have a Point to Make?
- Stress Management
- What is the M/WBE Program?

1:30 p.m. – 4:00 p.m.

- Adobe PDF: Creating and Managing Files
- Business Writing that Works
- Cultivating Leadership Presence
- Customer Service
- Managing Performance for Success
- MS PowerPoint 2013: Mail Merge
- Pursuing an Advanced Degree with MGSP
- Stress Management

TUESDAY, JANUARY 10

10:00 a.m. – 12:30 p.m.

- Adobe Acrobat: Creating Fillable PDF Forms
- Lean Six Sigma: Ten Tools
- Managing Multiple Priorities
- Tactical Communication
- Using Excel to Analyze Data

1:30 p.m. – 4:00 p.m.

- Customer Service
- Desktop E-Learning "Open House"
- Lean Six Sigma: Ten Tools
- Managing Multiple Priorities
- Using Excel to Analyze Data

WEDNESDAY, JANUARY 11

10:00 a.m. – 12:30 p.m.

- Active Listening
- Assessing the Reliability of Computer-Processed Data
- AutoCAD for Professional Design
- Desktop E-Learning "Open House"
- MS PowerPoint 2013: Do You Have a Point to Make?
- Personal Financial Management
- Storytelling: Beyond Bland Presentations

1:30 p.m. – 4:00 p.m.

- Assessing the Reliability of Computer-Processed Data
- Desktop E-Learning "Open House"
- Giving Effective Feedback
- IT Professional Training: Networking/Security/Wireless
- Leading with Emotional Intelligence
- MS PowerPoint 2013: Mail Merge

Important Information – PLEASE READ:

- Registrants can attend only the EXPO events for which they have received a confirmation.
- No food and drink is permitted inside the classrooms.
- By attending any EXPO event you agree that your voice and/or likeness may be used in programming and/or promotional materials.