



SUMMER COURSE CATALOG

Citywide Training Center



The CTC course offerings are specially designed to meet the training and development needs of all New York City personnel.

CTC PROVIDES:

- Turnkey services
- Courses designed specifically for City employees
- Instructors, who specialize in working with the public sector and know City staff, systems, and environments
- Rapid course roll-outs
- Convenient payment through a simple interagency chargeback agreement

COURSE FORMATS

Open Enrollment Courses

CTC's Open Enrollment courses include participants from multiple agencies. Open Enrollment courses are perfect for agencies when they want to enroll one or several of their staff in a course rather than schedule their own course. Unless noted, open enrollment classes are held from 9:00am to 5:00pm.

Agency-Specific Courses

The CTC can provide most classes in the catalog as an agency-specific class. If you are looking for a course that is not in our catalog, please contact us. CTC professional staff and trainers are able and eager to develop and present new courses to meet workforce training and professional development needs. Agencies that prefer to train a number of their employees on specific topics at once may request dedicated workshops scheduled at their convenience.

Agency-Specific courses usually are **delivered at the Citywide Training Center** in Manhattan and can also be offered at the agency site. Contact Citywide L&D at 212.386.0004 for information about Agency-Specific course customization and fees.

INSTRUCTORS

All CTC courses are led by highly qualified consultants from government, universities, and the private sector or CTC in-house trainers. Practitioners of the skills they teach, all CTC trainers bring a wealth of knowledge and experience in training City personnel that address City-specific issues and challenges. Instructors may not solicit sales or payments, for books, articles, documents or other materials in which they may have a proprietary interest, directly from any City of New York employee or agency client during any activities related to CTC program delivery.

TRANSCRIPTS

Personal transcripts are available by contacting the CTC at: citywidetrainingcent@dcas.nyc.gov

LEARNING & DEVELOPMENT at the CTC

HOW TO APPLY FOR TRAINING

To apply for classes, participants must complete a Citywide Training Center Application located at the back of this catalog or on our website at www.nyc.gov/ctc. **One application may be used for multiple course requests and for all types of courses.**

Applications must be signed by the immediate supervisor and submitted to the designated Agency Training Liaison at your agency. Employees may contact their Agency Personnel Officer for their Agency Training Liaison(s) name and contact information.

The Agency Training Liaison obtains authorization to proceed from the Agency Fiscal Officer and then forwards applications to the CTC. *Applications sent directly to the CTC from an individual employee and/or sent without the required authorizing signatures will NOT be processed.*

The CTC will send confirmations for training to Agency Liaisons in advance of the course(s). Agency Training Liaisons are responsible for notifying employees of the classes and dates of training that have been confirmed. Employees should not attend a class for which they have not received a confirmation. Employees should contact their Agency Training Liaison if they have questions concerning a confirmation.

NYCAPS REGISTRATION

Mayoral and Non-Mayoral agencies that have access to NYCAPS must register staff for training through the NYCAPS training module.

Agencies that do not have access to NYCAPS may complete the CTC application and submit via fax to: 212-313-3439.

CANCELLATION POLICY

Requests for cancellations or schedule changes must be received in writing at least 7 business days prior to the start of a confirmed class. Requests received without the required notice will result in a charge of the full course fee. Agencies may designate a qualified participant for substitution up to the commencement of the class without penalty. The CTC should be notified in advance of the substitution.

Citywide Training Center

The Citywide Training Center (CTC) is an authorized provider of Continuing Education Units (CEUs) and professional development credits from various accreditation associations:

International Association for Continuing Education and Training (IACET)

NYC Citywide Training Center has been credentialed as an Accredited Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, the NYC Citywide Training Center has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice. As a result of the Accredited Provider status, NYC Citywide Training Center is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET Standard.



Universal Public Purchasing Certification Council (UPPCC)

Through the UPPCC, individuals who are currently employed in public purchasing have the opportunity to achieve industry-wide recognition by earning the Certified Public Procurement Officer (CPPO) and Certified Public Procurement Buyer (CPPB) designation. The requirements for certification are based on academic and professional experience.



