



The Training Post

www.nj.gov/csc

Spring Edition

April 2025

GROW From Bud to Bloom



Spring forward and embrace new energy and fresh ideas.

This is the perfect time to set your sights on both professional and personal development. This spring, we introduce the GROW model; a simple and effective approach that can be used for coaching, problem solving and decision making, continuous learning, and strategic planning.

In this edition of **The Training Post**, we're preparing for a good harvest and planting seeds with our featured training and

development opportunities, professional growth advice, and beneficial updates and tips for the Learning Management System (LMS) and ePAR.

With Public Service Recognition Week (May 4 – 10, 2025) around the corner, we also want to acknowledge the dedication and positive impact of our public service workforce. Don't ever forget that what you do matters, and you make a difference. Thank you!

“

Do the best you can until you know better. Then when you know better, do better.

- Maya Angelou

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.

Personnel Management Information Systems (PMIS)
-New Jersey Civil Service Commission (NJCSC)
April 22, 2025 (Pre-requisites must be completed before April 22)

HR Horizons (Full series)
-Mercer County Community College (MCCC)
April 23 - July 9, 2025

*HR Horizons-Understanding Title 4A (Local) - MCCC
April 23, 2025 *Limited seats available

*HR Horizons-Understanding Title 4A (State) - MCCC
April 29 - 30, 2025 *Limited seats available

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

*HR Horizons-Pensions and Benefits (Local) - MCCC
May 28, 2025 *Limited seats available

*HR Horizons-Pensions and Benefits (State) - MCCC
June 4, 2025 *Limited seats available

NJ Supervisory Training Empowering Performance (NJ STEP) - MCCC
May 7 - June 18, 2025

Supervisor Success Series (S3) - MCCC
June 3, 10, 17, 2025



Instructor Spotlight

Chinor Lee

In this edition, we highlight CLIP course facilitator Chinor Lee, whose training career spans an impressive 18 years. Initially encouraged by his spouse to enter the training profession, Mr. Lee discovered his true calling when he collaborated with his wife on a training project. The positive feedback he received about his delivery style provided the confirmation he needed to pursue training as his profession.

As his career progressed, a succession of opportunities allowed Mr. Lee to expand both his knowledge base and skills as a trainer. This professional evolution transformed his outlook about work; he shifted from "I have to go to work" to "I get to go to work."

Mr. Lee's preparation process is thorough and thoughtful. He begins by reading content silently and progresses to presenting audibly in order to assess his tone and delivery style. He then puts himself in the participants' shoes, considering how they

may receive his presentation and what might enhance or hinder the discussion of ideas. This approach has helped him perfect a public speaking style that genuinely engages participants and affirms their involvement in the learning process.

Mr. Lee consistently asks himself, "What can I do to improve the confidence, capability, and expertise of those trusting me with their time and attention?" Chunking material to make it more digestible and actively listening have resonated with participants. He also taps into participants' experiences, conveying, "When I get a question that stumps me, I seek to leverage the wisdom in the room... asking participants if they have an answer."

Ultimately, Mr. Lee promotes a symbiotic learning environment that is successful and rewarding for everyone.

[Trainers must]

"...[promote] a symbiotic learning environment that is successful and rewarding for everyone."

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.



Tips for Self-learning and Mastering New Technology - Part 2

You can GROW your tech skills quickly by utilizing effective learning strategies. Here are some options for you to try.



Option 1 - Spaced Practice

This learning technique sounds counterintuitive, but it can be summed up in the following statement: Don't try to learn everything in one practice session. Instead, increase the time intervals between your practice sessions. For example, if you learned how to insert images

into Word today, try it again in two days, then once more in four days. Researchers suggest that forgetting, and then reconstructing the memory with practice, is an effective learning approach.

Option 2 - Elaboration

This technique encourages you to ask how and why things work and then seek the answers to those questions. For example, if you are learning how to use the Autofill feature in Excel, you can ask: What is the purpose of Autofill? Where can I find Autofill? When would I use Autofill?

By providing the answers to these questions, you can

improve your understanding and retention of the Autofill feature.

Option 3 - Interleaved Practice

With this learning technique, switch it up! This means to focus on mastering various features of the software instead of just one. For instance, if you are learning formatting in Excel, don't just focus on Font formatting. Combine the learning session with Alignment formatting as well. This will result in mastery of the skill and focus on the big picture.

By utilizing these techniques, you can watch your tech skills GROW!

The BUZZ

Grow Your Public Service Career

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. Setting clear professional goals is essential for NJ Civil Service workers who aspire to advance their careers and serve the public effectively. In this edition, we review the "G" of this month's "GROW" theme – goals.

