

## AT A GLANCE SCHEDULE BY COURSE DATE

MONTH	DATES OFFERED	COURSE	PAGE
<b>JULY</b>	23	Communication Skills for the Workplace (Optum)	41
	26	Children and Stress (Optum)	41
	26	Stress: Putting it to Rest (OEAP)	50
	27	Customer Service: Taking C.A.R.E. of Ohio	43
<b>AUG.</b>	3	Time Management	51
	7	Emotional Intelligence	44
	10	Customer Service in a Compliance Environment	42
	14	Trauma Informed Care (TIC)-Creating Environments of Resiliency and Hope (OMHAS)	51
	17	Communications and Difficult Conversations	41
	22	Actively Engaged in My Performance	40
<b>SEPT.</b>	7	Is Supervising for Me?	46
	13	Respect and Positive Interaction in the Workplace (Optum)	49
	14	Customer Service 101	42
	19	Assertiveness	40
	20	Confronting Workplace Violence and Bullying (OEAP)	41
	25	Violence in Schools (Optum)	51
<b>OCT.</b>	4	Position Description Writing	48
	16	More than a Bad Day: Mental Health Concerns in the Workplace (OEAP)	47
	17	Moving from Diversity to Inclusion	47
	18	Managing Stress for Success (Optum)	47
	18 and 19	Instructional Skills Training for New Trainers (two-day course)	45
	31	Organizational Change Management	48
<b>NOV.</b>	6	Dealing with Challenging People (Optum)	43
	9	Sexual Harassment Awareness and Prevention for Management (EOD)	49
	14	Trauma Informed Care (TIC)-Creating Environments of Resiliency and Hope (OMHAS)	51
	15	Stress: Putting it to Rest (OEAP)	50
	28	Actively Engaged in My Performance	40
<b>DEC.</b>	5	Emotional Intelligence	44
	6	Customer Service: Taking C.A.R.E. of Ohio	43

## AT A GLANCE SCHEDULE BY COURSE DATE

MONTH	DATES OFFERED	COURSE	PAGE
<b>JAN.</b>	10	The Jerk at Work: Bullying in the Workplace (OEAP)	50
	17	Is Supervising for Me?	46
	24	Conquering Fear and Anxiety (Optum)	42
	30	Assertiveness	40
<b>FEB.</b>	5	Managing Multiple Priorities to Maximize Your Day (Optum)	46
	7	Customer Service in a Compliance Environment	42
	8	Time Management	51
	14	Your Healthy Heart (Optum)	51
	21	Life Matters: Suicide Awareness (OEAP)	46
	26	Communications and Difficult Conversations	41
	28	Emotional Intelligence	44
	<b>MARCH</b>	13	Customer Service: Taking C.A.R.E. of Ohio
19		Emotional Eating (Optum)	44
20		Trauma Informed Care (TIC)-Creating Environments of Resiliency and Hope (OMHAS)	51
21		Stress: Putting it to Rest (OEAP)	50
27		Actively Engaged in My Performance	40
28 and 29		Instructional Skills Training for New Trainers (two-day course)	45
<b>APRIL</b>		5	Moving from Diversity to Inclusion
	11	Position Description Writing	48
	12	Customer Service 101	42
	16	Confronting Workplace Violence and Bullying (OEAP)	41
	18	Improving Communication Skills for Employees (Optum)	45
	<b>MAY</b>	1	Organizational Change Management
7		Is Supervising for Me?	46
10		Actively Engaged in My Performance	40
10		Sexual Harassment Awareness and Prevention for Management (EOD)	49
14		Dealing with Negativity in the Workplace (Optum)	43
14		Stress: Putting it to Rest (OEAP)	50
<b>JUNE</b>		7	Communications and Difficult Conversations
	7	Emotional Intelligence	44
	11	The Jerk at Work: Bullying in the Workplace (OEAP)	50
	13	Creating Passion (Optum)	42
	21	Assertiveness	40