National Institute on Governmental Purchasing (NIGP)

The National Institute of Governmental Purchasing (NIGP) is a national, non-profit organization providing support to professionals in the public sector purchasing profession. NIGP provides its members with education, professional networking, research, and technical assistance.



Continuing Professional Education Credits (CPEs)

The Citywide Training Center is registered as a sponsor of Continuing Professional Education Credits (CPEs) with the New York State Board of Public Accountancy; sponsor ID number: 002483. One CPE is earned for each 50 minutes of classroom instruction.



COIB Continuing Legal Education (CLE) Credits

In cooperation with the NYC **Conflicts of Interest Board (COIB)**, the Citywide Training Center offers a series of workshops focusing on Chapter 68 of the New York City Charter and the issues related to conflicts of interest. Continuing legal education (CLE) credit for participation is provided through the NYC Conflicts of Interest Board.





PERSONAL DEVELOPMENT PORTFOLIO

Inspired to develop your skills on a personal and professional level? Programs in this portfolio provide a full spectrum of options for enhancing your creative thinking, written and oral communication, analysis and decision making skills, time management skills, cultural competency, project management knowledge, and achieving enhanced work-life balance.

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PERSONAL DEVELOPMENT PORTFOLIO

Action Grammar

This course is designed to answer the most frequently asked questions about grammar, punctuation, and usage. Focus is on the grammatical issues that are essential for ensuring that on-the-job writing reflects a polished, professional image.

Objectives:

- Identify well-constructed sentences and correct run-on sentences and sentence fragments
- Create transitions between sentences and use correct verb tenses
- Practice the principles of subject-verb agreement
- Form possessives of singular and plural nouns
- Use pronouns correctly
- Explore rules of capitalization and correct punctuation, including commas, semi-colons, colons, and quotation marks
- Understand the meanings and differences of commonly misused words, including words that sound alike and look alike

Target Audience: Individuals who want to enhance or refresh their understanding of Standard English grammar

Course Code: C5031

Days of Training: 2

Date: July 6-7, Sept 13-14

CEUs/CPEs: 1.2/16

Anger Management

Anger is a natural human emotion. However, unconstrained anger can have detrimental effects on the workplace and on our health and success. It impacts the morale of those around us, and it impacts productivity. Being in a constant state of anger can cause both physical and emotional damage. Anger has equally damaging effects on family life—it alienates partners and breaks up families. This seminar provides an opportunity to look at productive ways of managing angry feelings and expression.

Objectives:

- Understand the anger phenomenon by looking at physiological and behavioral reactions and factors
- Identify signs of anger and identify the impact of anger on the workplace
- Explore alternative ways to express and control anger

Target Audience: Staff at all levels

Course Code: C7774

Days of Training: 1

Date: June 21

CEUs/CPEs: .6/8

Business Writing: Clarity Through Critical Thinking

If you think critically, you can increase your ability to write with greater clarity. You will be able to more precisely analyze information and assess a particular task, subject, issue, etc. This one-day course will help you to use critical thinking skills and provide practice in a specific writing model to improve your business writing and completion of both large and small writing projects.

Objectives:

- Practice asking appropriate questions to gather relevant information in an efficient manner
- Assess information in order to determine reliable and trustworthy conclusions
- Organize and draft content to increase clarity
- Apply a problem solving approach to ensure your document's clarity
- Describe strengths and weaknesses of inductive and deductive arguments in a document's content
- Develop skills to avoid misleading, confusing or deceptive wording

Target Audience: Professional staff who frequently write letters and reports

Course Code: C2036

Days of Training: 1

Date: July 18, Sept 19

CEUs/CPEs: .6/8

PERSONAL DEVELOPMENT PORTFOLIO

Citywide Standardized Customer Service

This workshop will help to enhance your value as an individual delivering vital services to the customers of New York City. The workshop will reinforce the importance and value of delivering courteous and effective customer service. Finally, you will be provided with the tools to empower you to deliver and manage the highest standards of customer service.

