



Never Before Offered ONLINE, Professional Development Classes from Asnuntuck! Email: gcarra@asnuntuck.edu or leave message at (860) 253-3128 to register or for more information.

1. The Upward Mobility & Supervisory Skills Toolkit Whether you are a supervisor, want to become one, or just want to move ahead in your career, this workshop will position you as a valued team player in your department. You will develop expertise that will be critical to your career success—tips, techniques, and practices that you can immediately bring back to the workplace! You will leave with a toolkit of insights, tips and practices, including key communication practices for getting along with co-workers, bosses, and those you supervise. Attendees will learn how to avoid the 30 top supervisory missteps, adopt 7 key steps to get respect, discover the top 15 best practices of supervisors adopt stellar supervisory strategies, use 4 key practices when providing feedback to employees, deal with stress, frustration, and burnout in the workplace, and deal with real-life tricky supervisory situations.

Dates: Mondays, April 8, 15 & 23 CRN 1685 Cost \$285

2. NEW! A Mindful Approach to Work

Want to find more meaning in work? Mindful working helps increase effectiveness, decrease mistakes, and enhance creativity. Mindful working means applying focus and presence to everything you do from the moment you enter the building (and before!) Research shows that people spend almost 47 percent of their waking hours thinking about something other than what they are doing. This workshop will help you switch off the anxiety and the “autopilot” and turn on your ability to be connected and mindful. You will be guided in developing mindfulness and attention practices that will show you how to focus on the task at hand, as well as release internal and external distractions at work. You will learn simple but significant mindfulness exercises to help you throughout your day, such as a “mindful morning” routine, a breathwork repertoire, an I.C.E. (In Case of Emergency) toolkit, a post work decompression routine, and a nighttime release. You’ll also learn: how to be a mono-tasker rather than a multitasker, how to use “Mindfulness Reminders,” how to slow down to speed up, how to become an “Appreciation Addict,” and how to use self-acupressure points to release anxiety and increase concentration. We will also explore the role of meditation and guided visualization in the class, including at-work practices such as waking meditation, doorway meditation, the three-breath-per meditation, and much more!

Dates: Tuesdays, April 9, 16 and 23 CRN 1684 Cost \$285

3. Dump the Drama! Managing Workplace Emotions and Office Politics Drama is great for reality shows, but workers with a flair for the dramatic can take up mental bandwidth that impacts productivity and employee morale. Whether you’re a supervisor or just someone who wants to reduce workplace drama, this course will give you insight and practical pointers. You’ll better understand the five major types of ‘dramatic roles’: whiners, ‘primos, complexers, chargers, and energy vampires. You’ll discover how to create healthy boundaries for you and your staff/co-workers. You’ll understand how not to get trapped in the Karpman Drama Triangle, as well as how you can deal with negativity to protect yourself in a potentially hostile workplace. You’ll gain tools to increase your emotional intelligence, learn your ‘anger system’ and discover concrete tools and strategies for transforming anger and other strong emotions into productive ‘fuel’. You’ll also learn mediation tools for everyday work life, including the three key strategies for strategic management of conflict, the two cardinal rules of conflict resolution (no ‘walk aways’ or ‘power plays’), and five essential ‘re-framing practices.’ This program is designed to help you maintain or recover a positive, energetic attitude that can foster change!

Dates: Fridays April 17, 24, and May 1 CRN 1683 Cost \$285

4. Communication Skills a Must! Ever think of the perfect thing to say “when it’s too late”? Or perhaps you’re becoming frustrated with the amount of explaining it takes for others just to get the job done. This certificate program will help you build essential and effective communication skills whether you’re interacting with clients or co-workers, reporting upward, or working as part of a team. You’ll learn to manage emotional responses, develop intuition (internal wisdom), create “default language”, and enhance your critical thinking skills under stress to position yourself as a true professional. You will learn: 1) The five keys to creating effective communications 2) Strategies for identifying and overcoming listening blocks. 3) Ways to ‘read’ a person through observing body language ‘clusters’ including gestures 4) The Four Basic Communication Personality/Behavioral Styles and how to adapt to each 5) Eight critical assertive communication practices 6) Ways to identify and shift ten major ‘hidden agendas’ of others 7) Methods to adjust to how group dynamics and group roles influence behavior 8) Proven techniques for handling conflict 9) Techniques for dealing with workplace stress.

