

# Be Well. Work Well.



## CSC Works for You

## FREE PROFESSIONAL DEVELOPMENT COURSES

Available until June 12, 2020

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\* Closed captioning not available.

## System Requirements

*The following are required to run CLIP online courses:*

- PC & Mac system requirements
- Turn off and disable all popup blockers. Not sure how? [Click here.](#)
- 3rd party cookies must be accepted
- JavaScript must be enabled
- Adobe Reader version 7 or higher
- Microsoft Office version 2010 or higher

## Browser Requirements

*Google Chrome, Internet Explorer 11+, Safari 3+, Firefox 3+*

- It is recommended that learners use the newest browser versions whenever possible for improved security and performance

*If using Internet Explorer, you must also do the following:*

- Add listed websites to Trusted Sites
- Add LMS to Trusted Sites
- Make sure “Enable Protected Mode” is unchecked for Trusted Sites only
- Disable Compatibility View for [www.opensesame.com](http://www.opensesame.com) and [player.opensesame.com](http://player.opensesame.com)

Still having trouble launching the training? [Click here.](#)

If you require further assistance please contact CLIP staff at [CLIPeLearning.support@csc.nj.gov](mailto:CLIPeLearning.support@csc.nj.gov).

\*Closed captioning not available.

The Center for Learning and Improving Performance (CLIP)

## **Series 1: Be Well. Work Well.**

### ***Bundle 1- Remote Working***

#### **Working from Home: Strategies for Remote Employees**

New Jersey public servants are embracing and adapting to working from home. In this online course, discover helpful tips and strategies that will be instrumental in successfully accomplishing your work remotely.

#### **Working Remotely**

Working from home offers flexibility and convenience, but can also be challenging. Recently, New Jersey public servants have the ability to work remotely. You can become a skillful remote employee by learning how to manage your time and stay in contact with your team. This online course reviews helpful tips and techniques to help you get started and stay productive.

### ***Bundle 2- Time Management and Leadership:***

#### **Brain Bites -Time Management**

Time management is an essential professional skill. Effective time management helps individuals manage distractions and focus on priorities. Employees who apply time management techniques can navigate their workdays and accomplish workplace priorities more effectively. This online course explains six expert time management techniques. Benchmark assessments are built into this training to reinforce your understanding as you progress through the course.

#### **Effective Time Management:03. How to Use the Pomodoro Technique**

An effective way to make sure your days are productive is to manage your time. There are many different time-management techniques and practices but knowing which one is a good fit may be challenging. This online course describes the Pomodoro technique and the ways it can be applied to your workday. In this course, learners will discover how to develop a Pomodoro-style schedule and review the pros and cons to determine whether they can adapt this time-management strategy. To test your knowledge, this course includes a short post exam, a passing score of 75% or better is required to successfully complete this training.

#### **Everyone is a Leader**

Typically, when thinking of a leader the head of an organization comes to mind. However, leaders are much more prevalent. Even without a formal leadership role, everyone can be a leader. In this online course, learners will identify different ways that they can pitch in, use their strengths, and be an example for others. To successfully complete this course, you must pass a final assessment with a score of 80% or higher.

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## ***Bundle 3- Resiliency:***

### **Developing Resilience\***

Adapting to change is essential to relieve work-related stressors. Changing your mindset and turning difficult situations into opportunities are key resiliency skills. This course explains techniques to effectively pivot your thinking so that you build and apply resiliency at work.

### **Emotional Intelligence\***

Emotional intelligence is the ability to recognize the ways your emotions affect you and others. It also involves enhancing your perception of others during interactions. Emotional intelligence is especially important to provide a high level of professionalism in everyday workplace situations. This online course reviews awareness and relationship management techniques. Learners may choose from two modes: single-topic lessons and full version with all topics.

### **How to Build Resilience\***

Professional resilience is defined as a characteristic of employees who effectively manage stresses in the modern workplace. Research shows that resiliency contributes to employees' productivity. The ability to build resilience is a skill. This course provides techniques to build an attitude of resilience in your professional and personal life. Learners will review key elements of resilience that include: positivity, emotional insight, and balance. A comprehensive quiz at the end of the course requires a passing score of 100% to successfully complete the training.

### **Raising Resiliency: Build Tolerance for Stress**

Stress is an outcome of factors that contribute to mental and physical tensions. There are methods that individuals may use to build a stronger tolerance for stress. In this course, learners will discover how moderate stress builds tolerance for intensive stress and review several stress-relief techniques. This course is designed to help individuals improve stress tolerance skills to become more resilient.

## **Series 2: Building Positive Connections**

### ***Bundle 1- Customer Service & Communication:***

#### **Business Power Skills - Customer Service**

Studies have shown that it costs five times more to attract a new customer than it does to keep an existing one. An important key to keeping customers satisfied with your organization is excellent service. In this course, you will learn ways to build relationships of trust and appreciation that enhance customer-service experiences. To successfully complete this course, you will need to pass a final assessment with a score of 100%.

#### **Customer Service Success \***

Delivering professional customer service reflects well on you and your organization. Customers expect proficient service. This course explains the 7 skills that are most important to satisfy customers. Learners will also review how easily an unhappy customer can damage an organization's reputation through word of mouth and social media. To successfully complete this course, you will need to pass a final assessment with a score of 80% or more.

