



The Training Post

www.nj.gov/csc

Spring Edition

April 2023



Awaken and Grow

Paying It Forward

Spring is in the air; beautiful blossoms abound. It's also the time of year that we honor public servants. This year, Public Service Recognition Week is May 7 – 13. We acknowledge the great work you do and thank you for your service. Relatedly, service is defined as the action of helping or doing work for someone (Dictionary.com). This definition closely relates to the theme for this edition, "Paying It Forward." As a public servant, sharing your knowledge and skills with your colleagues can be very fulfilling. It can be a way to promote cross-skilling and

help reduce lags in productivity when understaffing occurs. In a sense, you are paying it forward. As Maya Angelou stated, "When you learn, teach. When you get, give." This is exactly what we want you to do. Your knowledge-sharing will not only be rewarding to you but to your organization.

In this edition of **The Training Post**, we want to awaken and grow your knowledge with our featured training and development opportunities, professional growth advice, and beneficial updates and tips for the Learning Management System (LMS) and ePAR.

“

It takes each of us to make a difference for all of us.

- Jackie Mutcherson

New Releases

In each edition of **The Training Post**, be sure to check here for a list of highly recommended Quarterly Courses, Specials, and Training Promotions.

1. **Managing Hybrid Teams with C.A.R.E.** *New Course*
VILT - ZOOM: Two days 3 hr sessions - 4/19 & 4/20
2. **Personnel Management Information System (PMIS)**
Blended Learning - Civil Service Commission - 4/28, 5/12, 5/24
3. **Workplace Diversity and Inclusion**
VILT - ZOOM: Two days 3 hr sessions - 4/26 & 5/3
4. **Business Objects 4.3**
HR Novice - Two day course - Civil Service Commission - 5/9 & 5/10
Fiscal Novice - Two day course - Civil Service Commission - 5/2 & 5/3
5. **S3 (Supervisor Success Series)**
Three day course - Mercer County Community College -5/9, 5/16, 5/23

Please contact CLIPTraining.Support@csc.nj.gov with any registration or program inquiries.

Seasonal Specials!



Enroll in **Two** Microsoft Office Classes - Get 15% off (Savings of \$48)
Enroll in **Three** Microsoft Office Classes - Get 20% off (Savings of \$95)
Discount applies only to courses scheduled **May-August**.

Dates Coming Soon!

Check the Now Enrolling pages on the LMS and the Civil Service Website for scheduled dates.



Instructor Spotlight



Sharron Smith

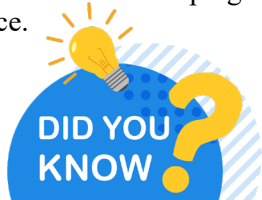
“I became aware that I finally found my purpose.”

Because successful training programs are not just about content, each edition of **The Training Post** will spotlight an individual who has been involved in one or more of the many professional development programs offered by CLIP.

Sharron Smith is a facilitator of the Civil Service Commission’s Center for Learning and Improving Performance (CLIP) courses. A former public employee, Sharron has an expansive career in training. She was encouraged to pursue a training career by the Director of the New Jersey Office of Training and Development. The Director conveyed to Ms. Smith that her extensive knowledge and engaging personality made her ideal for the training profession. It was with this recommendation that Sharron states, “I became aware that I finally found my purpose.”

A trainer for CLIP since 2018, Ms. Smith “modeled effective communication skills, organizational skills, and empathy” as key techniques in making students feel relaxed to engage in the learning environment. Additionally, Sharron professed that learning the Microsoft Teams and Zoom platforms enhanced her knowledge about their use in training. Sharron’s delivery of numerous NJ STEP and S3 courses

afforded her the opportunity to think “of new and innovative ways to present the information to benefit the participants.” In preparation for a class, Ms. Smith reviews the materials no matter how many times she has delivered the course. Emphasizing the importance of courses like NJ STEP and S3, Sharron states that “every level supervisor should be required to take” the courses. Elaborating further, she declares, “If supervisors are not skilled in managing their employees, it will affect productivity.” Sharron’s commitment is evident when she comments, “I enjoy teaching NJ STEP and S3 courses because they establish a foundation” in developing a flourishing workforce.



