



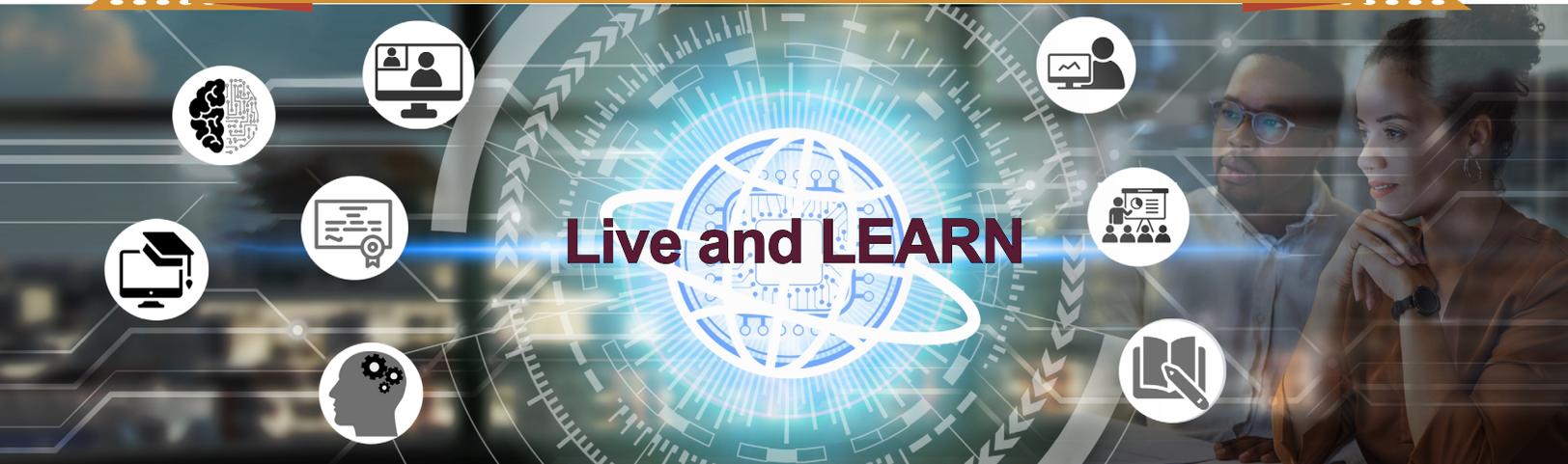
The Training Post

www.nj.gov/csc

Fall Edition

October 2023

Special Edition



Take charge of your own development

Fall greetings! You're in for a special treat, and it's not candy. Not only are we celebrating our 20th edition of **The Training Post**, but we are very excited to recognize National Learning and Development Month. Throughout October, in observance of National Learning and Development Month, CLIP will provide various opportunities for anyone with a thirst for knowledge to **LEARN - Listen, Explore, Absorb, Reflect, and Network**.

A Special Edition wouldn't be special without something unique. In this edition, not only did we decide to do a throwback segment and revisit previously written

articles, but we also developed free microlearning courses that are accessible via the NJ Learning Management System (LMS). The courses complement three of the articles distinguishable by the LMS symbol on those articles. Additionally, in this newsletter we want to ignite your passion for learning with our featured training and development opportunities, professional growth advice, and beneficial updates and tips for the Learning Management System (LMS) and ePAR.

We encourage you to take charge of your own development and implement **LEARN** to broaden your professional and personal growth toolkit. Be sure to check out the CLIP L&D Month Calendar of events and plan to participate in at least one activity.



“
Develop a passion for learning. If you do, you will never cease to grow.
—Anthony J. D’Angelo

New Releases

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

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Business Writing - MCCC
10/18 2. L.E.A.D. - MCCC
10/10 & 10/17 3. T.I.P.S. (Classes below can be taken individually) - MCCC
10/12 - <i>Courtesy, Respect and Professionalism in the Workplace</i>
10/19 - <i>Face to Face Communication</i>
10/26 - <i>Conflict Resolution</i>
11/2 - <i>Team Building</i> | <ol style="list-style-type: none"> 4. HR Horizons: Pensions and Benefits - MCCC
Local 10/11
State 10/18 5. Managing Hybrid Teams with C.A.R.E. (VILT)
11/1 & 11/2 (Zoom) 9AM - 12PM |
|---|---|

Winter Open Enrollment - Dates Coming Soon!



