



NEW JERSEY CIVIL SERVICE COMMISSION

DIVERSITY & INCLUSION

SUMMIT



FRIDAY, JUNE 21, 2019

Philip D. Murphy, Governor | Sheila Y. Oliver, Lt. Governor
Deirdré L. Webster Cobb, Esq., Chair/Chief Executive Officer

W E L C O M E

NEW JERSEY CIVIL SERVICE COMMISSION

WORKFORCE DIVERSITY & INCLUSION SUMMIT

Dear Friends and Colleagues:

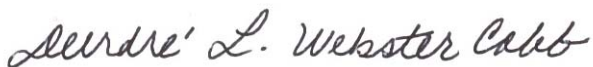
Thank you for joining us at the 2019 Diversity and Inclusion Summit. Your role as public employment leaders has become increasingly challenging since the current tight labor market and budget restraints have made it difficult to attract, hire and retain the best talented employees for careers in public employment. That challenge is all too familiar to me as the Chair/CEO of the New Jersey Civil Service Commission.

New Jersey is one of the most diverse states in the nation as the people who work and live here come from varying cultural and socio-economic backgrounds. I have made it one of my top priorities to help increase the applicant talent pool for jobs in both state and local government with people who are more reflective of the communities and citizens that we serve. The responsibility to ensure equal employment opportunity and diversity in the State's workforce is a charge we at the Civil Service Commission and Governor Murphy take very seriously.

The Civil Service Commission is committed to customer service and addressing the needs of the civil service workforce. Ensuring diversity and inclusion in the context of a civil service system is challenging but doable through the use of innovative recruitment and retention initiatives that help us showcase the benefits of government employment and attract the diverse citizens that this great State has to offer.

Again, thank you for attending this year's summit. I hope you find the tools you learn today to be useful in building a more diverse and inclusive workforce in your department/agency.

All the Best,



Deirdre L. Webster Cobb Esq., Chair/CEO
New Jersey Civil Service Commission

Deirdré Webster Cobb, Esq. Chair/Chief Executive Officer New Jersey Civil Service Commission



Deirdré Webster Cobb is the Chair/Chief Executive Officer of the New Jersey Civil Service Commission in Trenton, New Jersey. Drawing on more than 30 years of experience in the regulatory and administrative law fields, she provides knowledge of EEO and HR to benefit all stakeholders and customers. She has worked at several departments within the State of New Jersey including the Department of Labor and Workforce Development, the Department of Community Affairs and the Department of the Treasury, and started her career in state government as a Governor's Fellow with the Department of Personnel, now the Civil Service Commission (CSC). In 2002, Chair Webster Cobb was hired at the Department of the Treasury as the Director of the Division of Contract Compliance and Equal Employment Opportunity in Public Contracts, and in addition served as a Special Assistant for Ethics Development. In 2011 she became the Equal Employment Opportunity/Affirmative Action Officer for the Office of EEO/AA and Diversity Programs with the Department of the Treasury, where she oversaw the enforcement of the NJ State Policy Prohibiting Discrimination in the Workplace and ensured compliance with Federal and State Anti-discrimination laws. Chair Webster Cobb also previously worked for D.C. government and the American Federation of State, County and Municipal Employees.

Admitted to practice in New Jersey and before the District of Columbia Court of Appeals, Chair Webster Cobb is a Past President of the Association of Black Women Lawyers of New Jersey, Inc. and a former member of the New Jersey State Bar Association's Judicial and Prosecutorial Appointments Committee, the New Jersey Supreme Court Committee on Character and the Minority Concerns Committee of the Superior Court of New Jersey, Burlington Vicinage. She is also a former Trustee of the New Jersey State Bar Association and currently serves as a member of the Honorable Marie White Bell American Inn of Court Executive Committee.

