

## Professional Development Opportunities for Supporting Services FY 10

Category	Title	Addresses which Core Competencies	Description	Dates	Time	Location (see Training Locations list on web page)
Organizational Development	Behavior Management for Paraeducators	1, 2, 5, 7	<p><b>For Paraeducators Only.</b> Hone your skills in supporting classroom management through an exploration of research-based management strategies. Emphasis will be placed on proactive strategies which help to prevent discipline problems from occurring in the first place. Many of these strategies will be modeled for participants during this interactive session.</p>	Oct. 27 Nov. 6 Dec. 1 Mar. 2 Apr. 9 May 13	8:30 – 11:30 am 9 am – noon 9 am – noon 9 am – noon 9 am – noon 8:30 – 11:30 am	EGC URSC, 3 <sup>rd</sup> Floor URSC, 3 <sup>rd</sup> Floor URSC, 3 <sup>rd</sup> Floor URSC, 3 <sup>rd</sup> Floor EGC
	Business English Grammar	2, 5	<p>Build skills to project a professional image, on paper and orally, by using appropriate language without errors in grammar, usage, and punctuation.</p> <p>This class is a prerequisite to Proofreading and Effective Writing. A 1-day class <b>for office workers.</b></p>	Feb. 11 Apr. 7	9 am – 4 pm 9 am – 4 pm	EGC EGC
	Challenging Customers	3, 4, 5, 7	<p>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.</p>	Feb. 17 May 5	9 am – 4 pm 9 am – 4 pm	URSC, 1 <sup>st</sup> Floor URSC, 1 <sup>st</sup> Floor
	Creating a Positive Work Environment	3, 4, 5, 7	<p>A positive work environment is essential to achieving professional success. Interactions at work are numerous, complex and sometimes difficult. Attend this training in order to enhance the quality of your work experience. Learn tips and strategies for building a work environment that is positive, cohesive, and inspiring.</p>	Dec. 1 Apr. 15 May 25 June 8	8:30 – 11:30 am 8:30 – 11:30 am 8:30 – 11:30 am 8:30 – 11:30 am	EGC EGC EGC EGC

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	Delivering Unbeatable Customer Service over the Phone	1, 5, 7	Enhance your skills in developing and maintaining relationships with customers on the telephone. Communicate professionalism to increase customer satisfaction.	Oct. 28 Jan. 8 May 14	9 am – 12 pm 9 am – 12 pm 9 am – 12 pm	RBCH URSC, 1 <sup>st</sup> Floor URSC, 1 <sup>st</sup> Floor
	Emotional Intelligence	3, 4, 5	This highly interactive workshop's goal is to improve employees' interpersonal relationships by utilizing EI skills. The session is designed to develop methods for identifying and solving communication issues with other employees and external people.	Nov. 9 Mar. 9	9 am – 4 pm 9 am – 4 pm	C-21, A C-21, B
	Four Steps to Better Workplace Relationships	3, 4, 5,	This session discusses the importance of workplace relationships and suggests four practical strategies for strengthening them to reduce conflict improve teamwork and increase job satisfaction.	Oct. 13 Feb. 8 Mar. 23 May 18	8:30 – 11:30 am 8:30 – 11:30 am 8:30 – 11:30 am 8:30 – 11:30 am	EGC EGC EGC EGC
	Listening and Memory	4, 5	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 professionals.	Feb. 10 May 5 May 26	9 am – 4 pm 9 am – 4 pm 9 am – 4 pm	EGC EGC EGC
	Making the Most of Your E-mail	2, 3, 4, 5	Are you inundated with email? Managing today's seemingly endless flow of email is a time-consuming challenge for modern professionals. Learn how to manage email effectively and painlessly. This class focuses on controlling incoming and outgoing email, writing clear and relevant messages, and using email etiquette. Discover how to reclaim	Nov. 4 Apr. 21	8:30 – 11:30 am 8:30 – 11:30 am	EGC EGC

