



The Training Post

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Winter Edition

January 2024



It's 2024! Amplify Your Currency

As we stand at the intersection of the past and the future, it's fitting to take a moment to reflect on your accomplishments and what you want to accomplish next. Whatever your goals may be in 2024, increasing your professional currency should be one of them. Why? Because your pursuit of knowledge is not just an asset, it's a necessity. To do this:

- Seek ways to boost your currency. Begin by taking stock of your current skill set and assessing your strengths and weaknesses.
- Pursue classes, webinars, and professional certifications to keep abreast of emerging trends in your field.

- Build or expand your professional relationships. Networking is a great way to broaden your skills and enhance your knowledge.
- Embrace technology advancements! We are in the digital era, so you must find ways to increase your proficiency and use of AI appropriately.

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

“

Strive not to be a success, but rather to be of value”

– Albert Einstein

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.

- 1. Supervisor Success Series (S3) - MCCC**
Three-day course- 1/24, 1/31, & 2/7
- 2. Business Writing - MCCC**
2/1
- 3. NJ STEP - MCCC**
2/20 - 4/2 (7 weeks)
- 4. Workplace Diversity and Inclusion (VILT)**
2/22 & 2/23 (Zoom) 9 AM - 12 PM

- 5. Public Speaking - MCCC**
Two-day course - 2/29 & 3/7
- 6. LEAD - MCCC**
Two-day course - 3/6 & 3/13



Dates Coming Soon!

Business Objects 4.3 Intermediate

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



National Learning and Development Month Recap

In October 2023, the Civil Service Commission’s Center for Learning and Improving Performance (CLIP) launched a statewide initiative in observance of National Learning and Development (NLD) Month. This nationwide campaign underscored a vital correlation between employee training, retention, and development.

CLIP empowered our workforce with a variety of learning options to enhance the knowledge and skills essential for delivering excellence in public service. CLIP also worked collaboratively with representatives across the State. Representatives from the Department of Environmental Protection, the Higher Education Student Assistance Authority, and the Department of Labor and Workforce Development facilitated three of the virtual learning events.

Based on our LMS reports, 27,454 training instances were recorded and completed during this month-long observance. Training instances include CLIP’s free and paid web-based training and CLIP webinars.

The chart represents the participating departments that have access to the NJ LMS, their active user count, and the NLD training instances achieved per department.

Participating Departments and Active User Count	Training Instances	Participating Departments and Active User Count	Training Instances
Casino Control Commission – 38	52	Dept of Human Services - 7403	2,139
Civil Service Commission - 257	349	Dept of Health - 6435	1,822
Office of Information Technology - 680	602	Dept of Military and Veterans Affairs - 1751	465
Student Assistance Authority - 182	151	Public Employees Relations Commission - 34	7
Motor Vehicle Commission - 2824	2,224	Governor's Office - 133	20
Dept of Banking and Insurance - 450	348	Council on Local Mandates - 8	1
Dept of Environmental Protection - 2660	2,051	Legislature - State Commission of Investigation - 44	5
Dept of Agriculture - 289	214	BYRAM TOWNSHIP - 19	2
Dept of Transportation - 3281	2,371	Office of Higher Education - 33	2
Dept of Treasury - 3685	2,643	Dept of Corrections - Central Office - 444	25
Dept of Community Affairs - 997	703	Newark City Clerk's Office - 91	3
Dept of State - 189	129	Sussex DOSS - 57	1
Office of Homeland Security - 162	108	Cape May DOSS - 81	1
Dept of Labor - 2900	1,882	Bayside State Prison - COIL - 139	1
Office of the Public Defender - 1247	746	Gloucester DOSS - 140	1
NJ State Parole Board - 647	371	External User Groups - 1272	5

Building on the success of October, CLIP is committed to sustaining a culture of continuous learning. Future initiatives will leverage technology, innovative learning methodologies, and targeted programs to address evolving needs and challenges. We are encouraged by the success and want to continue to move the needle to invest in our most valuable asset – our workforce.



Student Spotlight



Stephen Richard

Lieutenant Stephen Richard of the Passaic County Sheriff's Office is a 2023 New Jersey Certified Public Manager (CPM) graduate. Having earned the CPM designation, Lt. Richard also added Askew Award winner to his list of accomplishments. Askew is bestowed in recognition of an exemplary Capstone project. Lt. Richard's project, "Military Deployment Return to Law Enforcement Work", focuses on transitioning Military personnel back into their work environment.

Possessing 18 years of experience in the public safety field, Lt. Richard oversees booking, arrestees processing, and offender transport. Lt. Richard became aware that other supervisors in his agency have attended CPM and was intrigued about the program. Through research, he discerned that the conceptual and challenging aspects of CPM aligned with his "structured personality" and applied to the program.