Objectives:

- Identify the important role that you play in the City of New York
- Recognize the impact that your effective communications, personal accountability, knowledge, and professional demeanor have on customers and your career
- Diagnose customers' needs, goals, and expectations
- Examine how the four stages of competence influence your personal development and interaction with others
- Assess your customer service effectiveness in-person and on the telephone
- Apply the Four-Step Customer CARE Process for managing customers and providing outstanding service
- Say "No" in a way that does not result in a negative reaction from customers
- Motivate customers to answer sensitive questions
- Practice the skills and attitudes of quality telephone service
- Handle challenging customers in person and on the telephone with less stress and more confidence
- Create an action list of Dos and Don'ts for customer service excellence

Target Audience: Staff at all levels

Course Code: C7816

Days of Training: 1

Date: June 10, June 24, July 22, Aug 12, Sept 28

CEUs/CPEs: .6/8

Conflict Resolution Strategies

In today's challenging business environment, the most effective way to increase your success is by building on your most valuable resource – your leadership and your people. *Resolution Management* specializes in helping employers optimize employee engagement and performance in the workplace by building productive relationships and providing guidance on how to strengthen the employer's ability to accomplish this and more.

This training session will review conflict management tools and mediation strategies, and educate participants on how to manage challenging employee behaviors, diffuse conflict situations and build better workplace relationship.

Target Audience: EEO Professionals, Managers/ Supervisors

Course Code: C7823

Days of Training: 1/2

Dates: June 8, June 9 (9:00a-12:30p) or (1:30p-5:00p)

CLEs/CEUs: .3/4

Creating and Delivering Powerful Presentations

This course is designed for professionals who, in their roles, must make important presentations. Participants will receive one-on-one coaching and develop a skill set for speaking with confidence and projecting the best possible image of themselves and the agency. Emphasis will be on developing and cultivating a conversational tone when speaking and formulating clear and logical presentation points to attain the desired audience reaction.

Objectives:

- Understand the importance of “image” and how to use it to positively influence every audience
- Structure the presentation for clarity, impact, and persuasiveness
- Capture the audience's attention from the beginning and keeping it
- Use visual materials—including PowerPoint --to reinforce the power of your presentation
- Respond to challenging questions and statements with confidence, authority, and understanding
- Close the presentation with impact

Target Audience: Professionals who make presentations

Course Code: 9041

Days of Training: 1

Date: June 16-17, July 21-22, Sept 21-22

CEUs/CPEs: 1.2/16

“Easy” English for the Multi-Lingual Writer

This course is designed for writers for whom English is not their first language. In this course participants will work on their own and with others on job-related writing exercises that will strengthen their ability to write using proper English. Participants will leave the course with an awareness of writing strengths and a sense of confidence in their ability to improve in areas where special focus is needed.

Objectives:

- Master standard formats and etiquette for memos, letters, and e-mail
- Acquire rules to avoid the most common writing errors
- Identify the most frequent sentence problems and study how to correct them
- Review correct punctuation, capitalization, abbreviation, and number use
- Employ English idioms and other tricky words and expressions properly
- Discover where to find print and electronic writing “how to” resources

Target Audience: Administrative, clerical, and technical employees for whom English is a second language, and who are responsible for writing, e-mails, memos, and letters

Course Code: C8005

Days of Training: 2

Date: June 29-30

CEUs/CPEs: 1.2/16

Enhancing Your Personal Productivity

Are you always busy? Do you have hundreds of voicemails to return, endless e-mails to read, and mounds of paperwork to conquer? Often the whirlwind of activities that we engage in do not add significant value to the work we do for our agency or the services we provide for our customers. This one-day program identifies ten “time stealers” and provides practical, easy-to-use tips on how to overcome them.

Objectives:

- Identify your “time wasters” and “HULA” moves (Having Unproductive Legitimate Action)
- Apply seven time-saving tips to help you enhance your effectiveness and productivity
- Focus your “freed up” time on the strategic issues facing your department and agency
- Review four techniques to help build strong partnerships between you and others in your work unit and agency
- Recognize how enhancing productivity improves career potential
- Develop an action plan to enhance your personal productivity

Target Audience: Employees seeking methods for enhancing their productivity, performance, and work effectiveness

Course Code: C9226

Days of Training: 1

Date: June 30, Aug 9, Sept 7

CEUs/CPEs: .6/8

PERSONAL DEVELOPMENT PORTFOLIO

Having Difficult Conversations

Each of us at times needs to communicate difficult or unpleasant news. This may range from performance reviews, sharing feedback with colleagues, or speaking with a customer. This class is designed to prepare you to deliver your news in a straightforward, direct manner while ensuring that you are respectful and understood. Participants will practice and role-play challenging conversations they may have to have in the workplace.

