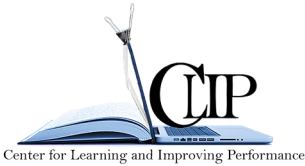


# The Training Post



Happy 2020! It's a new year and the start of a new decade. It's also a great time to think about the last ten years and ask pivotal questions. What did you do well? What can you do to evolve during this decade? According to dictionary.com, "evolution is a process of continuous change from a lower, simpler, or worse to a higher, more complex, or better state".

In this edition of **The Training Post**, we will focus on evolution. Expand 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.

Whether you decide to learn something new or improve an existing skill, start the process today. You have your future in your hands so make the best of it by carefully plotting your path.

*"We cannot become what we need to be by remaining what we are." - Max DePree*

## Quarterly Classroom Courses and Specials

\*Please note that contract classes are available upon request.

### New Releases

Clerical Apprenticeship Program of Excellence (CAPE)  
Project Management Essentials

### Currently Enrolling

Americans with Disability Act (ADA)  
Business Objects  
Business Writing  
Conflict Resolution  
Courtesy, Respect, and Professionalism  
Critical Thinking  
Customer Service  
Family and Medical Leave Act (FMLA)  
Microsoft Suite Excel Essentials and Intermediate  
Supervisor Success Series (S3)  
NJ Supervisory Training Empowering Performance (NJSTEP)  
Team Building  
Techniques for Improving Performance Series (TIPS)

### Look forward to growth this Spring with these course offerings.

Register early! Classes fill up quickly.

New Jersey Certified Public Manager Program (NJ CPM)  
New Jersey Executive Development for Government Excellence (NJ EDGE)  
Equal Employment Opportunity (EEO) Law and Administrative Investigations Certificate Program

Please visit our website at

[www.nj.gov/csc/employees/training](http://www.nj.gov/csc/employees/training).

For training inquiries,  
contact [CLIPTraining.Support@csc.nj.gov](mailto:CLIPTraining.Support@csc.nj.gov).



*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.*

In this edition, we highlight instructor Steve Tirado. Mr. Tirado has been an instructor of CLIP Microsoft Office courses for five years. A trainer for 30 years, he speaks highly of methods teachers use to ignite students' thirst for knowledge. Mr. Tirado reflects that, "I noticed certain teachers could motivate learning, and communicate subjects more effectively than others. My experiences with these outstanding teachers is what inspired me to join the training profession."

Early in his training career, Mr. Tirado practiced a rapid presentation style, but he refined his method to augment the learning process by presenting "at a steadier pace, and incorporating stories". To apply his method, Mr. Tirado simulates delivery of training topics to ensure alignments between learning materials and instruction. Additionally, he emphasizes the importance of being receptive to students' needs. "I listen to the tone of the students' voices and observe their body language to assess whether they need assistance." To prepare for training sessions, Mr. Tirado examines the computers and software to confirm optimal functionality and avoid disruptions.

Correspondingly, he's earned a reputation as an outstanding facilitator. Students repeatedly express satisfaction with his delivery. As one student noted, "Steve is a very good trainer and is most knowledgeable with the information he is presenting. He is also very good at adjusting his pace and style according to his audience."

Further reflecting, Mr. Tirado expressed, "I hope after attending ...my classes, students are motivated to explore new learning experiences... to teach, mentor, and assist others..."



# #TECH TIPS

4 Best Applications to Improve Your Smartphone



From lifestyle aids to productivity tools, here are the top four apps that should have a home on your smartphone.

## 1. Sleep Cycle

The Sleep Cycle application aims to combat your morning blues. It uses

your phone's microphone and accelerometer to track your sleeping pattern through sound and movement, awaking you in your lightest sleep phase closest to your set alarm time.

## 2. Dark Sky

Most weather applications will tell you the forecast for your town, but the Dark Sky app generates predictions based on your precise location. The app also provides instant warnings if it'll rain or snow within the next hour where you're located, supplying sufficient time to grab a coat or umbrella.

## 3. Google Photos

Google Photos serves as an alternative to your smartphone's default photo library. It backs up an unlimited number of photos and videos in the cloud, suggests convenient editing features, and creates event albums - providing excellent search features to maintain your catalogue of photos and images.

## 4. Waze

We are all familiar with Google and Apple Maps as GPS navigation apps, but if you're in search of an alternative, Waze is an excellent option. It draws on 90 million drivers for live traffic data, and has outstanding features to plan your journeys, including suggesting the most appropriate time for departure.

### References:

The Guardian News and Media (2017). "The 20 Best Apps to Improve Your Smartphone." Retrieved from: [theguardian.com/technology/2017/nov/19/20-best-apps-upgrade-smartphone-2017-gadgets](http://theguardian.com/technology/2017/nov/19/20-best-apps-upgrade-smartphone-2017-gadgets)

**\*National Clean Out Your Computer Day is February 11<sup>th</sup>.**

## Fun Fact

Many may recognize Harriet Tubman for her work with the Underground Railroad, to free enslaved people in southern states by transporting them to the north. What many may not know, is that she served as a spy and soldier under the command of Colonel James Montgomery in the Civil War. During the war, Tubman became the first woman to lead a military operation that freed 700 enslaved people.

