

Join us for a week of FREE training opportunities and special events, as we showcase new courses and professional development programs for City employees of all levels and professional disciplines. Attending TRAINING EXPO 2008 is more than just learning about training opportunities...you can actually participate in new course offerings, help us in the development of new classes, explore e-learning courses, and much, much more. Our special EXPO week line-up includes:

- Desktop e-Learning
- Excellence in Customer Service
- Forensic Auditing
- What Does "Green" Mean?
- IT Professional Courses and Certification Opportunities
- Writing Better Business Letters
- New Approaches to Problem Solving
- Special Sneak-Preview Workshops
- Managing Email in Outlook

And . . . learn everything you ever wanted to know about Citywide Training Center programs and course offerings.

REGISTRATION

TRAINING EXPO events are open to all agency staff. There is no cost to attend, but attendees must pre-register through their agency training liaisons. Registration requests will be accommodated on "first-come, first-served" basis.

LOCATION

TRAINING EXPO events and activities take place at the DCAS Citywide Training Center, 2 Washington Street in Lower Manhattan.

Citywide Training Center TRAINING EXPO 2008

September 10—17

Something for everyone:

- Desktop E-Learning
- Excellence in Customer Service
- Forensic Auditing
- Going "Green"
- IT Professional Courses and Certification Opportunities
- Managing E-Mail in Outlook
- New Approaches to Problem Solving
- Special Sneak-Preview Workshops
- Writing Better Business Letters

CITY OF NEW YORK

Department of Citywide
Administrative Services

Michael R. Bloomberg
Mayor

Martha K. Hirst
Commissioner



The 2008 Citywide Training Center EXPO

Wednesday, September 10

9:00a.m. – 12:30p.m.

Desktop E-Learning

Target Audience: All Employees

Computer based E-Learning allows participants to access computer training without leaving the office. This state-of-the-art course delivery allows participants to take charge of learning – at their own pace – whether it's learning a new computer application or honing in on specific skill areas as "refresher." Join us to test one or more of the course titles available in this exciting learning format including: Microsoft Office, Crystal Reports, Windows, Network Security, software development, Enterprise Database Systems, web design, customer service, communication, leadership skills, administration, strategic planning and more.

9:00a.m. – 12:30p.m. (Session I), 1:30p.m. – 5:00p.m. (Session II)

Giving the Customer Service You'd Expect

Target Audience: All customer service personnel

Customer care is more than applying the requisite skills and techniques of good customer service. It is also instilling within your team the motivation and desire to want provide the best customer service possible. At this EXPO session you'll see how motivation can be a driving force to inspire excellence in service delivery. You'll discover 10 key strategies for giving the customer service you'd expect.

9:00a.m. – 12:30p.m.

Visual Thinking: A New Approach to Problem Solving

Target Audience: Managers, supervisors, and project managers

Any problem can be made clearer with a picture, according to Dan Roam, author of the best-seller *The Back of the Napkin*. No artistic talent required! If you can tell a circle from a square, you can use visual thinking skills to sharpen your problem-solving skills and sell your ideas within your agency.

10:00a.m. – 12:00p.m.

IT Professional Training: Development/Programming

Target Audience: IT Professionals

Get a close up look at the large array of new IT training courses that lead to certification opportunities in the area of development/programming for IT professionals including: VB.NET, .NET Framework 2.0 web application, and JavaScript fundamentals.

1:30p.m. – 5:00p.m.

Coaching to Make a Difference

Target Audience: Managers, supervisors, and team leaders

Does coaching make a difference? Everyone tells you that coaching is the answer. The answer to what? In this EXPO session you will experience a model that will show you how a "coaching approach" is really different from how you manage now—and how you can encourage employee commitment and motivation.

Thursday, September 11

9:00a.m. – 12:30p.m.

Resolving Conflict without Losing Your "Cool"

Target Audience: All Employees

What are the causes of conflict in the workplace? Would you like to learn ways to communicate your feelings and resolve conflict without losing your "cool"? Join us at this EXPO session to look at why there is workplace conflict, explore your conflict resolution styles, and put in to practice some tried and true communication essentials for calmly and rationally resolving conflict.

9:00a.m. – 12:30p.m.

Top Tips for Managing E-mail (and more!) in Outlook

Target Audience: All Employees

Join us for a fast-paced workshop designed to help you discover (or rediscover) the integrated solutions Microsoft Office Outlook provides to help to manage the time and information by connecting people across boundaries while controlling the information that reaches your e-mail inbox. Whatever your current experience level is — Outlook can deliver innovations to quickly search communications, organize the work and better share information with others.

10:00a.m. – 12:00p.m.

