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The Training & Development Digest

May 2022

Register for Training Tuesdays

April's Topic: HOW CAN I? The Customer Service Mindset

In 2022, great Customer Service is more needed, yet more under appreciated, than ever! We can all use a reminder of how crucial CONNECTION is not only in the service of clients but in the pursuit of team success. Joe Fingerhut details how a desire for connection led to one simple mindset shift that propelled him from 'Average Joe' to exploring 30 countries on six continents and succeeding at dream jobs as an entertainer and speaker. This interactive, engaging virtual presentation utilizes vivid stories and relevant lessons in communication and connection in this ever-evolving digital world.

During this webinar you will learn:

- The shift in mindset from "I can't" to "how can I?"
- UN-cover and RE-discover key habits, practices, and tips for improved communication with clients both on- and off-line.
- The KEY to connection, uncovered as a Wedding DJ.

Date: Tuesday, June 21, 2022

Time: 10:00 – 11:30 a.m., CT

Cost: \$30

[Click here to register for this webinar.](#)

Mental Health Awareness

Most people understand that it is important to look after your mental health. What does go unnoticed or ignored sometimes is doing so in the workplace. Whether you work in an office or outdoors, your job can be full of distractions.

Employees suffering the effects of mental health issues at work has become more common. The good news is there are steps you can take to make sure you are looking after yourself and those around you.

A recent article from Calmer details 12 ways employees can take charge of things at work to reduce stress and anxiety. These include breathing exercises, consider changes to your work patterns, reach out to supervisors or colleagues, staying active, asking for help when necessary, and more.

[Click here to read the complete article.](#)

Crucial Conversations Survey

Crucial Conversations for Mastering Dialogue teaches the skills necessary for handling critical discussions between two or more people where the stakes are high, opinions vary, and emotions run strong. Participation in this course provides you with the skills to speak and be heard (and encourage others to do the same), you'll surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.

We know your valuable time is limited. Because this course is a commitment, we want to try a new approach to signing up and setting up the times for this training. Once enough interest has been received, we will work with all interested employees to find dates that work best for the majority of the group.

This class is best when experienced with enough people to generate conversations around the topic. We would like to have enough people with interest in taking the class before we schedule another session. You can use the link to the form to sign up indicating your interest in taking the class. It will not register you for a Crucial Conversation class. Once enough interest has been received there will be multiple date options sent to the interested employees. The date with the highest positive responses will be selected as the date for the next class. [Click here to view and complete the form.](#)

Microsoft Classes

Microsoft applications are an integral part of today's workplace. Some individuals need an introductory course, while others want something more advanced. To meet these needs, the Bureau of Human Resources is now offering new classes designed to educate you on these applications. This month's featured classes are:

Getting Started with Teams – Get started with Teams! Learn the basics of this all-in-one platform that combines virtual meetings, file storage, and collaboration. This class is scheduled for June 23, from 10:00 – 11:00 a.m. CT via Teams. [Click here to register.](#)

Mastering Teams Meetings – Learn the ins and outs of Teams Meetings. No matter what your subject or audience may be, this course will help you get prepared for your next meeting or presentation. This course is scheduled for June 17, from 10:00 – 11:00 a.m. CT via Teams. [Click here to register.](#)

Advanced Teams Tips and Tricks – A Teams course for the advanced user. Learn the intricate details of all this program has to offer. This course is next schedule for June 3, from 10:00 – 11:00 a.m. CT via Teams. [Click here to register.](#)

[Click here to see the complete list of Microsoft classes.](#)



Crucial Conversations
FOR MASTERING DIALOGUE