Chair Webster Cobb volunteers for several community organizations and is the recipient of many honors. She has a passion for organizations that uplift women and girls. She is currently a member of the Board of Directors for the Alice Paul Institute, a member of the Board of Directors for Legacy Treatment Services, a Past President of Jack and Jill of America, Inc., Burlington County Chapter, and a former Troop Leader for the Girls Scouts of Central and Southern New Jersey. For her service to the community and legal profession, she has been honored with the Distinguished Legislative Service Award from the New Jersey State Bar Association, the Professional Lawyer of the Year Award from the Association of Black Women Lawyers, of New Jersey, Inc. and the New Jersey Commission on Professionalism in the Law, the Community Service Award from the Ebony Suburbanites, the Honorable Renee Jones Weeks Past Presidents Award of Excellence from the Association of Black Women Lawyers of New Jersey, Inc., the Gold Star Award from the National Network of Black Women, Camden Chapter and the Woman of Excellence Award from the Exhale Women's Fellowship.

Chair Webster Cobb received her B.A. from Chatham College and her J. D. from the University of Pittsburgh School of Law. She holds an Equal Employment Opportunity Certification from Rutgers University and a Certified Public Manager designation from the State of New Jersey and Fairleigh Dickinson University.

She resides in Westampton, New Jersey with her husband and daughter and attends Abundant Life Fellowship Church in Edgewater Park, New Jersey.

Denise Sharperson, Esq., CDP, Statewide Diversity and Inclusion Manager, New Jersey Civil Service Commission



Denise Sharperson is the first Statewide Workforce Diversity and Inclusion Manager for the New Jersey Civil Service Commission. Her responsibilities include developing a strategy for improving diversity and inclusion throughout the state's workforce and collaborating with state departments and agencies to strengthen diversity outreach efforts.

Denise previously served as Assistant General Counsel and first Chief Diversity Officer for the New Jersey Bar Association. While there, Denise served as legal counsel and was committed to increasing and retaining a diverse pool of lawyers within the Bar Association. She ensured that attorneys with diverse backgrounds and experiences engaged in meaningful work and focused on strengthening the legal profession throughout the State of New Jersey. Among her many achievements, Denise played an important role in recruiting speakers from diverse backgrounds to serve as Institute for Continuing Legal Education (ICLE) speakers as well as to serve on appointed Bar Association committees. Additionally, she advised the Board of Trustees on diversity best practices, developed diversity initiatives and organized diversity training programs.

Denise has worked in both private and public legal environments and advocated for increased diversity in the legal profession throughout her career. She received her Juris Doctor from Seton Hall University School of Law and her bachelor's degree from Hampton University. She is also a nationally certified Diversity Professional. She served as the 13th President of the Association of Black Women Lawyers of New Jersey, Inc. and remains a member of the organization. She is also a member of the Garden State Bar Association, Morris County Bar Association, New Jersey Women's Lawyers Association, and American Bar Association.

She is also a proud Diamond life member of Delta Sigma Theta Sorority, Inc. and a member of the Morris County Chapter of Jack and Jill of America, Inc. She is a past recipient of the Association's Young Lawyers Division Community Service Award, 2016 Oliver Randolph Award, and 2016 Women Worth Watching Award. In 2018, she received the ABA Partnership Award for her work on diversity educational pipelines for school-aged children. She also received the 2019 Pioneers for Justice Award from the Association of Black Woman Lawyers of New Jersey, Inc.

She is an avid runner, yoga practitioner and still life photographer. She is happily married to her husband Kenneth E. Sharperson, Esq. and resides with him and their four children, Taylor, Kennedy, Kenneth, Jr. and Tyler in Morris Township, New Jersey.