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			the precious time previously wasted on handling email and get back to work!			
	Managing Conflict	3, 4, 5, 7	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 professionals.	Nov. 11 Mar. 17 May 5	9 am – 4 pm 9 am – 4 pm 9 am – 4 pm	EGC EGC EGC
	MCPS Style Guide: Punctuation	5	This new six-hour class is a review of the rules of punctuation using the MCPS Style Guide as the reference. An excellent opportunity to brush up on this essential writing skill. <b>Now a full day class for secretarial staff.</b>	Mar. 3 May 6 May 19	9 am – 4 pm 9 am – 4 pm 9 am – 4 pm	EGC EGC EGC
	Positive Communication: Defusing Difficult Situations	3, 4, 5, 7	We have all experienced conversations gone wrong. In the aftermath we wish we could have prevented a heated and hurtful exchange. By using positive words, open body language, and effective listening skills we can increase the likelihood of a win-win solution.	Dec. 8 Feb. 24 May 4	8:30 – 11:30 am 8:30 – 11:30 am 8:30 – 11:30 am	EGC EGC EGC
	Problem Solving in Today's Workplace	3, 7	Mastering problem solving skills contributes to an efficient and productive workplace. The greatest challenge sometimes is just identifying the problem and understanding its root causes. This workshop will provide participants with knowledge, tools, and techniques to identify, understand, and solve everyday problems.	Oct. 28 Mar. 18	8:30 – 11:30 am 8:30 – 11:30 am	EGC EGC
	School Finance Basic Training	1, 2, 6, 7	This class delivers an overview of the	Oct. 19 Jan. 29	9 am – 4 pm 9 am – 4 pm	URSC, LTR URSC, LTR

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			many facets of school finance including funding sources, roles and responsibilities, chart of accounts, receipts and disbursements, bank reconciliations, and audits. Packed with hands on activities, it is designed with the needs of both veterans and beginners in mind.	June 24	9 am – 4 -pm	URSC, LTR
	School Finance for Aspiring Financial Agents		This class will deliver an overview of the roles and responsibilities of the school financial agent and basic management of funds.	Oct. 26 Feb. 2	9 am – noon 9 am – noon	URSC, LTR URSC, LTR
	Stressing the Positive	3, 4, 5	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 professionals.	Oct. 20 Mar. 9 Apr. 14	8:30 – 11:30 am 8:30 – 11:30 am 8:30 – 11:30 am	EGC EGC EGC
	Tact and Diplomacy	3, 4, 5, 7	Even in a positive work environment, misunderstandings sometimes occur. How you handle an office dilemma can impact your future working relationships with coworkers and managers. Respect and etiquette have an important role in diplomatic relations. Attend this seminar to learn communication skills to become a “career diplomat” and build productive relationships to meet goals.	Nov. 3 Feb. 18 Mar. 16 May 21	8:30 – 11:30 am 8:30 – 11:30 am 8:30 – 11:30 am 8:30 – 11:30 am	EGC EGC EGC EGC
Supervisory Training	Interpersonal Communication Skills for Supervisors (2-day class)	2, 4, 5	This course will provide insights and skills that will enhance participants' working relationships with their employees, peers, and supervisors. A two-day class <b>open to supporting services supervisors only.</b>	Nov. 12 & 19 Mar. 5 & 12	9 am – 4 pm 9 am – 4 pm	URSC, 1 <sup>st</sup> Floor URSC, 1 <sup>st</sup> Floor