Supervisor Success Series (S3)
Public Speaking
Workplace Diversity and Inclusion

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



Learning and Development Month: October 2023

Theme:	Monday	Tuesday	Wednesday	Thursday	Friday
Kick-Off Week Start the month off strong and get set for an entire month of planned events.	2 National Learning & Development Launch Video Message	3	4 Lunch & Learn: Emotional Intelligence 12:00 – 1:00 (Stephen Oliver – CLIP Instructor)	5 Audio Book Club Eat That Frog! 12:00 – 1:00 (Janet Thompson – CLIP Team)	6
Skill Building Week Explore topics that align with your professional & personal development interests.	9 HOLIDAY	10 ePAR Users Info Session: Quick Navigation 11:30 – 12:30 1:30 – 2:30 (CLIP Team)	11 Conducting Effective Community Engagement 12:00 – 1:00 (Sofia Bosch Gómez -Office of Innovation)	12 LMS Users Info Session: Quick Navigation 11:30 – 12:30 1:30 – 2:30 (CLIP Team)	13 HR Learning Circle Onboarding Tips & Tools 11:30 -12:30 (DEP Staff)
Compliance Week Focus on completing any mandatory training assignments on your LMS Plan.	16	17 ePAR Admins Info Session: Your Responsibilities 11:30 – 12:30 1:30 – 2:30 (CLIP Team)	18 Pathway to Tuition Assistance 11:30-12:30 (Carla Donegan HESAA)	19 LMS Admins Info Session: SmartList Overview 11:30 – 12:30 1:30 – 2:30 (CLIP Team)	20
Workplace Wellness & Mental Health Week Take time to build your mental and overall wellness awareness.	23	24 Positive Thinking & Happiness Meditation Sessions 12:00 -12:45 1:00 – 1:45 (Manjeet Kaur CSC)	25 Microaggressions' Impact on Mental Health 12:00 – 1:00 (Braheim Knight DOL)	26 Mental Wellness Symposium 12:00-2:00 (EAS Sponsored)	27
Closing Week Reflect on the learning you accomplished this month.	30	31 Closing Event			

All events will be held virtually via ZOOM. Be sure to register via the LMS. If you are not an LMS user, contact: cliptraining.support@csc.nj.gov to register.



CLIP Contacts:

Need assistance **registering** for a class?

cliptraining.support@csc.nj.gov

Need assistance with a **LMS** system issue?

cliplearning.support@csc.nj.gov



Training Advocate Spotlight



Zachary Vogel

Meet Zachary Vogel, manager of Data and Reporting at the Department of Children and Families (DCF) Office of Human Resources. Starting his career at DCF as a Personnel Trainee, Mr. Vogel’s aptitude for data analysis provided an opportunity for career succession into his current role as Manager I. Also, as DCF’s Agency Training Coordinator (ATC), he makes sure DCF staff and management are aware of courses that meet their training needs. In his managerial capacity of monitoring employees’ progress, Mr. Vogel provides reporting for all offices to keep management aware of employee compliance.

A conduit between DCF employees and CLIP training opportunities, Mr. Vogel conveyed that he works with staff “to create quarterly newsletters highlighting CLIP All Access Pass courses that can assist” with professional development initiatives. Mr. Vogel revealed that many offices at DCF have integrated CLIP trainings into new staff orientation, such as Microsoft Office courses on Teams and Excel, as “an essential baseline” to begin working at DCF. Mr. Vogel observed that “prior to having access to this training,

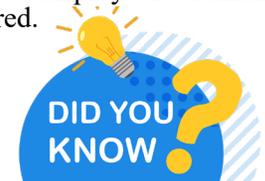
it was more difficult to ensure that all staff had access to the necessary tools to become successful in their roles.” Emphasizing LMS training advantages, Mr. Vogel shared, “Having access to the Statewide Defensive Driving course has been extremely helpful for DCF.” Additionally, some offices “rely on remote work trainings for their staff” to be successful. CLIP’s substantial training options meet the training needs of DCF, minimizing use of external sources.

In October, DCF hopes to “put special focus on the National Learning and Development month...to encourage staff and supervisors to utilize the available trainings to develop their technical and soft skills.”

It is Mr. Vogel’s background in analytics and commitment to a developing workforce that ensures DCF employees remain professionally prepared.

“The All Access Pass...offered an accessible way to provide training opportunities to our staff.”

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.



41% of organizations use DE&I programs to improve employee retention.



AI: A Brief Explainer



Artificial Intelligence (AI) is everywhere; from Chatbots to detecting cancers, it has spread throughout and touches our lives in profound ways.

Let’s understand how AI works.

AI is the ability of computers to perform tasks usually done by humans. Narrow AI (NAI), like Siri and Alexa, is one type of AI, that is designed for a dedicated purpose, like responding to commands. Generative AI (GAI), the other type of AI, provides the ability to create videos, images, music, and text.