*Civil War Biographies: Harriet Tubman. American Battlefield Trust (2019). Retrieved from [battlefields.org/learn/biographies/harriet-tubman](http://battlefields.org/learn/biographies/harriet-tubman)*

*\*Black History Month- February*

# The Buzz...

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" on various professional developmental themes. In this edition, we introduce the idea of setting small goals to achieve bigger goals and reflecting on your successes as a motivational boost to accomplish your 2020 vision.

## What will your 2020 Evolution Vision Be?

The end of this decade will usher in the year 2020 and opportunities to develop a new vision for yourself. What will your 2020 plan look like? To progress toward a new vision, setting goals is a must. However, accomplishing goals may be challenging at times. One negative occurrence could derail your plan, if you're not mindful. It's important to redirect your focus to the "end goal" to safeguard goal achievement.

In his article, "Why Thinking Small is the Secret to Big Success", author Lewis Howes emphasizes setting small goals and sticking to them to achieve your bigger goals. Howes explains that, "when completing goals, you need momentum, and nothing builds momentum like getting a few wins under your belt."

Reflecting on your successes is personally motivating and increases self-awareness. After "a few wins", it's important to ask, "What skills did I apply to achieve these successes"?

Additionally, documenting your accomplishments is also key. Create an accomplishment log to track your successes. If you become discouraged when you are overwhelmed and/or faced with challenges, take a moment to review goals you've attained and transform self-doubt to self-confidence and motivation. By revisiting your accomplishments, you remind yourself of your capabilities.

So, reread the report your supervisor praised, glance through saved emails of appreciation, or skim your great performance assessment review. These quick trips down "memory lane" are a strategy that will serve to reinforce your motivation.

Setting small goals and reflecting on successes are two pieces of the puzzle that will support your efforts to achieve your 2020 vision. So, all that's left is to answer the critical question - what will you do to accomplish your 2020 evolution vision?

### References:

Howes, Lewis (2012 July). Retrieved from [forbes.com/sites/lewishowes/2012/07/06/why-thinking-small-is-the-secret-to-big-success/#574b46d01f8b](http://forbes.com/sites/lewishowes/2012/07/06/why-thinking-small-is-the-secret-to-big-success/#574b46d01f8b).

"Motivation and Success Strategies | Get Motivation. Retrieved from [getmotivation.com/motivationblog/2014/03/5-tips-for-being-more-proactive-at-work/](http://getmotivation.com/motivationblog/2014/03/5-tips-for-being-more-proactive-at-work/).



## Get Heard: Share Your Vision and Evolve Your Value

*Ever struggle to get your ideas heard at work? Maybe you suggest a great idea that could result in a positive change, but you don't get feedback from anyone, or you get great feedback, but no action is taken. The key is to remain consistent, by better managing how and when you contribute ideas.*

### Here are some tips:

- 1. Know when to say it.** Consider the timing of your communication(s). Make sure that you have the full attention of coworkers and/or management. Think about other priorities that affect the organization and decision makers.
- 2. Recognize that you do not own the vision.** If you want a shared vision, others must feel they have participated in shaping it. Once you have a sense of what's important and why, even before you figure it all out, talk about it with your supervisor and team. Don't wait to figure it all out, before you share your ideas. It is likely they will have perspectives that will enrich and strengthen your vision.
- 3. Talk about what honestly excites you.** Help others see the rationale and the big picture, before you jump to planning the details. One point of view is based on singularly unique experiences and observations. Your idea may not be something that the rest of the group is thinking about - yet. This means you're going to need to explain it to them. If you describe it in a way that expresses your zeal for the idea, rather than about you being right, someone else might become excited by that idea too. Being passionate does not mean having an outburst, but rather being clearheaded about your approach.
- 4. Be a storyteller.** Weave important facts together in ways that engage people. Facts may be transient, but ideas that stick always have stories that create meaning and resonance. Tell the complete story by answering the question "why not?" When others understand the risks, flaws, and options more fully, you go from being just an advocate of one idea to an advocate for the organization.



### References:

Haden, J. (2016 Nov.) How to Be Influential: 10 Ways to Get Your Ideas Heard. Inc.com. Retrieved from inc.com/jeff-haden/how-to-be-influential-10-ways-to-get-your-ideas-heard.html

Ferreira, S. "(2018 Feb.) 4 Ways to Share Your Vision and Lead a Successful Team. Inc. com. Retrieved from inc.com/stacey-ferreira/4-ways-to-share-your-vision-lead-a-successful-team.html



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In each edition of **The Training Post**, ePAR Insider readers can expect to see relevant news and helpful tips about the PAR program and the Electronic Performance Assessment Review (ePAR) system.