A G E N D A

NEW JERSEY CIVIL SERVICE COMMISSION

WORKFORCE DIVERSITY & INCLUSION S U M M I T

8:30am	Registration
9:00am	Welcome by Civil Service Commission, Chair/CEO Webster Cobb, Esq. Introduction of Keynote Speaker by Denise Sharperson, Esq., CDP, Statewide Diversity and Inclusion Manager, Civil Service Commission
9:15am	Keynote Address by Nefertiti Sickout, Deputy Diversity and Inclusion Officer, City of Philadelphia
9:45am	Ice Breaker Activity, Center for Learning and Improving Performance (CLIP)
10:00am	Morning Session: "Let's Get Ready to Roll: Diversity Management Bootcamp for the Civil Service Workforce" Moderator: Mylena Sutton, Adjunct Professor, NJ Community College Consortium for Workforce and Economic Development Panelists: Mamta Patel, Director, Division of Equal Employment Opportunity/Affirmative Action Civil Service Commission Marvin Moss, Chief Diversity Officer, New Jersey Department of Environment Protection Dan Honig, Chief Operating Officer, WorkplaceDiversity.com Shelby Pettis, Manager, Employee Advisory Service, Civil Service Commission Carla A. Thomas, Captain, Recruiting Bureau, New Jersey State Police
11:15am	Debriefing Session I, Center for Learning and Improving Performance (CLIP)
12:00pm	Networking and Energizer Activity
1:30pm	Afternoon Session: "Let's Talk About Bias: Understanding Implicit Bias and Ways to Combat It" presented by Linda Gerber, Adjunct Professor, NJ Community College Consortium for Workforce and Economic Development
2:30pm	Debriefing Session II, Center for Learning and Improving Performance (CLIP)
3:30pm	Report of Statewide Workforce Diversity Initiatives and Closing by Denise Sharperson, Esq., CDP, Statewide Diversity and Inclusion Manager, Civil Service Commission

B I O S

NEW JERSEY CIVIL SERVICE COMMISSION

WORKFORCE DIVERSITY & INCLUSION SUMMIT

Nefertiri Sickout



Keynote Address Nefertiri Sickout,
Deputy Diversity and Inclusion Officer, City of Philadelphia

Nefertiri Sickout serves as Deputy Diversity & Inclusion Officer within the Mayor's Office of Diversity & Inclusion (ODI), City of Philadelphia. Ms. Sickout leads ODI's efforts to advance equitable outcomes within government operations and services, including effective disability policies and programs; inclusive government contracting opportunity for minority, women and disabled-owned businesses; and equitable workforce and employment strategies. As a longstanding advocate of policies that address structural barriers to equitable access and opportunity, particularly around issues that affect the well-being of vulnerable children, Ms. Sickout first obtained a B.A. in psychology from Clark Atlanta University, followed by separate master degrees in infant special education from George Washington University, and developmental psychology from Teacher's College, Columbia University. Ms. Sickout worked for several years in community-based child advocacy programs before earning a law degree at Villanova University School of Law. Prior to joining ODI, Ms. Sickout practiced commercial litigation law at Pepper Hamilton LLP. Ms. Sickout resides in Philadelphia with her husband and beautiful baby girl.

Mylena Sutton

Mylena Sutton specializes in leadership development and human resources consulting for organizations in the private, public, and nonprofit sectors. Additionally, she is an adjunct professor and teaches leadership and human resources courses.

Mylena's passion for working with organizations stems from her philosophy that, "if you're unhappy at work, you're unhappy at life". Relatedly, her work is centered around her 3C approach that addresses: compliance, conflict, and contradictions created by misalignments in leadership. Mylena also teaches anti-harassment, emotional intelligence, communication, conflict management, team-building, and self-awareness for leaders. Further, she is a mid and senior-level leadership coach. Overall, Mylena's work centers on helping leaders and staff teams create psychologically safe cultures (including the promotion of diversity and inclusion) while meeting their HR compliance obligations and advancing their missions.

An Atlanta native, Mylena Sutton holds an undergraduate degree from the University of Georgia and a graduate degree from the University of Kansas. She also holds various certifications through the Association for Talent Development, the Human Resources Development Institute, the Society for Human Resources Management, the Myers Briggs Foundation, and the American Association for Diabetes Educators. Mylena is also currently preparing to become a certified mediator.

