

CAREER DEVELOPMENT

CLASS TITLE	DURATION
Dealing with Difficult Customers Day <i>This course provides techniques for handling difficult situations in citizen service environments. Participants will learn to assess difficult situations, develop strategies for handling difficult customers and apply techniques for diffusing an angry customer.</i> FEE: \$35.00	1/2
Five Dysfunctions of a Team - BY REQUEST ONLY Developed by training expert Patrick Lencioni, Five Dysfunctions of a Team helps team members improve in each of the five key fundamentals of good teamwork: trust, conflict, commitment, accountability, and results. Five Dysfunctions of a Team will allow teams of all types to begin the journey to greater productivity and cohesion. FEE: \$40.00	1 Day
Interpersonal Communications <i>This course describes the different ways in which people communicate, barriers to communication, the importance of perception and techniques for clear and effective communication.</i> FEE: \$35.00	1 Day
Mixing the Four Generations in the Workplace Day <i>This course is designed to provide participants insight on the four generations currently working together in the workplace. Promoting cross-generational understanding will increase productivity and resolve conflict.</i> FEE: \$35.00	1/2
Presenting Testimony <i>State employees are often called upon to present testimony to courts, legislative committees, and administrative bodies. Presenting Testimony prepares participants to testify in formal proceedings.</i> FEE: \$35.00	1 Day
7 Habits for Managers <i>The 7 Habits for Managers is built on the framework of The 7 Habits of Highly Effective People. Each habit has been uniquely retooled to focus on managing oneself and leading others. Each participant also receives a participant guide, Management Essentials, CD, and access to online tools.</i> FEE: \$200.00	2 Non-consecutive Days