Forge Your Professional Path and Bloom

Whether you're new to public service or a seasoned employee, establishing a well-defined career path can lead to greater job satisfaction and improved performance. Here's how to set and achieve meaningful professional goals.

Align Goals with Your Agency's Mission

Your role as a government employee is directly tied to serving the public interest. Start by identifying how your professional aspirations can support your agency's mission. For instance, if you work at the Department of Environmental Protection (DEP), a goal might be to launch a new recycling initiative within a year. Ensuring your goals align with broader departmental

objectives makes them more meaningful and attainable.

Apply the SMART Framework

Effective goals are Specific, Measurable, Achievable, Relevant, and Time-Bound (SMART). Instead of a vague objective like "improve my skills," consider a SMART goal: "Complete two Microsoft Excel courses within six months to improve my familiarity with the program." This method helps you create clear milestones and track progress systematically.

Leverage State Training Resources

The Civil Service Commission's Center for Learning and Improving Performance (CLIP) offers numerous classes and training programs for government employees. Explore these resources to develop the necessary skills for your career advancement. Whether it's leadership training or technical

certifications, investing in professional development can significantly enhance your qualifications for promotions or new roles.

Review and Adjust Goals Annually

Policy changes, shifting public needs, and general trends in the employment landscape can impact your job. Conduct an annual review of your goals to ensure they remain relevant and adjust them based on new opportunities or challenges. Staying flexible allows you to adapt and progress steadily in your career.

By setting well-defined goals that align with your agency's mission, leveraging available resources, and remaining adaptable, New Jersey government workers can achieve both professional growth and improved public service. Start today by outlining clear, actionable goals that pave the way for your success.

ePAR Insider: Use ePAR to Help Your Employees GROW



The purpose of an ePAR cycle is to establish performance standards, assess performance, and develop a strategy to improve performance. The GROW (Goals, Reality, Options, Will/Way forward) Model of Coaching can be a great way to maximize the ePAR experience. The **Goals** allow you to imagine a perfect outcome of the cycle, painting a picture of success; the **Reality** develops an awareness of where things

currently stand in terms of performance successes and challenges; the **Options** delve into what has been tried and what could be tried to move forward; and the **Will/Way** forward determines what to start doing and what to stop doing in order to reach each goal. Try using this model as nourishment for your employees to grow and prosper during the ePAR cycle.

Fun Fact

Smells are stronger in the spring because there's more moisture in the atmosphere, which help keep scents in the air longer and makes it easier for you to smell them.





Using the GROW Model to Obtain Your Goals

The GROW model is a four-stage, adaptable framework that can be used to create a personal plan for goal achievement. This tool promotes autonomy by prompting the user to consider “open-ended, thought-provoking” questions that foster introspection and lead the user to formulate and invest in their own plan of action (Cloete, 2023). Often, this tool is used as a strategy in coaching conversations, but it can also be effective when practiced independently. Each stage is as follows:



G represents “Goal.” In this stage, you establish a goal that you are committed to achieving. When considering your goal, it is important to focus on the future. Consider questions pertaining to what you want to accomplish and why, and what the outcome will be once it is accomplished (Cloete, 2023). Engaging in this stage will help you develop a specific and practical goal.

R represents “Reality.” This stage prompts you to analyze your current position and any relevant elements, both within and beyond your control, with respect to your goal (Cloete, 2023). This means asking questions about the assets at your disposal, like your strengths, intangible resources, and physical resources; as well as the deficits, like areas needing improvement or any possible obstacles (Cloete, 2023). Reflecting on the reality of your situation during this stage can help you approach your goal confidently and efficiently because you have a full picture of the circumstances.

O represents “Options.” This is a crucial stage where you conceptualize approaches towards achieving your goal. This step often requires creative thinking, as it can be challenging to formulate a variety of choices (Cloete, 2023). It can be helpful to ask questions about when others have overcome a similar obstacle or what you would do in an ideal situation (Cloete, 2023). This stage is important because in generating approaches to your goal, you take responsibility for the outcome of it.

W represents “Will” or “Way Forward.” In this stage, you evaluate your options and choose what you will do moving forward. Ask questions that prompt you to think about logistics: what steps you’ll take, how you’ll assess your growth, what assistance you’ll need, when you will begin, etc. (Cloete, 2023). By deciding on specific actions in this stage, your responsibility for and commitment to your goal increases.

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.