Dates: Mondays April 6, 13 and 20. CRN 1682 Cost \$285

5. A Positive Approach to Work: A Leader’s Manual for a Creating a Supportive Work Environment This workshop is for supervisors, managers, and anyone who hears the call to leadership (whether they have the title or not) who want to influence their work environment for the positive. We will take a holistic look at your work environment and come up with a game plan filled with practice pointers, action items, and strategies to help you transform your work environment. You’ll learn ways to deal with Negative Nellies and Neds, shut down the office rumor mill, create exciting meetings to encourage dialogue, and foster team building. This workshop addresses issue

specific to working for state government, such as how to lead through challenging times and periods of change. You will leave with a toolkit of strategies and best practices that really work. Email support is provided after the class from the instructor to help students implement action plans.

Dates: Tuesdays, April 7 and 14 and Wednesday, April 22. CRN 1681 Cost \$285

6. Train The Brain! Decrease Work Anxiety and Increase Productivity

Neuroplasticity is the concept that the brain is plastic and changeable. Your brain is designed to learn, grow, and rewire itself throughout life. The key: using your brain's neuroplasticity to create new habits that will enhance the quality of your professional and personal life. You can activate your brain's "delete button" to change your unwanted behavior, thinking, and emotions. In this highly interactive workshop, you will learn the ten fundamentals of neuroplasticity as you "lay down new wiring" for the brain that will help you throughout your career and into retirement. You will learn about "The Seven Minute Solution" and how to develop micro-habits, discover how to stop "picking fights" with your mind, and practice ways to use tools such as mindfulness and focus to decrease worry and anxiety. Participants will develop a Neuroplasticity Plan with action and "non-action" steps to create a more meaningful and productive life.

Dates: Tuesdays, April 21, 28, and May 5 CRN 1680 Cost \$285

7. Be Your Own Coach, Cheerleader, and Change Agent

This workshop will show you how to coach yourself toward progress and success by delivering powerful insights and techniques to make self-coaching a way of life. You will learn how to employ "power questions" and the process of inquiry to clarify thinking and help in your decision-making process. You will also learn to better understand emotional intelligence in your journey toward improving both professional and personal relationships. This class will provide you with techniques for initiating and managing change, and help you develop a mindset that guarantees the progress you're looking for. Coach yourself to your next breakthrough. By the end of this course, you will: 1) Learn how to actively coach yourself through change and challenge 2) Understand how to develop a more powerful, realistic approach to life and career success through life alignment and life balance 3) Learn how to make better choices about work, self-improvement, and overall well-being 4) Understand how to align your goals and objectives with who you really are 5) Learn how to use self-coaching techniques to manage through chaos and persevere through uncertainty.

Dates: Thursdays, April 23, 30 and May 7 CRN 1679 Cost \$285

8. ALL ABOUT GRAMMAR AND PUNCTUATION Are you semicolon savvy? Comma confident? A grammatical guru? If not, this workshop can help you gain a working knowledge of grammar and punctuation that will increase your writing and editing skills. More than a mere recitation of rules, this workshop is painless and practical—and maybe even a little fun! It's focused on providing you with the grammar and punctuation tools you need. You will learn the 20 percent of the rules writers use 80 percent of the time—and where to easily find the rest of them. Led by a professional writer, this workshop will also reveal your recurring errors and show you how to eliminate them forever! You will leave with a mastery of everyday grammar and punctuation rules, a list of resources and websites to help you at work, and a new confidence when it comes to writing and editing. *Note: This course will be held in a computer classroom.*

Dates: Wednesdays, April 29 and May 6 CRN 1678 Cost \$285

9. Taking Minutes & More: Everything an Admin Needs to Know Great admins are the 'glue' of the office. This course looks at key responsibilities of admins, that will help you 'climb the ladder' to success. Taking minutes. Check. Editing for clarity, grammar, and punctuation. Check. Streamlining office procedures. Check. Writing effective emails. Check. This course will give you practical tips and pointers for everything from organizing meetings to providing excellent customer service to developing great team skills. You'll learn the five keys to becoming a great listener, ten tips for learning names quickly, a five-step process for handling difficult people, and dozens of 'shortcuts for secretaries' that will help you manage the flow of an office.