Objectives:

- Discover strategies for having challenging conversations in a way that helps to solve problems and build better relationships
- Develop techniques to address issues of anxiety and nervousness
- Practice how to anticipate and manage the challenges from the receiver of your communication
- Identify methods for separating emotions and facts
- Explore ways to develop the confidence to initiate the conversation

Target Audience: Staff at all levels

Course Code: C7836

Days of Training: 1

Date: Sept 27

CEUs/CPEs: .6/8

How to Write Fast Under Pressure

When deadlines on several writing tasks are rapidly approaching, do you feel under stress? Have a hard time getting started? Struggle to put your thoughts together? Revise and edit slowly? Then this course is for you! You will learn the tips that professional writers use and practice them in real-life situations to increase your output and write with a can-do attitude!

Objectives:

- Approach any writing situation with a useful strategy
- Get started with a clear sense of direction—beginning with the end in mind
- Learn techniques for hitting the ground running
- Employ practical time-management techniques for reducing revision time
- Maximize your writing time by employing time-proven best practices
- Cultivate a can-do attitude essential to writing fast and well

Target Audience: Individuals from any level of the organization who want to learn and apply time-tested techniques for improving writing efficiency and increasing confidence

Course Code: C7513

Days of Training: 1

Date: July 26, Sept 30

CEUs/CPEs: .6/8

PERSONAL DEVELOPMENT PORTFOLIO

Managing Multiple Priorities

This program 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.

Objectives:

- Clarify and set work and personal goals and objectives
- Develop skills that get you organized and help you stay organized
- Take charge of time
- Identify and keep top priorities in motion when everything is important
- Recognize and overcome "productivity killers"
- Utilize planning and organizing tools to measure and monitor progress

Target Audience: Individuals who need to balance multiple tasks and manage their time

Course Code: C5044

Days of Training: 1

Date: June 17, Aug 3, Sept 23

CEUs/CPEs: .6/8

Managing Stress and Preventing Burnout

This course is designed for individuals who want to take specific actions to beat job burnout. In this workshop participants will explore ways to transform the pressures of work overload into productive and positive work outcomes. This workshop helps participants to address associated fatigue and lack of focus and explore strategies for prevention. Participants will develop techniques and practice exercises for alleviating the stressors—both personal and work related—that contribute to this syndrome.

Objectives:

- Recognize factors that contribute to that “frazzled condition”
- Determine if you exhibit symptoms
- Distinguish the external and internal factors associated with feeling “overwhelmed” by responsibility
- Employ techniques to strengthen your resolve and “take control”
- Construct a step-by-step action plan for alleviating and preventing burnout

Target Audience: Individuals who want to develop skills for preventing, and alleviating job burnout

Course Code: C9033

Days of Training: 1

Date: June 28, Aug 17, Sept 20

CEUs/CPEs: .6/8

Mind Tools for Memory

In today’s high-demand agency workplace it is harder than ever to remember everything you need to retain—from names and passwords to all the details required to bring your projects to successful completion. However, building your memory can actually be achieved by practicing a few simple but powerful techniques. In this course, we will study memory-enhancing methods that will improve your ability to solve problems, organize your time, meet deadlines, work well with coworkers and clients, and project your best professional self.

Objectives:

- Assess your ability to remember facts, figures, names, and assignments
- Revitalize your mind-set about remembering
- Practice powerful memory improvement techniques
- Give and receive feedback to help improve your skill
- Drill memory-focused listening
- Plan how to use memory techniques to meet your agency workplace challenges
- Develop your action plan to apply and further improve your memory skills

Target Audience: All employees who wish to study memory improvement techniques

Course Code: C9279

Training Days: 1

Date: June 3, July 21, Sept 12

CEUs/CPEs: .6/8

PERSONAL DEVELOPMENT PORTFOLIO

Revising, Editing, and Proofreading

This interactive program focuses on exercises designed to enhance revising, editing, and proofreading skills. Participants will practice their writing organization, sentence structure, grammar, word usage, and punctuation and receive individual, confidential feedback.