Women represent 46% of the public sector workforce globally.

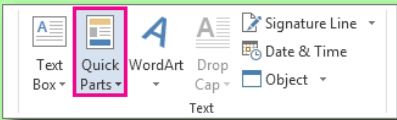


Save Time with Quick Parts

Using Quick Parts, a Microsoft Word and Outlook feature, provides the ability to reuse text (e.g., confidential messages at the end of emails) and graphics. This simple, yet often-overlooked feature saves you from repeatedly typing the same text, thus improving your efficiency and productivity.

How to Create a Quick Part in Word

1. Type and select the text you want to reuse.
2. Click Insert on the menu, then go across to the Text group.
3. Click the Quick Part icon.

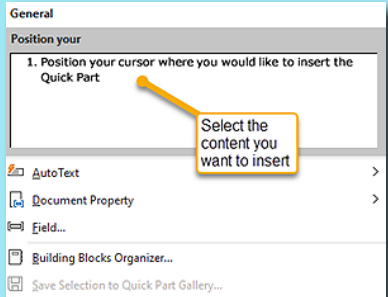


4. At this point, you have two options:
 - a. Select Save Selection to Quick Part Gallery if you want to add to the Quick Part Gallery.
 - b. Select AutoText > Save Selection to AutoText Gallery if you want to add to the AutoText Gallery.

The text will be added to the gallery for use.

How to Insert a Quick Part into a Document

1. Position your cursor where you would like to insert the Quick Part.
2. Click Insert on the menu, then go across to the Text group.
3. Click the Quick Part icon and select the content you want to insert.



4. If you’ve saved the content as AutoText, click AutoText to find your content.

When writing an email in Outlook, these same steps can be followed.



The BUZZ

Spring Into Action and Pay It Forward

At CLIP, we strive to provide our participants with innovative and cutting-edge learning experiences. *"The Buzz,"* features the latest training trends and noteworthy "buzz" about various professional developmental themes. In the present climate, there has been an overall shift in the platforms, applications, and everyday tools we use to get our work done. In this edition, we will explore ways to stay current and expediently acquire skills in an evolving workforce.

We've all heard the buzz about the Great Resignation and the loss of knowledge that results from the departure of our skilled colleagues. Is there a solution? You bet - pay it forward! Reflect on these methods to share information with coworkers.

Information Sharing

The time of working in silos is being phased out. Today's workplace, especially with the influx of more hybrid work environments, is all about communication and teamwork. We have various tools available, including cloud technology, to share information. Supervisors and team leaders must encourage transparency and develop the framework for the sharing of information to support team

cohesiveness. Relatedly, documenting your organization's integral processes will help establish and maintain an efficient workflow. As teams and individuals understand their role in "the big picture," greater self-esteem and higher efficiency will be the result.

Mentoring

Mentoring is a great way to share your knowledge. It is a win-win for everyone. The individual learns valuable information and grows professionally. The team gets stronger, and rapport grows as a result of supporting one-on-one relationships. A survey of professionals, done by America Needs You (ANY), revealed 90% felt mentoring "helped them become a better leader or manager

at work" by developing skills in assessing individual needs and building relationships. Overall, mentoring benefits the organization with improved team productivity, a backup system to alleviate gaps due to employee leaves or retirements, and increased retention rates due to employee satisfaction.