Stress Awareness Month



[Managing Stress](#)



National Recommitment Month



[GOALS to Results](#)



National Safety Month



[Office Safety](#)

LMS Barista Cultivating Growth in Online Training

Just as a plant thrives with proper care, a Training Coordinator grows with the right skills to cultivate learning and effectively oversee online training within their agency. This month’s “GROW From Bud to Bloom” theme highlights the importance of setting goals, exploring options, and finding the best path forward—essential steps in mastering the LMS.

In our LMS ATC Mastery Series Workshop “How to Set Up & Deliver Web-Based Content,” now available on the LMS, Agency Training Coordinators (ATCs) learned how to create and organize courses, import content, and effectively assign training. Covering SCORM packages to PowerPoint and URL-based content, this session equipped ATCs with the skills needed to manage online learning with confidence.

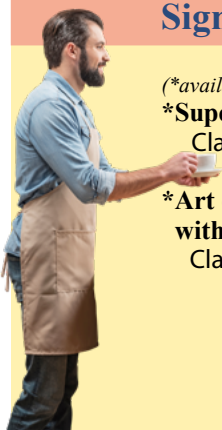
Cultivate your LMS expertise to help your agency thrive!

Signature Blends

(*available with a CLIP All Access Pass)

***Supervision: Managing Interns**
Classroom Complement: NJ STEP

***Art of Public Speaking | Dale Carnegie, with J.B. Esenwein**
Classroom Complement: **Public Speaking**



Writing @ Work

Cultivate Your Business Writing ~ Make it Flourish

Author Shelly Tiffany notably remarked that we should “strive to flourish more than we strive to accomplish.” And, while it’s possible that her commentary is conceptual, rather than practical advice, Shelly’s statement is relevant for business writers.

The key to Shelly’s statement is her distinction between “flourishing” and “accomplishing.” Merriam Webster defines each term as follows:

- * Flourish: to reach a height of development
- * Accomplish: to bring to completion

While these definitions may be equally relevant, as business writers our writing tasks are ongoing. Rather than focusing on completion, making our writing “flourish” is important to optimize our skill and keep readers engaged.



Tips to make your business writing flourish:

- * **Consider your topic.** List ideas that come to mind. A list will assist you in selecting ideas to write about.
- * **Write for a diverse audience.** Write inclusively by avoiding words like “he” or “she,” “manpower,” or “ladies and gentlemen.” Instead, use “they,” “workforce,” or “team” respectively.
- * **Avoid wordiness and streamline.** Remove unnecessary words that don’t add meaning to your writing. Simplify your words to add clarity for the reader. It is also important to avoid jargon that may not be familiar to your readers.
- * **Review and revise before sharing.** By spell-checking and proofreading your work, you will ensure your writing represents you well.

So, the next time you have a writing task, don’t just complete it. Raise the bar and make it flourish!

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



Congratulations to
Karen H.
from HMFA!

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

Thanks to our Winter “Question Corner” respondents.

Winter Question:
What new skills will you incorporate into your “skill fitness” plan and why?

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.

Click the icon
to subscribe to
The Training Post



Credits

LaVida Stalsworth, Chief Editor,
Writer: *Introduction*
David Allen, Writer:
ePAR Insider
Charleen Johnson, Writer:
TechTips
Eugene Lanzoni, Writer:
The Buzz
Tira McCants, Writer:
Instructor Spotlight
Ashley Rosati, Writer:
Professional Development Toolkit
Janet Thompson, Writer, Editor:
Writing @ Work
Darrell Waytes, Writer:
LMS Barista
Denise Salvatore, Editor
Chrysti Neuman, Designer

Spring Question:

This spring, what will you GROW and why?

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

Respond >

GROW

From Bud to Bloom

State of New Jersey

Governor Phil Murphy | Lieutenant Governor Tahesha L. Way

Civil Service Commission

Chair/Chief Executive Officer Allison Chris Myers

References

Did You Know?:

<https://www.deel.com/blog/employee-development-statistics/>

Fun Fact:

<https://www.acurite.com/blogs/weather-101/facts-about-spring>

Tech Tips:

Learningforge. (2024, August 2). Mastering learning techniques: A comprehensive guide to effective skill acquisition. Learning Forge. <https://learningforge.co/mastering-learning-techniques-a-comprehensive-guide-to-effective-skill-acquisition/>

Smith, M., Weinstein, Y., & Dark, F. (July 13). The key to interleaving: Jumble it up! The Learning Scientists. <https://www.learningscientists.org/blog/2017/7/13-1?rq=interleaved%20practice>

Professional Toolkit:

Cloete, A. (2023, July 4). GROW coaching model: unlock your clients' potential. Clarity Flow. Retrieved March 13, 2025, from <https://clarityflow.com/grow-coaching-model>