Objectives:

- Understand that good writing is rewriting
- Employ the “Protect Your REP” formula when reviewing documents
- Review strategies for proper placement of content
- Lay out text to support the reader’s need to scan the document
- Edit for sentence structure, grammar, and word usage
- Check for all punctuation marks, capitalization, and abbreviations

Target Audience: Professional staff who wish to polish their writing skills

Course Code: C2033

Training Days: 2

Date: June 20-21

CEUs/CPEs: 1.2/16

Strategies for Handling Difficult Behaviors

This workshop provides participants with techniques to enhance their skills for dealing with people who exhibit difficult behaviors in the workplace. Participants will explore how to manage their own behaviors, explore different coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation.

Objectives:

- Identify emotionally charged situations at work in order to minimize their impact
- Practice strategies for gaining control of volatile situations
- Apply techniques to take charge of work-place conversations
- Master how to fend off a personal attack without being drawn into a “no-win” showdown
- Discover methods to keep pressure from affecting job performance

Target Audience: Individuals who wish to discover better ways to deal with difficult behaviors in the workplace

Course Code: C7519

Days of Training: 1

Date: June 6

CEUs/CPEs: .6/8

PERSONAL DEVELOPMENT PORTFOLIO

Successful Letter and Memo Writing

This course focuses on fundamental writing concepts necessary for moving letters and memos from a draft to a finished document. Participants will acquire a system for organizing and composing clear, concise, and complete letters and memos.

Objectives:

- Identify characteristics of effective business writing
- Plan and organize thoughts before writing
- Create a professional tone
- Avoid run-on sentences and sentence fragments
- Check for cohesive paragraphs
- Avoid the most frequently made grammatical errors

Target Audience: Clerical and administrative support staff responsible for drafting and writing routine office correspondence

Course Code: C6788

Days of Training: 2

Date: June 9-10, Aug 15-16

CEUs/CPEs: 1.2/16

Successful Workplace Communication

This workshop will provide participants with methods to improve their everyday interactions with co-workers and enable them to work more productively in group situations. Participants will evaluate their own communication styles and explore methods and techniques for improving their personal communication effectiveness.

Objectives:

- Assess communication styles and their impact on others
- Practice effective active listening techniques
- Recognize and respect others needs
- Develop techniques to achieve greater understanding
- Interpret verbal and non-verbal communication cues
- Diffuse and resolve conflict situations

Target Audience: Clerical/administrative staff seeking to improve their communication effectiveness

Course Code: C1022

Days of Training: 1

Date: June 16, July 11, Sept 9

CEUs/CPEs: .6/8

PERSONAL DEVELOPMENT PORTFOLIO

Time Management Strategies

This course will assist participants in taking control of the time in their work day. Participants will identify unproductive work habits and examine a wide array of time management tips and techniques to maximize their effectiveness. Focus will be on setting priorities and planning as the cornerstones of developing productive work habits. Participants will also identify those strategies that best fit their work style and the realities of their work environment.

Objectives:

- Identify individual work styles
- Study how to get organized and manage time in a variety of ways
- Select specific individualized time management strategies
- Develop and implement time management strategies

Target Audience: All who wish to develop tailored, immediately practicable time management skills

Course Code: C8002

Training Days: 1

Date: Aug 22

CEUs/CPEs: .6/8

Writing Effective and Efficient E-mails

This workshop focuses on the process used by professionals to fulfill their e-mail needs. Through real-time e-mail exercises on computers networked with other classmates in the workshop, the course enables participants to create clear, concise, complete, courteous, and correct e-mail. You will reap the benefits of using this efficient, user-friendly mode of communication for your intended purpose and achieving results.