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### **Effective Email Writing and Office Communication Tips\***

Selecting the most effective form of communication is crucial in today's fast-paced work environment. This course explains ways to identify useful email approaches to communicate about work-related issues. Learners will learn methods to enhance their email communication skills. A minimum score of 100% on a final assessment is required to pass the course.

### **Service Simulations: Raging Bull-calls with Angry Customers**

Successfully managing difficult customer communications is a critical skill. This course will provide strategies for interacting with irate customers to diffuse negative situations for the best possible outcomes. Additionally, you'll learn how to respond to irate customers in ways that avoid being subjected to verbally abusive behavior. To successfully complete this course, you will need to pass a final assessment with a score of 80% or more.

### **Tough Customers: The Bully**

There are several personality types that may be encountered in the workplace, and some are more challenging than others. This course describes High D and High C personalities and explains strategies for communicating with them effectively. You will also learn techniques to identify the unmet needs of both personality types so you can adapt your approach. To successfully complete this course, you will need to pass a final assessment with a score of 75% or more.

### ***Bundle 2- Diversity and Inclusion:***

#### **Cross-Cultural Considerations: 01. What is Culture**

The word "culture" is used frequently in the news and in the workplace. Navigating cultural subtleties in the workplace is an essential professional skill. This course will explain the concept and significance of 'workplace culture'. Learners will gain insights about the cultural dynamics and values systems that determine workplace priorities and behaviors.

#### **Introduction to Diversity, Inclusion and Equity\***

Professional organizations strive to continuously improve their workplaces. A significant part of this effort is recognition and support of diversity, inclusion, and equity. This course defines these concepts and their significance in the workplace. Learners will gain insights about the impacts of these elements in professional settings. To successfully complete this course, you will need to pass a final assessment with a score of 100%.

#### **Unconscious Bias\***

Biases are natural shortcuts the brain makes when evaluating others, but they can be problematic in the workplace. This course will define the 4 key biases that can result in prejudice and stereotypes in the workplace. Learners will obtain actionable techniques they can apply to limit the effects of biases. The course also covers the benefits of diversity and building relationships in the workplace. This course includes a brief assessment; there is no minimum score required to pass.

\*Closed captioning not available.

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## **Why Diversity Matters**

Diversity promotes the idea of different individuals coming together to achieve common goals. Have you considered why diversity within your organization matters? This course explains the importance and advantages of organizational diversity. Learners will gain insights about the meaning of diversity and their roles in its positive impact within the organization. To successfully complete this course, you will need to pass a final assessment with a score of 80% or more.

## **Series 3: Self Development Skills**

### ***Bundle 1 – Personal Growth Path***

#### **Interview Tips\***

Successful interviewing is a professional skill. Interviewing may be exciting for certain individuals but challenging for others. Individuals who learn effective interviewing techniques enhance this important communication skill. This brief online course explains how to answer interview questions. To successfully complete this course, you will need to pass a brief assessment with a score of 100%.

#### **Moving Up: 02. Maintaining Your Resume**

Maintaining an updated professional resume, even when you're not 'job hunting' is important. As you learn new skills on-the-job, successfully complete projects, receive recognitions, complete training courses, or achieve other education milestones, it's important to keep track of accomplishments. You enhance professional growth opportunities when you document professional progression. This brief online course explains techniques and tips to update your resume and professional profile. This course includes a brief assessment; there is no minimum score required to pass.

#### **Networking & Building Relationships**

Networking is contacting and exchanging information with people, groups, and institutions to expand professional relationships. This course reviews ways to cultivate relationships that may enhance your professional development. You will learn the ways that career growth involves both the work you perform and the connections you make.

### ***Bundle 2 – Improve Your Worth***

#### **Becoming a Great Leader: 13. Developing Yourself**

Successful leaders are highly self-aware, and they recognize the importance of continuous improvement. This online course explains a four-step process for leadership development. Learners will also review behaviors leaders should avoid in the workplace. To successfully complete this course, you must pass a final assessment with a score of 75% or higher.

#### **Communicating Effectively\***

Successful communication is essential to establish and maintain positive workplace relationships. Effective professional communication is a key skill. This course will cover verbal and non-verbal forms of expression to amplify positive communications. Learners will review actionable communication approaches. Brief assessments of the topics are administered throughout the course. A minimum score of 80% on a final assessment is required to pass the course.

\*Closed captioning not available.

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### **The Growth Mindset 01. The Growth Mindset: Embracing Yet**

The phrase “growth mindset” is a professional topic based on the work of Stanford professor, Carol Dweck’s book *Mindset - The New Psychology of Success*. Dweck emphasizes using the word “yet” as an effective way to develop a growth mindset for workplace success. Learners will identify the word “yet” with continuous professional evolution. As the first of a two-part sequence on the topic, this brief online course provides information and tips about adapting the word ‘yet’ as part of a growth mindset. This course includes a brief assessment; there is no minimum score required to pass.

### **The Growth Mindset 02. The Growth Mindset: Developing the Growth Mindset**

In the workplace, individuals who approach challenges with a growth mindset can develop effective solutions. A growth mindset enhances professional progress. Applying a growth mindset will enhance your problem-solving skills. As the second of a two-part sequence on the topic, this brief online course explains four steps to develop and apply a growth mindset. This course includes a brief assessment; there is no minimum score required to pass.

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