Dates: Tuesdays, May 12, 19, and 26 CRN 1677 Cost \$285

10. Always Know What to Say When Handling Workplace Communication Ever think of the right thing to say when it's too late? Or perhaps you say nothing at all, because you're worried it will come out wrong. This workshop will put the words on the tip of your tongue, showing you how to strategize and script solutions to the toughest workplace communication problems. Loosely based on the book "Lifescrpts" by Stephen M. Pollen and Mark Levine, this workshop will provide plenty of insight on how to effectively communicate while dealing with difficult workplace situations--from asking for a deadline extension to attending to matters of hygiene with someone you supervise to interacting effectively with an angry client. You will learn key phrases, statements, and questions that will help open the doors to communication, as well as learn strategies to adopt and statements to avoid. This workshop will provide plenty of practice sessions so that "knowing what to say and how to say it" will become an acquired skill you can rely on. You will learn: The ten magical phrases, four sure-fire strategies to gain cooperation, the four basic

communication/personality/behavioral styles and how to adapt to each, proven techniques for handling conflict, and much more,

Dates: Thursdays, May 14, 21, and 28 CRN 1676 Cost \$285

11. ALL ABOUT BUSINESS WRITING

Want a professional opinion and guidance about what you need to do to improve your writing? In this highly interactive workshop, each student will have multiple one-on-one sessions with a professional writer/instructor, who will provide areas of focus for improvement. You will also have the opportunity to work on current projects in real time. You will learn the tricks of the trade, including tips and techniques that will help “unblock” the writer within. You will discover how to “rethink” the way you write, by using new tools that will allow you to write more naturally and effectively. You will learn how to use “whole brain” techniques, targeted free writing, clustering, post-it-note outlining, and many other approaches that will allow you to increase your writing prowess and produce emails, reports, proposals, and other documents with ease. Bonus: Students will also be guided in a grammar and punctuation review.

Dates: Wednesdays, May 27, June 3 and 10 CRN 1675 Cost \$285

12. ALL ABOUT EMOTIONAL INTELLIGENCE!

There is a wide range of emotions at play in the workplace—from “boohoo” to “bah humbug” to “happy-as-a-camper.” Managing emotions effectively is a critical skill that will produce positive outcomes. “Runaway” emotions, on the other hand, can influence our behavior, reputation, and even our career path. By developing a higher level of Emotional Intelligence Quotient, commonly referred to as EQ, you will gain the ability to recognize your own patterns, including behaviors, moods, and impulses, and manage them in a productive way. Understanding EQ will help you stop the pattern of over-reacting and over-compensating when things don't go as planned. Instead, you will learn how to plan your reaction and approach for optimum results. This dynamic workshop will allow you to foster your self-awareness and improve your ability to interact with co-workers, direct reports, and management in a thoughtful, effective way that is truly satisfying.

Dates: Mondays, June 1, 8, and 15 CRN 1674 Cost \$285

13. What's Next? Retirement and Successorship Planning **

Retirement might be a year or two—or several--away. You're still young—and you're not done. You may be thinking what's ahead for you. First, how will you make the best of it beforehand? You have built a career and a legacy acquiring skills and knowledge that benefit your department. How can you create an individual successorship plan that will help ensure that your agency has capable staff to take on these tasks in the future? This segment of the class will take an in-depth look at how to best aide in the selection and coaching of individuals to fill your shoes. We will look at the essentials of knowledge transfer and mentorship, considering multiple intelligence learning styles, personality, etc. We will explore real life questions, such as what to do when the younger worker doesn't have the same drive or work ethic. We will also explore the “identity gap,” one often faces after retirement and the issues that can make for a difficult adjustment, such as having more time and less money. We will also explore 1) the five stages of retirement, 2) the six emotional phases of retirement, 3) six things you bring to your “third act,” 4) key factors in transitioning to retirement in terms of time management, 5) customized strategies to translate your work talents and hobbies into meaningful volunteer work, consulting work, or entrepreneurship. You're receive relevant information such as a bibliography of the ten best TED Talks to help you have a better retirement, a pre-retirement to-do list, and much more. *(Note: This workshop does not cover the financial aspects of retirement.)*

Dates: Tuesdays, June 2, 9, and 16 CRN 1673 Cost \$285

14. The Leadership Challenge Certificate Program

In this invigorating, uber-interactive certificate program, you will learn how to nurture and enhance your leadership skills, thus increasing the effectiveness of interpersonal workplace relationships and professional productivity. You will gain a better understanding of the strengths and weaknesses of your leadership style, as well as acquire an abundance of “take-aways” that you can immediately put into practice via a customized professional development plan. The program will focus on a variety of instructional formats including assessment tools, small group exercises, and case studies. There will be five points of emphasis: self-growth; workplace ethics; communication with your manager, coworkers, and staff; team building; and change management. You will learn how to develop five key habits of successful leaders: challenge the existing process, create a collective vision, motivate others toward action, become a role model, and encourage the energy flow. This program will empower you to become a leader who can inspire yourself, acquire solid leadership skills, and fire up your staff!

Dates: Thursdays, June 4, 11, and 18 CRN 1672 Cost \$285