Objectives:

- Recognize qualities that make e-mail a unique communication mode
- Define the purpose of your e-mail message
- Distinguish necessary details to support your purpose without overloading your readers
- Develop techniques for checking the tone of your e-mail
- Revise and edit e-mail for clarity, conciseness, and completeness
- Manage your e-mail system effectively: attaching, copying, filing, responding, and more

Target Audience: Professional staff who write frequent internal and external e-mail messages as part of their daily work routine

Course Code: C4260

Days of Training: 1

Date: Aug 4

CEUs/CPEs: .6/8

PERSONAL DEVELOPMENT PORTFOLIO

Writing in Plain Language & Clinic

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.” The one-day workshop and half-day clinic are 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.

The one-day workshop covers all the course content. You may bring to the workshop a work-related writing sample for a confidential review by the course leader. Between the workshop and half-day clinic, approximately one month later, you will have an opportunity to write a new work-related assignment and email it to the course leader. During the clinic, you will again receive confidential feedback on your writing development based on plain language principles.

It is a computer-assisted course to reflect the way you actually write on the job.

Objectives:

- Organize ideas effectively
- Use visual design to reinforce the content
- Edit sentences for fluency
- Use active and passive voice effectively
- Maintain conceptual and grammatical consistency in sentence structure
- Employ techniques to reduce verbiage and highlight key ideas
- Proofread messages for correct grammar and proper diction

Target Audience: Professional staff who need to convey complex language in simple terms to enhance readability

Course Code: C7833

Days of Training: 1 1/2

Date: Sept 28 (workshop – 1 day) and Oct 28 (clinic – ½ day, 9:00 am – 12:30 pm)

CEUs/CPEs: .9/12



NYC SPECIFIC PORTFOLIO

L&D has partnered with City agencies to present programs to provide the resources and knowledge that are specific to all New York City agencies in areas such as Emergency Management, Conflicts of Interest, M/WBE Purchasing, Customer Service, and Diversity and Inclusion.

Diversity & Inclusion Courses

(Located in the Professional Practices Portfolio)

DIVERSITY & INCLUSION COURSES

Conflict Resolution Strategies

In today's challenging business environment, the most effective way to increase your success is by building on your most valuable resource – your leadership and your people. *Resolution Management* specializes in helping employers optimize employee engagement and performance in the workplace by building productive relationships and providing guidance on how to strengthen the employer's ability to accomplish this and more.

This training session will review conflict management tools and mediation strategies, and educate participants on how to manage challenging employee behaviors, diffuse conflict situations and build better workplace relationship.

Target Audience: EEO Professionals, Managers/ Supervisors

Course Code: C7823

Days of Training: 1/2

Dates: June 8, June 9

(9:00a-12:30p) or (1:30p-5:00p)

CLEs/CEUs: .3/4

LGBT: Are You Ready for the "T" – Creating an Inclusive Culture for Transgender Employees

This training will educate participants on the correct terminology, legislation and future trends regarding the LGBT community and employees in the workplace. Participants will also receive education on LGBT relevant issues, such as, gender reassignment, rest room accommodations and dress codes, as well as best practices guidance on creating an open and inclusive workenvironment.

Target Audience: Staff at all levels

Course Code: C7787

Days of Training: 1/2

Date: June 22, June 23 (9:00a-12:30p) or (1:30p-5:00p)

CEUs/CPEs: .3/4

Straight Talk: LGBTQ Community at Work

This training will feature a guided discussion among participants on the myths versus facts about the LGBTQ community/employees in the workplace, and facilitate participants deepening their understanding of the emotional impact of being a member of the LGBTQ community, through interactive exercises, video and presentation. This training will equip participants with best practice guidance on how to create and promote an open and inclusive work environment for LGBTQ persons.

Target Audience: Staff at all levels

Course Code: C7789

Days of Training: 1/2

Date: June 28 (9:00a-12:30p) or (1:30p-5:00p)

CEUs/CPEs: .3/4

Structured Interviewing and Unconscious Bias

This training will examine the impact of unconscious bias on the employee interview and selection process. Participants will learn how to identify unconscious biases, the impact of bias on decision making, tools for making fair employment decisions and best practice guidance in this area, including a review of the Uniform Guidelines on Employee Selection Procedures (UGESP).

Target Audience: Hiring managers and supervisors

Course Code: C7790

Days of Training: 1/2

Date: June 14, June 15, June 28 (9:00a-12:30p) or (1:30p-5:00p)

CEUs/CPEs: .3/4