Mamta Patel

Mamta Patel, Esq., is the Director of the Division of EEO/AA, which develops, implements and administers equal employment opportunity and affirmative action programs for all New Jersey State Departments, Agencies, Commissions, Authorities, Colleges and Universities; oversees Appointing Authorities' compliance with the State Policy and Procedures Prohibiting Discrimination in the Workplace; provides technical assistance to the EEO community; provides executive level training; supervises conflict investigations; monitors and evaluates trends and statistics regarding the filing of EEO matters; and recommends appropriate policy changes.

From 1992 to 1997, Ms. Patel was a Deputy Attorney General in the Division of Law, Federal Civil Rights Litigation Section, where she defended the state officials against alleged civil rights violations and employment discrimination. From July 1997 to end of 1999, she served as a Special Assistant to the Attorney General overseeing all EEO investigations for the Department of Law and Public Safety. From 2000 to 2005, she worked in the Office of State Police Affairs as a Deputy Attorney General and was later promoted to Deputy Director. That Office implemented the mandates under the Consent Order entered into by the State to address the allegations of racial profiling against the Division of State Police. She has also served as Deputy Director of the Division of Elections.

Ms. Patel was also previously assigned to the Education and Higher Education Section of the Attorney General's Office, Division of Law, representing the State Colleges and Universities in all matters involving higher education. She is a member of the State and the Asian Pacific Lawyers Association and is a member of the Supreme Courts Committee on Access and Fairness. A graduate of Purdue University, Ms. Patel received her J.D. from Duquesne Law School in 1991.

Marvin Moss

Marvin Moss is Chief Diversity Officer at New Jersey Department of Environmental Protection overseeing the development and coordination of the Department's "Diversity & Inclusion, Action Plan". A plan that called for the establishment of new policies and programs to enhance the Departments existing Equal Employment Opportunity and Human Resource practices as well as provide better opportunities for a diverse workforce. He previously served in the Office of Legislative Affairs, managing special projects and requests for legislative and local government officials. Marvin also served on the New Jersey Environmental Justice Advisory Council advocating for low-income communities throughout New Jersey and he formerly chaired the New Jersey Minority and Multicultural Health Advisory Commission within the Department of Health.

Marvin also believes in the importance of giving back to the community by sponsoring programs which educate our youth. He is affiliated with various organizations including New Jersey Orators, Inc., and board member of the Shiloh Community Development Corporation, Trenton.

Marvin is a Certified Public Manager with a Master of Administrative Science degree from Fairleigh Dickinson University. He received his bachelor's degree from Alabama State University and he is a former fellow of the Leadership Trenton Seminar Program at Thomas Edison State University.

Dan Honig

Dan Honig is the Chief Operating Officer, WorkplaceDiversity.com. He brings years of experience in business start ups, technology management and the Internet to Workplace Diversity. Most of his experience has been in the recruitment technology industry. Prior to joining Workplace Diversity, Honig was involved in the Applicant Tracking Industry, where he worked with BrassRing Systems and Peopleclick.com and also worked as the Director of a popular Diversity Job Board where he was responsible for teambuilding, overall growth, and operations. Honig was also recognized for forming major strategic alliances. Some of those alliances in recruiting and recruitment technology have included the National Black MBA Association, the NAACP, the National Urban League, the Asian MBA Association, CareerBuilder.com, and Monster.com. Upon serving four years in the US Navy, he graduated Summa Cum Laude from National University with a B.B.A. in Business Administration. Honig is a member of Society of Human Resources Management and has served on the board of governors for The International Association of Employment Web Sites.