While attending the program, Lt. Richard expressed that CPM introduced him "to critical thinking and team building relationships" and "far exceeded his expectations." Lt. Richard also conveyed he "...thoroughly enjoyed the Myers-Briggs personality assessment, along with topics on Project Management and Managing and Leading." Lt. Richard further shared that "the personality test showed me how to take my traits and manage them effectively." CPM was instrumental in helping him highlight the need for a Military Deployment Return to Law Enforcement Work program. Lt. Richard noted that veterans' "PTSD symptoms were commonly overlooked... and felt it was his duty to be the voice of these veterans." Winning the Askew Award magnified the support and resources Lt. Richard needed to "effectively meet ... the needs of returning veterans." The Askew Award validated what Lt. Richard saw as a selfless necessity that "was not for his own need, but for the needs of others."

CPM "far exceeded expectations."

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.



Upgrade with Conditional Formatting

Stay on top of your MS Outlook (365 desktop version) inbox in 2024 with conditional formatting! With this feature, you can customize and quickly identify your email messages in a few steps.

1. Click the **View** tab.
2. Go to the **Current View** group and click View Settings.
3. Click the **Conditional Formatting** button.

Conditional Formatting...

4. Click **Add** to create a new rule.
5. Type a name for the rule in the **Name** box. For example, the name of a project.
6. Click the **Font** button to format how you want the incoming email to look. Then click OK.
7. Click the **Condition** button to state the formatting for the incoming message:

from a specific person or word in the subject or email body.

To apply the formatting to:

•A specific subject – type the word in the "Search for the word(s):" box.

•A specific person - Type the name of the person (full name, the same way it appears in messages you receive) in the "From" box.

Search for the word(s):

In:

From...

Ensure that the In box is set to "subject field only".

•A specific subject and specific words in the message – type the word in the "Search for word(s):" box and select

the drop-down arrow and select "subject field and message body"

8. Click **OK** three times - in the Filter, Conditional Formatting, and Advanced View Settings dialog boxes.

Now your messages should be formatted as you've specified.



We gain 2-3 minutes of daylight each day between January and March.



The BUZZ

Skilled Investment

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.

The Currency of Success: Mastering Essential Soft Skills

In the ever-evolving landscape of the job market, possessing a robust set of soft skills is akin to holding a valuable currency. This is particularly true for New Jersey State workers, where the demand for well-rounded individuals is higher than ever. Here, we delve into three essential soft skills that can serve as a passport to success in the Garden State.

Adaptability: New Jersey’s workforce is diverse and dynamic, and the ability to adapt to changing circumstances is crucial. Professionals who can seamlessly navigate through uncertainties and pivot when necessary are vital to the long-term health of the state. Whether it’s a shift in project priorities or a change in team dynamics, adaptable workers remain unfazed in the face of shifting circumstances and novel demands. Being adaptable doesn’t just mean weathering change but embracing it with a positive attitude and being able

to turn challenges into opportunities. In a state that values resilience, adaptability is the key to unlocking new avenues for professional growth.

Effective Communication: Perhaps even more critical than adaptability, effective communication is the linchpin of success. State workers who can articulate their ideas clearly and concisely, whether in writing or verbally, are more likely to foster collaboration and understanding. This skill extends beyond interpersonal interactions to include the ability to craft compelling reports, emails, and presentations. Clear communication not only ensures that messages are understood but also builds trust and credibility among colleagues and superiors. In public service, teamwork is paramount, and effective communication is a key binding agent that fortifies successful collaborations.

Emotional Intelligence: The other soft skill that serves as a glue to bring together collaborators and generate excellent work product is emotional intelligence. State workers

who possess a high level of emotional intelligence can navigate office dynamics with finesse, understanding and managing their emotions and those of their colleagues. This skill is particularly pivotal in a state that values diversity and inclusivity. Being attuned to others’ feelings, perspectives, and needs fosters a positive work environment, enhancing productivity and job satisfaction.

Adaptability, effective communication, and emotional intelligence will always retain their utility and will continue to be a major focus of recruitment efforts by employers. By investing in these essential soft skills, professionals can thrive personally and contribute significantly to the success of the State’s workforce.



ePAR Insider: Increase Your Value With the Development Plan



When we think of our ePAR, it is not unusual to focus our thoughts on job duties and scores. Upon closer reflection, however, we can see that the ePAR is far more than that. Consider for a moment the concept that the ePAR cycle represents a year of growth opportunity, and that growth can begin with your Development Plan. The Development Plan, when

utilized effectively, serves as a yearly outline of personal and professional growth. Fill your plan with training and educational opportunities that will help you increase your currency with your agency and your life. Before you know it, you can check your progress with every ePAR cycle. Then, “cha-ching”, you’ve increased your value!