### Evolution of the Ratee

Most are familiar with the role of the Rater (supervisor) in the ePAR process, which is to set and communicate clear and realistic job performance expectations. But what about the role of the Ratee? As an employee or ratee who desires to advance in the organization, your job responsibilities must also evolve. One way to ensure your role is changing in a positive direction is to take an active part with your supervisor in defining tasks and responsibilities that will help you grow in the future. You should look for "stretch" opportunities to learn more so that you are prepared for future opportunities. Discuss your planned goals and objectives with your rater so

that you can jointly create meaningful development goals. Communicating and setting development goals together builds mutual commitment and accountability. Reinforcing these expectations regularly and taking on new opportunities throughout the year will result in an optimal path for success.

Please contact [ePARHelp@csc.nj.gov](mailto:ePARHelp@csc.nj.gov) for any questions.



## Trivia

**In 1891, Marie Owens became the first female appointed police officer in what U.S. city?**

a. Paterson, NJ

b. Chicago, IL

c. Philadelphia, PA

*\*National Law Enforcement Appreciation Day – January 9th*

*\*Women's History Month -March*

*The answer is b. Chicago, IL!*



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. Check out the **What's Brewing** section for highlighted new online course releases, the **Barista** section for useful system updates to help administrators better serve their LMS community, and **Signature Blends** for a list of recommended online courses that complement our classroom training.

**\*Please note only users with a Skillsoft® subscription can access most content outside of mandatory courses.**

## What's Brewing

### FEATURED COURSES

**New Jersey State Employee Ethics Briefing 2020 (LMS)**

**New Jersey State Employee Ethics 2020 (LMS)**



### Yearly Update of Learning Plans

Each year, CLIP LMS Administrators prepare the eLearning statewide mandated training and policies for the upcoming new year. The 2020 versions are now available via the catalog. However, learners can continue to take the 2019 assigned courses until January 31, 2020. To implement the 2020 versions, LMS Administrators should have replaced or updated their existing learning plans with the 2020 versions of the statewide mandatory training and policies by December 31, 2019. Please note, effective February 3rd any learning plan that contains a 2019 version will be inactivated and the course archived. Please do not forget to update the automated learning plans for new hires as well.

For more useful resources check out the online [LMS Assistance](#) page.

## WRITING @ WORK

### Evolve Your Writings: Compose for Clarity

To paraphrase author, Ann Voskamp, "really good writing is like a flawless screen visual; you need to focus on that level of detail to have credibility with the reader...". Relatedly, in the workplace, we may routinely need to quickly create or respond to various written communications. In our efforts to be timely, we may use abbreviated or acronym phrases otherwise known as "text writing" or "shorthand writing". However, depending on the audience, the inclusion of abbreviated or acronym forms in our workplace writings may lead to unclear communications - and/or perceptions of unprofessionalism.

### Tip – Review and Replace

Below are a several common examples of text and shorthand phrases. If you include these (and/or others) in your communications, enhance communication clarity by replacing them with their full-phrase counterparts.

#### Review:

AKA  
BTW  
C&P  
F2F  
IDK  
NVM  
OT  
THX  
TYT  
UR

#### Replace:

Also known as  
By the way  
Copy and paste  
Face-to-Face  
I don't know; I do not know  
Never mind  
Off topic  
Thanks; Thank you  
Take your time  
You're; You are

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

**Did you know?** National Grammar Day is March 4th and National Proofreading Day is March 8<sup>th</sup>.

## Signature Blends

### 1. Maximize Your Productivity by Managing Time and Tasks\*

Complementary Classroom Training: **Time Management**

### 2. Reaching Sound Conclusions\*

Complementary Classroom Training: **Critical Thinking**

For LMS inquires, please contact [CLIPeLearning.Support@csc.nj.gov](mailto:CLIPeLearning.Support@csc.nj.gov)

To subscribe to **The Training Post**, please click the link below.

## Newsletter Mailing List

If you have questions or suggestions for topics you would like to see **The Training Post** feature in an upcoming newsletter, email us at

[Trainingfeedback@csc.nj.gov](mailto:Trainingfeedback@csc.nj.gov).

## Question Corner

### Winter Question:

What was your favorite workplace memory from 2019?

[\(Click here to respond\)](#)

*\*Respond to be entered into our "Free Single-day Training" drawing - \$159.00 value!*

By submitting to the Question Corner, you are authorizing CLIP to publish your response.

### Fall Question:

Who is your personal hero?

Thank you to all of our fall "Question Corner" respondents. Congratulations to **Karl Miller** from the Motor Vehicle Commission! You have been selected to receive the "Free Single-Day Training".

## Fall Responses

Click on Fall Responses to view all the responses.

The Training Post Credits