IT Professional Training: Help Desk

Target Audience: IT Professionals

Get a close up look at the large array of new IT training courses that lead to help desk certification opportunities for IT professionals including: A+, Network+, Security +, MCDST, and MCTS: Windows VISTA Configuration.

Friday, September 12

9:00a.m. – 12:30p.m.

Desktop E-Learning

Target Audience: All Employees [See full description from September 10]

9:00a.m. – 12:30p.m.

Resolving Conflict without Losing Your "Cool"

Target Audience: All Employees [See full description from September 11]

9:00a.m. - 12:30p.m.

Working with You is Killing Me

Target Audience: All Employees

Do you have the tools to change uncomfortable, unhealthy work relationships? Do you need to "unhook" yourself from destructive patterns that sometimes develop among co-workers? Join us at this workshop where we'll view the video, *Working with You is Killing Me*, based on the best-selling book of the same title by Katherine Cowley and Kathi Elster. In this session you'll get an overview of communication and attitudinal techniques to set boundaries and control your reactions to co-workers who cross them.

10:00a.m. – 12:00p.m.

IT Professional Training: Project Management

Target Audience: IT Professionals

Get a close up look at the large array of IT training courses that lead to certification opportunities in project management for IT professionals including: ITIL: Foundation Certification - Boot Camp and P.M.P: Certificate in Advanced Project Management.

1:30p.m. – 5:00p.m.

Games People Play: Using Games to Teach and Coach

Target Audience: Managers, supervisors, and team leaders

Board games designed to teach workplace skills are a fun and creative way to impart knowledge and improve performance. Join us to play some competitive board games that promote emotional control, teamwork, leadership behaviors and effective communication. See if you can inspire your team to meet its goals with "Take me to Your Leader" or go "From Rage to Reason" to score a victory in the workplace.

The 2008 Citywide Training Center EXPO

Monday, September 15

9:00a.m. – 12:30p.m.

Grammar Update: I didn't know you could say that!

Target Audience: All Employees

You've probably noticed that not all the grammar rules you learned in school are in force these days. Our grammar expert will point out some grammar and punctuation rules that have changed and highlight those that haven't! You'll review the ten most frequently made errors and learn how to banish them from your writing.

9:00a.m. – 12:30p.m.

POWERPLAY: "Improv" Techniques for Making Your Quality of Work Life Better

Target Audience: All Employees

Have you ever wondered why some people are more positive and demonstrate higher energy than others? Can "acting it out" make it a reality? Research has shown that making positive mental choices on a daily basis can improve the quality of your work-life. Learn to improve your own ability to make great choices and decisions about your attitude and enthusiasm under the daily pressures of your job through improvisational theater techniques.

10:00a.m. – 12:00p.m.

IT Professional Training: Networking/Security/Wireless

Target Audience: IT Professionals

Get a close up look at the large array of IT training courses that lead to certification opportunities in the areas of networking/security/wireless for IT professionals including: MCTS: Exchange Server 2007-Boot Camp, MCTS: SQL Server 2005-Boot Camp, CEH: Certified Ethical Hacker-Boot Camp, CHFI: Computer Hacking Forensic Investigator-Boot Camp, CCDA: Cisco Certified Design Associate, CWLF: Cisco Wireless LAN Fundamentals, CWLAT: Cisco Wireless LAN Advanced Topics, and CCNA: Cisco Certified Network Associate.

1:30p.m. – 5:00p.m.

Desktop E-Learning

Target Audience: All Employees [See full description from September 10]

1:30p.m. – 5:00p.m.

Getting Others to "HUAA" – Hear, Understand, and Acknowledge

Target Audience: Managers, supervisors, and team leaders

Is the mission of your message accomplished? Are you achieving the results you want? Spend some time learning and practicing how you can better engage the recipients of your messages to ensure your communication is heard, understood, and acknowledged.

1:30p.m. – 5:00p.m.

Would You Put That in Writing?

Target Audience: All Employees

You just presented an idea to your director. He liked it and asked you to put it in writing. Where do you start? How long should your piece be? How much detail should you include? You'll learn to use the four building blocks of persuasive writing to plan, flesh out, and write a persuasive memo. You'll receive tips to be your guide for the next time you are asked to "put it in writing."

Tuesday, September 16

9:00a.m. – 12:30p.m.

Embracing the Complexities of Change

Target Audience: All Employees

This Expo session will focus on the cycles of change – what to expect and how to embrace the resistance, experimentation, and emotions that are part of the journey. It will also explore the inherent contradictions of implementing change and deal with reducing magical thinking while increasing adaptation and resilience.

9:00a.m. – 12:30p.m.

Forensic Auditing: Are You Up to Speed?