Shelby Pettis

Shelby Pettis began her career with the state of New Jersey in May 1988 with the Department of Personnel/Civil Service Commission where she developed and administered Law Enforcement examinations for State, County, and Municipal titles. In 2003, she accepted an assignment as Director of the Division of Employee Services and had oversight for the Office of Performance Management; the Office of Health and Safety; the Employee Advisory Service; and the New Jersey State Awards Committee. Ms. Pettis also assisted in the development and implementation of the Working Well New Jersey program (precursor to the NJ Well Program) and the NJ Law Enforcement Intervention Hotline – Cop 2 Cop. Ms. Pettis now concentrates all her efforts to serve as the Manager of the Employee Advisory Service. The Employee Advisory Service (EAS) is designed to help employees and their family members with personal, family or work-related issues that may adversely impact their work performance. EAS provides confidential assessment, counseling and referral services and helps to restore the health and productivity of employees and the workplace as a whole. It is through the Employee Advisory Service that Ms. Pettis is at the forefront in implementing programs that positively impact the NJ public workforce by empowering and caring for our employees.

Ms. Pettis received a Master of Social Work from Rutgers, The State University of New Jersey and is a candidate for the International Employee Assistance Professional Association's certification. Ms. Pettis also serves as a Behavioral Assistant (BA), certified under the NJ Children's System of Care. As a BA contracted with Family Therapy and Consultation Services in south Jersey, Ms. Pettis provides Intensive In-Community services to families that addresses emotional and behavioral challenges of children and adolescents with moderate to high needs. Ms. Pettis' life mission, vision and goals are all centered around helping and empowering others.

Captain Carla Thomas

Captain Carla Thomas has served at various road duty stations. Thomas has assisted the Narcotics Unit and has served as a liaison between the New Jersey State Police (NJSP) and various law enforcement agencies over the years. Thomas was assigned to the Executive Protection, Grants and Fiscal Bureaus and has served as Unit Head of the Accounting & Revenue and Equal Employment Opportunity Intake & Training Units. Thomas was assigned as the Colonel's Administrative Officer in the Office of the Superintendent prior to being promoted to the Bureau Chief of the Equal Employment Opportunity Bureau where she was responsible for monitoring and ensuring that the approximate 4000 employees in the Division were compliant with state and federal statutes, rules and regulations, executive orders, and guidelines as they relate to the State Anti-Discrimination Policy in all phases of the employment process.

In February 2019, Thomas was transferred to the Recruiting Bureau where she was immediately directed by the Superintendent to implement and coordinate the scheduling and logistical support for future State Police classes with the goal of efficient recruitment in order to maximize an applicant pool representative of the citizens of the State of New Jersey.

In 2002, Thomas launched an award-winning donation drive involving her peers at the New Jersey State Police, multiple law enforcement agencies, state government employees, and hundreds of members of the community that provided new winter coats to school children in need across the state. To date, over fifteen thousand (15,000) students, domestic violence victims, and the homeless have been the benefactors of the combined efforts of the many participants in this program. For her professional accomplishment and commitment to outreach, she has received recognition of outstanding and invaluable service to the community from the United States Senate, the United States House of Representatives, the New Jersey Governor's Office, The New Jersey State and General Assembly, the New Jersey Office of Attorney General, and many other agencies.

Linda Gerber

Linda Gerber has twenty-seven years of experience in many facets of learning including classroom, synchronous online virtual class facilitation, education outsourcing management, program management, and content development. She was a key member of IBM's venerable Management Development team leading New and Middle Management classes, and Diversity and Unconscious Bias workshops.

Linda earned a Master of Arts Degree in Learning from Teachers College, Columbia University.

She resides in Monroe Township, New Jersey.