April 28th is global "Pay It Forward Day." Let's put a new spin on it and pay it forward by not just doing kind acts, but also sharing our knowledge. Think how good it will make you feel being a major contributor to your organization and colleagues. Together, we can start a new buzz.

ePAR Insider: Pass It On - Tips for Developing Great Raters



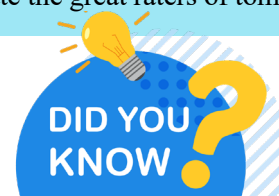
The best managers in any industry have the ability and willingness to develop their employees to the point where they may be ready for promotions and better career opportunities. Therefore, it is important to lead by example when it comes to employee development and ePAR preparation. Some ways that you can accomplish this include:

- Being timely with expectations, interim reviews, and final reviews.
- Providing insightful feedback and suggestions for improvement.
- Preparing detailed improvement plans that can help guide your ratees and improve their performance.
- Understanding how ePAR ratings can impact various personnel actions.

This spring, let's plant the seeds to cultivate the great raters of tomorrow.

Fun Fact

"Spring Fever" is real! It commonly occurs when a sudden warm spell follows a long cold period. When the temperature rises, there's a dilation or expansion of the blood vessels so that blood can be carried to the body surface where heat can be lost quickly. This makes some people experience an energetic feeling.



The first virtual classroom was created in the 1960s.



The Benefits of Cross-Skilling

“By increasing the number of employees who perform certain tasks, it mitigates the risk of lapses in operations... Consider the following:



We know our own tasks to be completed in a typical workday, assignments for next week, and the bigger projects that will begin next month. Now, think of the person in the cubicle next to you or the coworker a few desks over. It is probable that you have a general idea of what their role in the organization consists of, but you may be unfamiliar with the ins and outs of their job.

Many organizations have looked for ways to combat this which is where cross-skilling comes into the picture. According to Training Industry, cross-skilling “occurs when organizations onboard and train employees in multiple job functions and skill sets. By increasing the number of employees who can perform certain tasks, it mitigates the risk of lapses in operations and stalls in the supply chain.” This professional organizational tool is becoming more and more popular in various workplaces and industries across the country, and even the world, due to its copious benefits.

Strengthen Relations – When team members witness what their coworkers do, they gain a better sense of understanding and are much more likely to lend a hand in the future. Collaboration between employees increases once they gain an understanding of positions other than their own.

Increase Opportunities – Individuals are exposed to various tasks in the cross-skilling process, and they might discover a knack for something they never tried before. This not only leads to an increase in knowledge but is useful when future professional advancement opportunities arise.

Close the Skill Gap – If a team member unexpectedly leaves for an extended time, it can be hectic for the organization to scramble and attempt to fill the role. Cross-skilling simplifies the process because an existing employee might now be capable of filling in the gaps.

Reduce Monotony – Learning a new skill, or mastering a skill you use marginally, can be an exciting change and allows you to switch up your office routine. If asked to take on an additional responsibility, consider the positive learning and long-term benefits that could result from it.

Future Preparation – Cross-skilling makes a team much more prepared for the future as they now have additional capabilities, understanding, and knowledge. This eases the stress of future challenges while also providing engaging and exciting opportunities.

LMS Cafe

The “LMS Café” has something for everyone. In each edition of **The Training Post**, the LMS community can find information on new course releases, blended learning recommendations, and for our LMS administrators, system updates.



What’s Brewing

View our **CLIP All Access** themed courses for this quarter.



Celebrate Diversity Month



[Diversity, Equity, and Inclusion Learning Path](#)



Mental Health Month



[Mental Health Awareness/ Suicide Prevention Learning Path](#)



Pride Month



[LGBTQIA+ Inclusion in the Workplace Learning Path](#)

LMS Barista

Signature Blends

(*available with a CLIP All Access Pass)

***Managing by the Rules: HR Laws and Government Compliance Learning Path**
Classroom Complement: **HR Horizons**

***Hybrid Working: Leading a Hybrid Team by Mind Channel**

Classroom Complement: **Managing Hybrid Teams with C.A.R.E.**

CLIP receives and responds to inquiries from employees, managers, and supervisors. Let’s look at an inquiry we received and the response.

What should I do if my email address has changed?

A Permanent State Employee, or their Agency Training Coordinator (ATC) should contact their Agency’s IT Department for assistance. Once the information is updated in NJ Direct, it takes about 24 hours to update in the LMS. A contract or external employee should contact CLIP to update the email address.