How AI Learns

Chatbots (Chat Robots) are software that simulate human conversation, like those pop-up chats you encounter on a company’s website. Chatbots are powered by Large Language Models (LLMs). LLMs use



instructions to understand human language and are trained from text sources using autoregression. Autoregression predicts the next word in a sentence based on previous words, like text prediction on your phone. With enough training, LLMs learn grammar rules and write coherent sentences without human assistance.

ChatGPT, Google Bard, Bing Chat are a few of the GAI tools currently in use. You can use AI for writing emails, generating ideas, and creating basic lists for shopping and vacations.

However, with great power comes great responsibility. Your responsibility as a user of AI is to validate the information you receive. Remember, AI is trained using varied text sources. So, there can be bias and inaccuracies that occur when responses are provided.

Despite these limitations, give AI a try. It is still a powerful tool to have in your toolkit.



The BUZZ

SKILL SYNERGY

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.

In October, CLIP will be celebrating National Learning and Development Month (NL&D). This will be our inaugural NL&D Month initiative, and we plan to make our kick-off one to remember. There will be a variety of themed events, competitions, and prizes centered around continuous learning and professional development. It will be the perfect time to pick up new skills, polish old ones, and complete that mandatory training you’ve been putting off. It’s also a great time to remember the history of on-the-job training and the pivotal economic function it has always performed.

Workplace training has been a staple of productive economies dating back to those of the ancient world, where craftsmen and artisans would take on apprentices to pass on their skills and knowledge. The Middle Ages saw the rise of guilds and the journeyman systems cultivated

to train more proficient tradesmen. The Industrial Revolution created the need for a host of very specific skills related to the working of factory machines, and training programs were soon introduced to fill those skill gaps. It wasn’t until the 20th century and eventually World War II that governments began to recognize the vital need for vocational schools and dedicated training and development departments for increasing productivity. Then the internet emerged as the most significant repository of information in history and gave us an irreplaceable tool for learning and development.

Today, we find ourselves in the age of blended learning and soft skills. Whereas in the past, only technical skills were taught and trained, now we recognize the importance of supplementing that technical ability with soft skills like effective communication, leadership, and problem solving. Likewise, we

understand the significance of different modes of learning. Blending virtual and in-person instructor-led learning is an essential way for a workforce to grow and progress as professionals.

Everything that we know about learning and development has been informed by this history, and these lessons will be incorporated into the NL&D Month program in October. For more information about the program, please review our calendar of events on page 2. If you have any questions about the National Learning and Development Month, please email us at cliptraining.support@csc.nj.gov.



85% of career success is attributed to soft skills.

ePAR Insider: Level Up Your Ratee’s Performance with the Development Plan



Adapted from the Fall 2021 Training Post
Managers and supervisors may consider ePAR merely as a tool to evaluate performance; but it is much more than that. Being an effective leader entails guiding the progress of your employees’ skills, abilities, and mindsets. One way to accomplish this can be through the development plan.

In the development plan, specific skill-set training such as Excel can be assigned to help your employee

reach the next level of performance. In addition, courses like “The Growth Mindset” may help propel employees to strive toward reaching their full potential. Finally, curated learning paths such as “Civility and Professionalism in the Workplace” offer online training on many of the soft skills that can improve productivity and workplace culture. Take advantage of the many training opportunities available by assigning them in the ePAR development plan and guide your team to “level up”.



Carpe Training! (Seize the Training)

Adapted from the Spring 2017 Training Post
Written by Melissa Czaplicki, edited by Alexis Bell

You just received an email confirming your enrollment in an employee training program. Maybe you're being dragged against your will to fulfill an organizational requirement, or maybe you're skipping all the way to the classroom because you're passionate about the topic. Either way, your employer is making an investment in YOU and your career development, and that's a big deal.



Here are 8 tips to help you make the most of your next training opportunity:

- 1. Have an open mind.** Before the class, jot down any questions you have about the topic and bring them with you. This can help you stay attentive, as you actively listen for answers.
- 2. Set yourself up for success.** Double check the location and start time of the training and aim to arrive a few minutes early. If the course is online, make sure you have the link readily accessible, and ensure your laptop is working properly to avoid any glitches.
- 3. Limit distractions.** This means being present, interested, and actively engaged. Keep your phone out of sight and on silent until break. That email or text can wait.
- 4. Participate.** Work through each exercise with the intent of trying to apply the skills in your job. Listening to others, nodding your head, and sharing your own experiences are great ways to be an active participant.
- 5. Ask questions.** Don't sit in a training session and pretend to follow along with fears of holding the class up or looking clueless. Ask the instructor to clarify things; chances are other participants will benefit from hearing it explained in more detail, too.
- 6. Discuss.** The simplest way to remember what you learned is by talking about it with others. Chat with your fellow classmates to find out what they picked up from the course and how they plan to apply it. Back at work, talk to your co-workers about what you learned and found valuable.
- 7. Enjoy the class** as much as possible. Enjoy the other participants and the stories they share. Remember to laugh and have fun (of course, this means laughing with, not at). The more you enjoy the class, the more you will take from it.
- 8. Continue learning.** Learning should not stop the minute you leave the training room. Plan to implement at least one new concept. Then, periodically look back to see if you are using what you learned or if there is a different area you can explore.