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.

Boosting Your Professional Currency

While currency is typically associated with coins and bills, it can also be associated with professional growth. The connection between monetary and professional currency is value. The value of an employee encompasses their skills, contributions, education, and more. Just like the value of a dollar fluctuates, so does an individual and their skills. Read on to discover ways you can boost your professional currency.



- 1. Discuss Goals.** Think about where you are now career-wise and where you would like to be in the next year, five years, and even further into the future. Talk to your colleagues or supervisors about what opportunities may be available to help you reach these goals.
- 2. Seek Out a Mentor.** Find someone whose professional skills you admire. It could be a coworker or manager who always appears knowledgeable and has already achieved what you are working toward. Talk to them regularly about what has worked for them and what you can do.
- 3. Continue Your Education.** Most employers offer a tuition reimbursement program where you can work part-time toward a degree. This is beneficial to those who do not yet have a degree or for others looking to continue their education with advanced study.
- 4. Expand Your Network.** Take advantage of websites such as LinkedIn where you can virtually connect with others. Befriend people you already work with, but also grow your network to include others in the same career field or people with similar interests.
- 5. Learn New Technology.** Don't be the person who dreads the release of the newest technology and refuses to learn it. The world is becoming more and more reliant on technology, and it is up to you to embrace this change. Look for an online course or watch a tutorial on how to become proficient.
- 6. Become an Expert.** Take advantage of the unique skills that only you have. Look for any updates or industry trends to show you are continuously bettering yourself. Even better - share your knowledge with someone else.
- 7. Utilize Resources.** CLIP offers both in-person and online courses on thousands of topics. Talk to your agency training coordinator to enroll in instructor-led courses or browse online classes that can be accessed anytime by visiting the NJ Learning Management System (LMS).



What's Brewing

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



[Active Shooter version 3](#)
(updated content)

[NJ State Employee Ethics Training 2024](#)

[New Jersey State Policy Prohibiting Discrimination in the Workplace Written Policy and Model Procedures](#)

[New Jersey Workplace Violence: Recognize, Prevent, and Report version 4](#) (updated content)



[National Human Relations Month](#)

[The Power of Diversity Within Yourself](#)



[National Nutrition Month](#)

[Healthy Eating at Work by Litmos](#)



Signature Blends

(*available with a CLIP All Access Pass)

***Smart Business Writing: Writing Effective Emails by Vector Solutions**

Classroom Complement: **Business Writing**

***Presenting in Public Learning Path**

Classroom Complement: **Public Speaking**

LMS Barista

Reminder to ATCs:

The New Jersey State Policy Prohibiting Discrimination in the Workplace Written Policy and Model Procedures specific to your agency will be assigned by CLIP. Be sure to update your agency-specific model procedure form if any contact information changes and submit to the Civil Service Commission Division of EEO-AA for approval.

Writing @ Work

Amplify Your Writing Currency: Invest in Your Words

In one of her notable assertions about the significance of business writing, Deanna Lorianni, Clear Communication Strategist and Trainer, stated that “your writing skills are currency in today’s workplace.”

To elaborate a bit on Lorianni’s paradigm, using words that are purposefully tailored to your reading audiences enhances the value of your writing currency. So, whether you’re writing to an agency client or internal colleague, invest in your word choices to increase the value of your communications.

Writing Style

It’s important to know your intended audience. Consider who you’re writing to and decide if you should adapt a formal or casual word style. For example, if you’re writing to a client, formal word choices are suitable. Conversely, casual words may be more appropriate when writing to an internal colleague.

Writing Style Examples

Formal:
Authorize
Endow
Standard

Casual:
Allow
Give
Norm

Writing Tone

Your writing tone is the attitude that is expressed to your reader based on your word choices. Audience and situation can indicate what tone to use. A formal tone is typically more appropriate for written communications about the status of a work project.

Alternately, your tone may be more casual in an email about a holiday party.

Writing Tone Examples

Formal:	Casual:
Dignified	Lighthearted
Demonstrative	Reserved

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



Congratulations to:
Jackie Chadwick
-DOH

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

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

Fall Question:
What was your best learning experience and why?

Fall 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.

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Winter

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:
Student Spotlight
Charleen Moore, Writer:
TechTips
Chrysti Neuman, Designer

Question Corner

Winter Question:

What is your professional currency?

Respond

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



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://www.wsls.com/features/2022/12/22/keep-on-the-sunny-side-daylight-increases-every-day-from-now-until-summer/>