Writing @ Work

Making Your Emails Worth the Read

Whether you are doing the writing, sending, replying, or all the above, most professionals utilize emails almost daily in their place of work. Since the practice is so commonplace, it is easy to press “send” without putting too much thought or effort into the message itself. However, a few simple tweaks to your email habits can make a world of difference, and future emails will appear more professional, prepared, and respected.

Utilize the Subject Line

It might seem like a simple piece of advice, but always take advantage of the subject line by being detailed. A generic subject line could apply to hundreds of different work assignments and makes it more confusing for both the sender and receiver to locate the email if it

must be referenced in the future. Use the names of the projects or assignments you are referencing, include dates, and state the action required on behalf of the recipient.

Hyperlink When Possible

When sharing important information with individuals over email, take advantage of the hyperlink feature to include a direct, clickable link in the email itself. This takes only a few seconds to do (copy the website address and paste it in the body of the email). The recipients will greatly appreciate that they do not have to go searching for the link.

Change Default Settings

No one likes when a person hits “reply all,” but they only meant to send their response to one person. Often, this sets off a chain reaction and, soon, everyone on the email is replying to

the entire contact list with information that only pertains to one individual. Change your default email settings to “reply” instead of “reply all,” and you will appear much more professional.

Establish a Purpose

Quite often, emails come in with jumbled information. It can be unclear if the email is a long and unnecessary statement that does not require a reply, or if it is asking for something. A good email should be clear, explanatory, and to the point. Bullet points can be helpful to break up information and are easier on the eyes than long paragraphs. Email can be a very beneficial tool, but don’t forget about phone calls or in-person communication for

If you’re interested in learning more, please register for our [Business Writing](#) class.



Congratulations to **Mary Myers** from DOL!

You have been selected to receive the “Free Single-Day Training”.

Thank you to all of our Winter “Question Corner” respondents.

Winter Question: What is your favorite winter activity that helps you rejuvenate?

Winter Responses >



If you have questions or suggestions for topics you would like to see in **The Training Post**, email us at Trainingfeedback@csc.nj.gov.

Credits

LaVida Stalsworth, Chief Editor,
Writer: *Introduction*

Denise Salvatore, Editor, Writer:
Writer: *The Buzz*

Melissa Czaplicki, Writer:
Writer: *Recommended Courses*

Claudia Lopez, Writer:
Writer: *LMS Barista*

Charleen Moore, Writer:
Writer: *TechTips*

Alexis Bell, Writer:
Writer: *Professional Development Toolkit, Writing @ Work*

David Allen, Writer:
Writer: *ePAR Insider*

Tira McCants, Writer:
Writer: *Instructor Spotlight*

Chrysti Neuman, Designer

Click the icon to subscribe to The Training Post



Spring Question:

Tell us a time that you “paid it forward.”

Respond to be entered into our FREE Training Drawing. By submitting to the Question Corner, you are authorizing CLIP to publish your response.

Respond >

Awaken and Grow

State of New Jersey

Governor Phil Murphy | Lieutenant Governor Sheila Y. Oliver

Civil Service Commission

Acting Chair/Chief Executive Officer Allison Chris Myers

References

Did You Know?:

[https://blogs.worldbank.org/governance/five-facts-gender-equity-public-sector#:~:text=Fact%201%3A%20The%20public%20sector,private%20sector%20\(Figure%201\).](https://blogs.worldbank.org/governance/five-facts-gender-equity-public-sector#:~:text=Fact%201%3A%20The%20public%20sector,private%20sector%20(Figure%201).)

Fun Fact:

<https://www.zanacore.com/2014/03/31/the-lighter-side-spring-is-in-the-air/>

Tech Tips:

Microsoft (2023, February 27). Quick Parts. Microsoft 365 support. <https://support.microsoft.com/en-us/office/quick-parts-4ffef7c5-7596-4e95-9faf-41c771847a7b>

The Buzz:

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Professional Development Toolkit:

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