

Support Staff Training

2005-2006

Office of Staff Development
MONTGOMERY COUNTY PUBLIC SCHOOLS
12900 Middlebrook Road, Germantown, Maryland 20874
301-353-8556

The Office of Organizational Development announces Supporting Services training for school year 2005/2006. In partnership with Montgomery County Government, MCPS has greatly expanded training opportunities for support staff in the areas of organizational development, diversity studies, and career planning. Register for classes on the IMS, and please remember to check with your supervisor before planning your training.

BUSINESS ENGLISH GRAMMAR

Build skills to project a professional image, on paper and orally, by using appropriate language without errors in grammar, usage, and punctuation. This class is a prerequisite to Proofreading and Effective Writing. A one-day class for clerical staff. Oct. 6, Feb. 2, or Mar. 9, 9am-4pm; Julius West Middle School

BUSINESS ETIQUETTE AND PROFESSIONALISM

Designed to help guide participants through the subtleties of current business etiquette and to help participants develop an enhanced professional image Offered by Montgomery County Government in partnership with MCPS. A one-day class for all support staff. Apr. 11, 9am-4pm; The Red Brick Court House at 29 Courthouse Square, Rockville, 20850

CHALLENGING CUSTOMERS

*Develop a better understanding of the importance of the employee's role as a helper to the public. Learn skills and techniques for resolving confrontational situations with internal **and external customers.** Offered by Montgomery County Government in partnership with MCPS. A one-day class for all support staff. Dec. 6, or Apr. 20, 9am-4pm; The Red Brick Court House at 29 Courthouse Square, Rockville 20850*

COACHING AND DEVELOPING EMPLOYEES

*This workshop will provide managers and supervisors with an understanding of coaching in today's environment. **NEW!!** A half-day class for support staff supervisors only. Dec. 15 or Apr. 27, 9 am-noon; The Red Brick Court House at 29 Courthouse Square, Rockville 20850*

CONVERSATIONAL SPANISH

Learn conversational skills to help you communicate with Spanish-speaking students, parents and staff. For staff with minimal or no Spanish skills. For all support staff. (dates and times to be announced in the Bulletin)

CONVERSATIONS ON RACE AND CULTURE RELATIONS

This combination conversation/workshop will be an opportunity for participants to ask questions, receive answers, and build skills to work more effectively with our diverse workforce. Offered by Montgomery County Government in partnership with MCPS. A half-day class for all support staff. Dec. 14 or May 10, 1-4 pm; The Red Brick Court House at 29 Courthouse Square, Rockville 20850

CREATIVE PROBLEM SOLVING FOR THE PROFESSIONAL

Through facilitator-led discussions and exercises, participants will learn the principles of basic creativity as well as techniques for effective problem solving. NEW!! Offered by Montgomery County Government in partnership with MCPS. A one-day class for supporting services supervisors only. Dec. 13 or Apr. 19; The Red Brick Court House at 20 Court House Square 20850

CROSS-CULTURAL COMMUNICATION

Enhance your effectiveness in communicating with individuals and groups from diverse cultures, and practice skills to become a more positive influence in the workplace. A one-day class for all support staff. Oct. 27 or Mar. 22, 9 am-4pm; Julius West MS

CROSS-GENERATIONAL DIFFERENCES

Uncover some of the characteristics, patterns, myths and assumptions about the different generations that comprise our workforce. Examine why the generations see things differently. Learn skills to effectively manage generational differences in the workplace. Offered by Montgomery County Government in partnership with MCPS. A one-day class for all support staff. June 13, 9am-4pm; The Red Brick Court House at 29 Courthouse Square, Rockville 20850

DELIVERING UNBEATABLE CUSTOMER SERVICE OVER THE PHONE

The title says it all. Offered by Montgomery County Government in partnership with MCPS. An all-day class for all support staff. Oct. 28, Feb.23, or May 23, 9am-4pm; The Red Brick Court House at 29 Court House Square, Rockville 20850

DEVELOPING A PROFESSIONAL PORTFOLIO

Participants will use the seven competencies of our new Supporting Services Professional Growth System to organize and archive a variety of artifacts that demonstrate professional growth and accomplishment. A half-day class for all support staff. Dec. 8 or Apr. 27, 9 am-noon; Julius West MS

EFFECTIVE WRITING

Learn a systematic approach to producing top quality results in a time efficient manner. A two-day class for support staff who have completed Business English Grammar and Proofreading and are expected to write memos, articles, or reports. Nov. 28 & Dec. 5, or Apr. 19 & May 3; Century 21, Room A