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	The Effective Supervisor ( 4-day class)	2, 3, 5, 7	Participate in a professional development activity that will present concepts, skills, and practices to enable supervisors to lead employees to achieve higher quality results. <b>A four-day class for supporting services supervisors and managers.</b>	Dec. 2, 4, 7, & 11 Mar. 1, 2, 3, & 4	9 am – 4 pm 9 am – 4 pm	C-21, B C-21, B
	Tips for Giving and Receiving Feedback	2, 4, 5	Learning to give and receive feedback at work is an essential skill for individuals looking to grow professionally, build successful relationships with coworkers, and accomplish their goals. . Direct communication is a right and a responsibility that we should all share, no matter our role or position. Learn strategies for better communication and coping skills for handling difficult situations in both giving and receiving information.	Nov. 10 Mar. 2 Apr. 29 June 1	8:30 – 11:30 am 8:30 – 11:30 am 8:30 – 11:30 am 8:30 – 11:30 am	EGC EGC EGC EGC
Career Planning	Business Etiquette & Professionalism	3, 4, 5	Designed to help guide participants through the subtleties of current business etiquette and to help participants develop an enhanced professional image. A one-day class for all support professionals.	Feb. 10	9 am – 4 pm	URSC, 1 <sup>st</sup>
	Developing a Professional Portfolio	2, 3	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 professionals.	Oct. 21 Oct. 29 Nov. 16 Nov. 16 Dec. 4 Feb. 3 Feb. 3 Apr. 21 May 19 May 19	9 am – 12 pm 8:30 – 11:30 am 9 am – 12 pm 1 – 4 pm 9 am – 12 pm 9 am – 12 pm 1 – 4 pm 9 am – 12 pm 9 am – 12 pm 1 – 4 pm	URSC, 3rd Floor EGC URSC, 3 <sup>rd</sup> Floor URSC, 3 <sup>rd</sup> Floor URSC, 3 <sup>rd</sup> Floor URSC, 3 <sup>rd</sup> Floor URSC, 3 <sup>rd</sup> Floor URSC, 3 <sup>rd</sup> Floor URSC, 3 <sup>rd</sup> Floor URSC, 3 <sup>rd</sup> Floor

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	High Impact Resumes	3, 5	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. For all support professionals.	Nov. 17 Mar. 2 Apr. 13 June 8	10 am – noon 10 am – noon 10 am – noon 10 am – noon	CfW CfW CfW CfW
	Interviewing for Success	3, 5	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. For all support professionals.	Nov. 17 Mar. 2 Apr. 13 June 8	1 – 3 pm 1 – 3 pm 1 – 3 pm 1 – 3 pm	CfW CfW CfW CfW
	The 5 A's of Success	3, 4, 5	This one-day class will address 5 vital components of a successful career: <b>Attitude</b> - Is it positive or is it sabotaging your career? <b>Associates</b> - Are they helping or hindering your career? <b>Appearance</b> - What does it say about you? <b>Asset</b> - Are you a problem solver? Creative? Resourceful? <b>Ability</b> - Does your skill level meet the ever-changing demands of the workplace?	Oct. 14 Dec. 9 Feb. 17 Apr. 14	9 am – 4 pm 9 am – 4 pm 9 am – 4 pm 9 am – 4 pm	EGC EGC EGC EGC
Diversity Studies	Conversations on Race and Culture in the Workplace  Training at the URSC is sponsored by the County Gov't; training at EGC is sponsored by MCPS	1, 3, 4, 5	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. A one-day class for all support professionals.	Oct. 21 Dec. 10 Mar. 24 Apr. 28	9 am – 4 pm 9 am – 4 pm 9 am – 4 pm 9 am – 4 pm	EGC RBCH EGC URSC, 1 <sup>st</sup> Floor

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Category	Title	Addresses which Core Competencies	Description	Dates	Time	Location (see Training Locations list on web page)
	Cross-Generational Differences		Explore how generational differences play an increasingly important role in today's workplace. Learn some of the characteristics, patterns, formative events, myths and assumptions about each of the four generations that comprise our workforce. This class will include skills development in communication and conflict resolution for managing generational-based tension, and for bringing the gifts of each generation into best use.	May 11	9 am – 4 pm	URSC, 1 <sup>st</sup> Floor
	Gender Communication in the Workplace (1, 3, 4, 5)	1, 3, 4, 5	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. A one-day class for all support staff.	Dec. 9 Apr. 7	9 am – 4 pm 9 am – 4 pm	RBCH URSC, 1 <sup>st</sup> Floor
	Today's Diverse Workplace	1, 3, 4, 5	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. A one-day class for all support staff.	Jan. 20 May 28	9 am – 4 pm 9 am – 4 pm	URSC, 1 <sup>st</sup> Floor URSC, 1 <sup>st</sup> Floor

**Opportunities specifically for Paraeducators can be reached on PDO by typing the word para in the title field and selecting Find Courses. All available para classes will come up. Offerings include Behavior Management, Studying the Skillful Teacher, and more. Career Ladder classes will be announced at a later date.**

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**IDAs can access their classes by logging in to PDO and typing IDA in the title field and then selecting Find Courses.**