Target Audience: Audit Professionals

Should there be a case of fraud in your agency, will the first question that is asked be "Where was the auditor? That was the question asked in one of the biggest frauds ever involving a metropolitan government. What would you answer be? This EXPO session for audit professionals will examine some old and new tools you can use in your efforts to not only detect and prevent fraud, but to persuade management of the need to take preventive actions. Join us to learn about the role of forensic auditing in preventing and detecting fraudulent activities. Earn 2 CPEs

9:00a.m. – 12:30p.m.

What Does "Green" Mean?

Target Audience: All Employees

"Green" is everywhere—Going Green—Turning Green—Being Green. It has become a noun, a verb, and an adjective. So what does "green" mean to you? What are the impacts on you and your workplace? This EXPO session takes a broad look at the GREEN initiative and its effects. Discover actions you can take to develop a personal "Green Plan."

1:30p.m. – 5:00p.m.

Developing the New Generation in the Public Sector Workforce

Target Audience: Leaders, managers, and agency personnel officers.

"Succession Planning" is not the new buzz-word. As a leader, are you sharing your knowledge and expertise with the new generation in the City's workforce? This session will show this generation of public sector leaders what they need to know about succession planning and how to prepare for and share their knowledge and expertise with the new generation of civil service employees.

Wednesday, September 17

9:00a.m. – 12:30p.m.

Games People Play: Using Games to Teach and Coach

Target Audience: Managers, supervisors, and team leaders [See full description from September 12]

9:00a.m. – 12:30p.m.

The Structure of Magic: Fundamentals of NLP

Target Audience: Managers, supervisors and project managers

Understanding and mastering the basics of Neuro Linguistic Programming (NLP) will take your communications to an entirely new level. This EXPO session introduces the "magic" and excitement of NLP, breaking it down to easily understood principles. We will look at three fundamental representational systems, eye movements and what they mean, and how we can influence with integrity. With some practice, you can improve your ability to communicate effectively.

1:30p.m. – 5:00p.m.

Working with You is Killing Me

Target Audience: All Employees [See full description from September 12]

CTC TRAINING EXPO 2008

REGISTRATION FORM

Return this completed form to your Agency Training Liaison for processing

Please Print:

Last Name First Name

Employee Reference Number

Agency Bureau

Day Phone

E-mail

Registration is on a "first-come, first served" basis. Participants may attend only the Expo events for which they have received a registration confirmation.

ATTENTION: AGENCY TRAINING LIAISON

Liaison must fax this form to DCAS CTC

212-313-3439

by

Tuesday, August 19, 2008.

For further information, contact:

212-487-5600

Please Print: Name of Agency Training Liaison

Signature Approval by Agency Training Liaison Date

E-Mail

Phone

Please check the events you wish to attend:

WEDNESDAY, SEPTEMBER 10

9:00a.m. – 12:30p.m.

- Desktop E-Learning
- Giving the Customer Service You'd Expect (Session I)
- Visual Thinking: A New Approach to Problem Solving

10:00a.m. – 12:00p.m.

- IT Professional Training: Development/Programming

1:30p.m. – 5:00p.m.

- Coaching to Make a Difference
- Giving the Customer Service You'd Expect (Session II)

THURSDAY, SEPTEMBER 11

9:00a.m. – 12:30p.m.

- Resolving Conflict without Losing Your "Cool"
- Top Tips for Managing E-mail (and more!) in Outlook

10:00a.m. – 12:00p.m.

- IT Professional Training: Help Desk

FRIDAY, SEPTEMBER 12

9:00a.m. – 12:30p.m.

- Desktop E-Learning
- Resolving Conflict without Losing Your "Cool"
- Working with You is Killing Me

10:00a.m. – 12:00p.m.

- IT Professional Training: Project Management

1:30p.m. – 5:00p.m.

- Games People Play: Using Games to Teach and Coach

MONDAY, SEPTEMBER 15

9:00a.m. – 12:30p.m.

- Grammar Update: I didn't know you could say that!
- POWERPLAY: "Improv" Techniques for Making Your Quality of Work Life Better

10:00a.m. – 12:00p.m.

- IT Professional Training: Networking/Security/Wireless

1:30p.m. – 5:00p.m.

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- Getting Others to "HUAA" – Hear, Understand, and Acknowledge
- Would You Put That in Writing?

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- Embracing the Complexities of Change
- Forensic Auditing: Are You Up to Speed?
- What Does "Green" Mean?

1:30p.m. – 5:00p.m.

- Developing the New Generation in the Public Sector Workforce

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- The Structure of Magic: Fundamentals of NLP

1:30p.m. – 5:00p.m.

- Working with You is Killing Me