Diversity Calendar

Month	Observance	Significance
January	Lohri	Denotes the end of the winter season
	Epiphany	Celebrates God's reincarnation as Jesus Christ and the Magi's visit to Christ
	Orthodox Christmas	Marks the birth of Jesus Christ as described in the bible
	Guru Gobind Singh Jayanti	Marks the birth of Gobind Singh, the tenth Sikh Guru
	Martin Luther King's Birthday	Celebrates the birth of Martin Luther King
	Tu Bishvat	Indicated when farmers should harvest fruit from trees
	Lunar New Year	Beginning of a new year on the Chinese Calendar
February	Black History Month	Celebrates the historical, cultural, and socio-political achievements of African Americans
	Imbolc	Gaelic festival that marks the beginning of Spring
	Nirvana Day	Celebrates when the Buddha achieved parinirvana after physical death
	Ayyám-i-Há	Preparation for fasting; celebration of hospitality charity and gift giving
March	Women's History Month	Celebrates the historical, cultural, and socio-political achievements of women
	Nineteen Day Fast	Bahá'ís commit to a sunrise to sunset fast to bring themselves closer to God
	Holi	Day of forgiveness, celebrates the beginning of spring, symbolic of new life
	Naw-Rúz	Vernal equinox. Iranian New Year
	Lailat al Miraj	Commemorates Muhammad's ascension to heaven
	Ash Wednesday	Day of prayer and fasting
April	Vesak	Celebrates Buddha's birthday
	Palm Sunday	Celebrates Jesus' arrival to Jerusalem
	Vaisakhi	Commemorates the formation of Khalsa
	Good Friday	Commemorates Jesus' death by crucifixion
	Easter	Culmination of the Christian Holy Week
	Passover	Commemorates the exodus from Egypt led by Moses
	Ridván	Commemorates the beginning point of the Bahá'í religion
May	Asian Pacific Islander Month	Month long celebration of Asian heritage
	Beltane	Signifies the beginning of summer
	Yom HaShoah	Commemorates victims of the Holocaust
	Ramadan	Holiday for fasting, charity, and faith
	Laylat al-Qadr	Commemorates when the first writings of the Quran were revealed to Muhammad
	Eid al-Fitr	Celebrates the breaking of the Ramadan fast
	Pentecost	Celebrates the founding of the Christian Church

Month	Observance	Significance
June	Pride Month	Commemorates the Stonewall Riots, celebrates the beginning of the modern Gay Rights Movement, and its subsequent victories
	Shavuot	Commemorates when God gave the Torah to Israel
	Juneteenth	Celebrates the emancipation of slaves in the former Confederacy
July	Pioneer Day	Celebrates Brigham Young's entry into the Salt Lake Valley in Utah
	Asalha Puja	Celebrates Buddha's first sermon
	Feast of St. Ignatius Loyola	Celebrates Saint Ignatius Loyola
	Canada Day	Celebrates the provincial unification of a consolidated Canadian state
August	Physically Challenged Awareness Month	Month that promotes awareness and conscious of issues pertaining to the lives of people living with disabilities
	Lughnasadh	Celebrates the beginning of the harvest season
	Tisha B'Av	Commemorates the disasters and hardships that befell onto the Jewish people
	Eid al-Adha	Commemorates Ibrahim's willingness to sacrifice his own son
	Dormition of the Theotokos	Celebrates the Virgin Mary's peaceful death
	Krishna Janmashtami	Celebrates the birth of Krishna
	Al Hijra	Celebrates the Islamic New Year
September	Latino Heritage Month	Month long celebration of Latino and Hispanic culture
	Deaf Awareness Month	Month long commemoration and promotion of advocacy and inclusion efforts to benefit deaf people
	Navaratri	Autumn festival for Hindus
	Rosh Hashanah	First Jewish high holiday
	Yom Kippur	Day of atonement for Jews
October	LGBT History Month	Month long celebration commemorating the histories of the LGBT community
	Blindness Awareness Month	Month long commemoration to promote advocacy and inclusion efforts meant to benefit blind people
	Domestic Violence Awareness Month	Month long commemoration dedicated to preventing and destigmatizing domestic violence
	Diwali	Festival of lights, celebration of knowledge and enlightenment's triumph over ignorance
	Samhain	Marks the end of the harvest season and the beginning of the winter
November	Native American Heritage Month	Month long celebration of Native American heritage
	Mawlid al Nabi	Celebrates the birth of Muhammed
	Veterans Day	Commemoration and recognition of individuals who have served in the United States military
December	Bodhi Day	Commemorates when the Buddha experienced enlightenment
	Hanukkah	Jewish festival of lights
	Christmas	Celebration of Jesus' birth
	Kwanzaa	Week long holiday celebrating African culture and heritage

This list is not intended to be exhaustive so please contact diversity@csc.nj.gov to provide additional information.

