



## Core Skills Training Courses

### **Accountability**

Course in development

### **Assertiveness**

In this class, you will learn the key characteristics of assertiveness, passiveness and aggressiveness as communication styles. Focus will be on understanding how to be more assertive, using words, voice and body language. You will increase your level of assertiveness in everyday work scenarios, including making requests, disagreeing, giving bad news, and saying no.

### **Business Writing**

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### **Change Management**

Course in development

### **Communication**

Course in development

### **Customer Service**

Taking C.A.R.E. of Ohio

Whether at home or at work, anytime we interact with another person or group of people, we are obligated to exercise some level of customer service.

In this course, you'll discover a different way of looking at and approaching customer service. The tools and techniques presented take an inside-out approach to taking care of Ohio and that includes you!

### **Emotional Intelligence**

EQ will improve your self-awareness about emotional and social intelligence. It will enable you to evaluate your own emotional intelligence and its impact on your life and work.

### **Ethics and Integrity**

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**Generations and Diversity**

The workplace is very diverse from gender to culture to generations. You will be introduced to ways of understanding and talking about human differences, which will promote healthy relationships and growth of interpersonal understanding and appreciation.

**Myers-Briggs Type Indicator**

This course will introduce you to the Myers-Briggs Type Indicator (MBTI) to assist in gaining valuable insight into your preferences and how these preferences affect your approach to work and life in general.

**Presentation Skills**

This class will reinforce the truth that even the best idea can be lost in poor presentations. You will be provided the opportunity to practice effective presentations and to give and receive feedback.

**Project Management Overview**

This will prepare you with all the core competencies to be able to manage projects regardless of the type, size or complexity of the project.

**Responding To Conflict**

Handling conflict will help you identify your own "hot buttons" and provide strategies to help you respond in an appropriate manner when your "hot buttons" are pushed. Other topics covered will include: Resolving conflict by learning how to listen; finding positive ways to handle stress and conflict.

**Team Effectiveness**

Participants will learn how to use MBTI to form high performing teams, different styles of communication needed to produce good teams, how to respect different types of styles of team players. Must complete the Myers-Briggs Type Indicator class before enrolling in this class.

**Time Mastery**

Time Mastery will provide you with a complete, self-directed assessment of current time management effectiveness using the nationally recognized DISC® Time Mastery Profile.

**Working in Public Sector**

Course in development