FRAMEWORK FOR UNDERSTANDING POVERTY

Research indicates that children and adults form different socioeconomic groups organize their lives based on different "rules for living". This module will explore research-based strategies for working effectively with children and adults from poverty. A two-day class for all support staff. Nov. 17 & 18, or May 4 & 5, 9 am-4 pm; Julius West MS

FRONT-LINE SERVICE

Learn about the critical role that each employee plays in the delivery of customer service to internal and external customers and become familiar with the foundations of good customer service. A one-day class for front office staff. Dec. 7 or Mar. 21, 9 am-4 pm; Julius West MS

GENDER COMMUNICATION IN THE WORKPLACE

Examine the issues facing both men and women in the workplace. Discover how people and organizations develop their awareness of gender issues. Overcome stereotypes and learn how accept gender differences in ways that benefit the organization. Offered by Montgomery County Government in partnership with MCPS. A one-day class for all support staff. Dec. 8 or May 24, 9 am-4 pm; the Red Brick Court House at 29 Court House Square, Rockville 20850

GIVING CONSTRUCTIVE FEEDBACK FOR IMPROVED PERFORMANCE

This workshop is designed to provide the skills needed to give feedback to employees during a counseling or disciplinary meeting. NEW!! Offered by Montgomery County Government in partnership with MCPS. A one-day class open to supporting services supervisors only. Dec. 1, Feb. 28, or Jun. 8, 9 am-noon; The Red Brick Court House at 29 Courthouse Square, Rockville 20850

INTERPERSONAL COMMUNICATION SKILLS FOR SUPERVISORS

This course will provide insights and skills that will enhance participants' working relationships with their employees, peers, and supervisors. NEW!! Offered by Montgomery County Government in partnership with MCPS. A two-day class open to supporting services supervisors only. Nov. 2 & 9, or May 25 & June 1, 9 am-4 pm; The Red Brick Court House at 29 Courthouse Square, Rockville 20850

INTERVIEWING FOR SUCCESS

Learn the art of interviewing. In this seminar, we will discuss how to prepare for the interview, questions you may encounter, creating a positive impression, and what questions you should ask a prospective employer. Effective follow-up techniques will also be covered. A two-hour class for all support staff. Oct.21, or Apr. 28, 10 am –noon; Commission for Women Counseling and Career Center, 401 N. Washington St., Rockville 20850

HIGH IMPACT RESUMES

An important tool in your career is a resume that is best suited to your needs and experience. Resume formats, cover letters, and references will be included in this two-hour seminar. Information on electronic resumes and letters will also be presented. Offered by Montgomery County Government in partnership with MCPS. For all support staff. Oct. 14, or Apr. 21, 10 am-noon; Commission for Women Counseling and Career Center, 401 N. Washington St., Rockville 20850

LISTENING AND MEMORY

With the vast amount of oral communication to which individuals are exposed each day, everyone needs more effective listening and retention skills. This training will strengthen the ability of each participant to listen more productively and increase memory recall. A one-day class for all support staff. Oct. 11 or Feb.28, 9 am-4 pm; Julius West MS.

MANAGING CHANGE

This session focuses on ways to consider change, and how to create strategies for working through resistance to change personally, organizationally, and as a team. NEW!! A one-day class for all support staff. Nov.30, 9 am-4 pm; Julius West MS

MANAGING CONFLICT

*Become aware of ways to approach conflict that yield positive results. Practice skills for bringing differences out in the open, expand your ability to give and receive feedback, and develop communications strategies that can turn workplace disputes into gains. A **one-day class** for all support staff. **Nov.16, or Mar.2, 9 am-4 pm; Julius West MS***

MANAGING TIME, TASKS AND PRIORITIES

*Learn how to manage hectic, work-filled schedules, prioritize tasks, track multiple projects, meet deadlines, and, in general, get things done. Offered by Montgomery County Government in partnership with MCPS. A **one-day class** for all support staff. **Oct. 25, or May 11, 9 am-4 pm; The Red Brick Court House at 29 Courthouse Square, Rockville 20850***

REGULAR EDUCATION PARAEDUCATOR CAREER LADDER TRAINING

*This course will provide paraeducators with instructional strategies they can use to assist teachers in the improvement of teaching and learning. Focus areas will include creating a positive classroom environment, effective instructional strategies, curriculum revisions, planning for instruction, and assisting students with special learning needs. **This training is available to Regular Education Paraeducators for registration on the IMS. Special Education Paraeducators will receive individual invitations to similar training that is designed especially for them. These invitations are based on seniority. (dates and times to be announced in the Bulletin)***

POLLUTION PREVENTION

*Broaden your knowledge of pollution prevention. Familiarize yourself with environmental laws and regulations. Learn techniques that enable us to reduce chemical exposure, conserve natural resources, save money, and reduce the amount of waste generated. Offered by Montgomery County in partnership with MCPS. A **two-hour class** for all support staff. **Sept. 30, Oct. 28, Dec. 16, Mar. 10, Apr. 21, or May 19, 10 am-noon; The Red Brick Court House at 29 Courthouse Square, Rockville 20850***