TRENDING NOW



Workplace Diversity and Inclusion: It Starts with You!

Cost per person:

\$159

Pre-requisite:

None

Length:

6 hours

Currently Enrolling:

www.nj.gov/csc/employees/training



Course Description

The workplace is comprised of diverse individuals who are expected to work together toward common goals. However, cultural differences may lead to cultural clashes and challenges. Even so, when individuals learn to embrace the differences of their peers and overcome “blind spot” biases, a more productive and synergetic workplace emerges. This one-day course is designed to enhance participants’ abilities to work more effectively in culturally diverse situations. Participants will discuss and examine unconscious bias, as well as their own cultural makeup, and explore practical strategies for contributing to a more inclusive and respectful workplace.

Learning Objectives:

- ◆ Define diversity, inclusion, cultural intelligence, and other related terms
- ◆ List the factors that contribute to cultural identity
- ◆ Recognize the importance of diversity and inclusion in the workplace
- ◆ Identify common barriers that hinder the success of diverse environments
- ◆ Describe how the outsider vs. insider dynamic may be limiting inclusion
- ◆ Explain how unconscious bias works
- ◆ Identify different types of biases
- ◆ Recognize how to disrupt bias thought processes
- ◆ Discover ways to implement a proactive approach to diversity and inclusion through communication, understanding, and relationship building within the workplaces and the communities we serve
- ◆ Identify steps to take if you experience or become aware of discrimination in the workplace



Course Offerings

LEARNING NEVER ENDS

Management and Supervision Courses

- ◆ Certified Public Manager Program (CPM)*
- ◆ New Jersey Executive Development for Government Excellence (NJEDGE)*
- ◆ New Jersey Supervisory Training Empowering Performance (NJSTEP)*
- ◆ Pivotal Switch*
- ◆ Supervisor Success Series (S₃)*

Process and Organization Management

- ◆ Project Management Essentials*
- ◆ Project Management – PMP® Preparation Training*

Government and Policy Courses

- ◆ County and Municipal Personnel System (CAMPS)
- ◆ Discipline and Grievance Handling
- ◆ Family and Medical Leave Act (FMLA)
- ◆ Legal Implications of Interviewing
- ◆ Personnel Management Information System (PMIS)
- ◆ Understanding Civil Service - NJAC 4A for Local and State Government

Computer Courses

- ◆ Business Objects
- ◆ Microsoft Project
- ◆ Microsoft Suite Courses
- ◆ Microsoft Visio
- ◆ Microsoft SharePoint
- ◆ Web Design Fundamentals

Professional Development Courses

- ◆ Business Writing
- ◆ Conflict Resolution
- ◆ Clerical Apprenticeship Program for Excellence (CAPE)*
- ◆ Courtesy, Respect, and Professionalism
- ◆ Critical Thinking
- ◆ Customer Service
- ◆ Face-to-Face Communication
- ◆ HR Horizons*
- ◆ Leadership Education and Development (L.E.A.D.)
- ◆ Make Meetings Matter
- ◆ Managing Difficult Behaviors
- ◆ Navigating Through Change
- ◆ Principles of Investigative Interviewing and Reporting (PIIR)
- ◆ Problem Solving and Decision Making
- ◆ Public Speaking
- ◆ Speaking with Purpose*
- ◆ Support Specialist Program (SSP)*
- ◆ Team Building
- ◆ Techniques for Improving Performance (TIPS)*
- ◆ Time Management
- ◆ Workplace Diversity and Inclusion: It Starts with You

* Certificate Programs



STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION



NEW JERSEY'S COMMUNITY COLLEGES