LMS Café

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

LMS learners - Remember to take your mandatory training!

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



Cyber Security Awareness Month



Cyber Security Awareness Challenge



November 1st - National Stress Awareness Day



Mindful Living: Channeling the Power from Within



December 20th - United Nations: International Human Solidarity Day



Diversity, Equity and Inclusion for Employees learning paths

Signature Blends

(*available with a CLIP All Access Pass)

***Building Blocks for Better Teams Learning Path**
Classroom Complement: **Team Building**

***Equal Employment Opportunity Commission (US)**
Classroom Complement: **eCornell EEO Certificate Program**

LMS Barista

We discontinued 48 courses published by Intelleyz from the LMS Technology at Work category, effective 8/14/23, due to random technical issues that could not be resolved. We are actively working to find suitable replacements for the courses and will share the recommendations as soon as we can find replacements. You can see what courses were discontinued by checking [here](#).



Writing @ Work

Live, Learn, and Write

Partially adapted from "Writing @ Work – Cool, Calculated, and Concise" and "Evolve Your Writings: Compose for Clarity"

Make it Clear

Author Natalie Goldberg remarked that "writers live twice" - meaning that writing is first an expression of the author's imagination that then relived by their readers.

We can relate to Goldberg's quote as our written communications, may unintentionally, "live twice" - the way we intend them to be understood and different ways our readers interpret them. To avoid this, it's important to ensure that our writing is clear. Try these tips:

Avoid Writing:

- Too many words
- Complex words

Unclear: I will further elucidate, via computer communication, my request for the additional data as soon as reasonably practicable. In the interim of my subsequent

communication, convey the information via postal dispatch.

Clear: I will send an email to explain my request for further information. In the meantime, please mail the documents.

Make it Concise

Editor William Zinsser said, "for every word you put on paper; there are several that don't serve any purpose." We may adapt Zinsser's statement as a reminder about the importance of writing concisely. Try this tip:

Avoid Redundancies:

- Redundant writing may obscure your main point(s).

Redundant: The job has important, essential requirements that necessitate an experienced, knowledgeable writer.

Concise: The job requires an experienced writer.

Make it Compelling

Novelist Jay Asher stated, "as a writer, my only responsibility is telling a compelling story." As business writers, we have several writing responsibilities – writing compelling communications is an important one. Try these tips:

Write to:

- State your case in the first paragraph.
- Provide facts to illustrate points.

Uncompelling:

Providing employees with training is useful.

Compelling:

Providing employees with training is a productivity investment.

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



We had a three-way tie for the QC winner, and since this is a **special edition** newsletter, **all three win!**

Congratulations to:

Chris Ann Wright – DHS
Adrienne R. Brown – DOT
Doug Johnson - City of Clifton

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

Thank you to all of our Summer "Question Corner" respondents.

Summer Question:

What career advice would you give your younger self?

Summer 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.

Click the icon to subscribe to **The Training Post**



Credits

LaVida Stalsworth, Chief Editor,
Writer: Introduction
Denise Salvatore, Editor
Janet Thompson, Editor, Writer:
Writing @ Work
David Allen, Writer:
ePAR Insider
Alexis Bell, Writer:
Professional Development Toolkit
Melissa Czaplicki, Contributor:
Recommended Courses
Eugene Lanzoni, Writer:
The Buzz
Claudia Lopez, Writer:
LMS Barista
Tira McCants, Writer:
Training Advocate Spotlight
Charleen Moore, Writer:
TechTips
Chrysti Neuman, Designer

Question Corner

FALL Question:

What was your best learning experience and why?

Respond 

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



Live and LEARN

State of New Jersey

Governor Phil Murphy | Lieutenant Governor Tahesha L. Way

Civil Service Commission

Chair/Chief Executive Officer Allison Chris Myers

Did You Know?

https://learning.linkedin.com/content/dam/me/learning/en-us/pdfs/workplace-learning-report/LinkedIn-Learning_Workplace-Learning-Report-2023-EN.pdf

<https://www.blinkist.com/magazine/posts/career-success-comes-from-soft-skills#:~:text=Research%20from%20Harvard%20University%2C%20the,up%2015%25%20of%20career%20success>

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