PROOFREADING

*Supplement basic knowledge of grammar and punctuation learned in Business English Grammar. Learn practical methods for proofreading and editing to improve skills and reduce errors. A **one-day class** for support staff who have completed Business English Grammar. **Nov.3 (Century 21, Room A), Feb. 22(Julius West MS), or Mar.30 (Century 21,Room B), 9 am-4 pm***

STRESSING THE POSITIVE: MANAGING YOUR JOB RESPONSIBILITIES

*Learn techniques for creatively managing stress to enhance work and personal competencies and thereby increase job productivity and satisfaction. A **half-day class** for all support staff. **Oct.18, or Apr.5, 9 am-noon; Julius West MS***

THE EFFECTIVE SUPERVISOR

*Participate in a professional development activity that will present concepts, skills, and practices to enable supervisors to lead employees to achieve higher quality results. A **four-day class** for supporting services supervisors/managers. **Oct. 24, 25, Nov. 8, &10, 9 am-4 pm; Julius West MS***

TOASTMASTERS

*Toastmasters is a communications and leadership organization, operating nationally and internationally. Toastmasters Club offers opportunities to expand your communication skills, develop leadership skills, meet other County employees, and network. Offered by Montgomery County Government in partnership with MCPS. **1st and 3rd Wednesday, noon to 1:00 p. m. (Location: Red Brick Court House in Rockville)***

TODAY'S DIVERSE WORKPLACE

This course is designed to help participants understand their roles in creating a work environment in which differences are viewed as assets. Communication and style differences are addressed as well as the ways bias, assumptions, and stereotypes can interfere with an employee's ability to participate fully in a diverse workforce. Offered by Montgomery County Government in partnership with MCPS. A one-day class for all support staff. Nov. 18 or Jun. 29, 9 am-4 pm; The Red Brick Court House at 29 Courthouse Square, Rockville 20850

WRITING SKILLS FOR MANAGERS

This class is a must for any manager who is expected to produce effective written communications. Participants will learn how to plan writing objectives, organize material, and write clear sentences—all in less time. Twelve hours over four mornings, this class is open to supporting services supervisors only. May 9, 11, 16, & 18, 9 am – noon; The Red Brick Court House at 29 Courthouse Square, Rockville 20850

If you are unable to attend a class for which you are registered, please remember to go into IMS to drop the class officially, so that someone else can attend in your place.

Contact the Office of Organizational Development at 301-353-8556 if you have additional questions.

See Page 6 for IMS Instructions.

***To Register on the IMS (Instructional Management System):
New Instructions as of Sept. 27, 2005***

1. You will need an IMS user I.D. and password. If you don't have these, check with the Help Desk at 301-517-5800.
2. Go to the MCPS Home Page.
3. Click on the "For Staff" tab near the top, right of screen.
4. On the "Staff" page, look in the middle column and click on "Instructional Management System".
5. The next screen will say "Instructional Management System" across the top. On the left hand side, find the heading "Connect To..." Click on the first item under this heading, "IMS". Wait for the next screen.
6. Type in your user name and password. (Call the help desk if you have trouble with this.) You'll see your name at the top of the next screen.
7. Click on "Basics" and a menu will drop down. Click on "Staff Development Registration" near the bottom of the "Basics" menu.
8. On the next menu, select SD Course Catalog.
9. On the "Course Catalog" screen, click "Office of Organizational Development". The course listings will come up. (Tip: All the support staff training titles begin with the phrase "Supporting Services." Scroll down till you see them.)
10. When you find the course you want, click on the course title. Available sections will become visible. Click on the section you want. More detailed information about the section will become visible. If you want to look at other sections before you make up your mind, simply click on the "Back" button in the upper left of your tool bar, and select another section.
11. When you are ready to register, click the "Register" button at the top of the page.
12. At the top of the "Add Class to Schedule" screen click on "Add".
13. You will receive confirmation e-mail at the e-mail address you entered in your account information.
14. If you want to print the section page, click on "Back" till you find the page you want to print. Click on "Print Preview" at the bottom. Then click on "File" in the upper left on the tool bar. Then click on "Print". When the dialogue box appears, click "Print" again.

To Drop an MCPS Class:

1. Follow the above instructions to "Staff Development Registration".
2. Click on "My Current Courses"
3. When your current courses appear, find the class you want to drop and click on the "D" button to drop the class.
4. Click on the "Delete" button. Select "yes" when you are prompted "Are you sure you want to drop this class?"