

Professional Development Opportunities for Supporting Services 2010-2011

Category	Title	Addresses which Core Competencies	Description	Dates	Time	Location
Organizational Development	Behavior Management for Paraeducators (1,2,5,7)	1, 2, 5, 7	<p>For Paraeducators Only. 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 18 Dec 2 Mar 17 Apr 6	8 am to noon 8 am to noon 8 am to noon 8 am to noon	URSC-LTR URSC-LTR URSC-LTR URSC-LTR
	Beyond the Welcome Sign (1,3,4,5)	1, 3, 4, 5	<p>Making MCPS schools and offices welcoming to parents and the community is a high priority for our organization. Excellent customer service plays a major role in this effort. Customer service skills can increase your value to your organization and advance your career at the same time.</p>	Nov. 9 May 12	9:00am to 12:30pm 9:00am to 12:30pm	EGC, Rm 16 EGC, Rm 16
	Business English Grammar (2,5,7)	2, 5, 7	<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 for office workers.</p>	Oct 27 Mar 2 Mar 30	9 am – 4 pm 9 am – 4 pm 9 am – 4 pm	EGC, Rm 16 EGC, Rm 16 EGC, Rm 16

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	Choosing Civility (3,4,5)	3, 4, 5	Respect and civility are words we hear often in MCPS. Putting words into action is what is necessary to foster a working, genuine culture of respect throughout the school system. In this training we will explore ways to practice civility and to reap its rewards at work and in our personal lives.	Nov 4 May11	8:30 am – 12:30 pm 8:30 am – 12:30 pm	EGC, Rm 15 EGC, Rm 15
	Delivering Unbeatable Customer Service over the Phone (1,5,7)	1, 5, 7	Enhance your skills in developing and maintaining relationships with customers on the telephone. Communicate professionalism to increase customer satisfaction.	Feb	9 am – noon	URSC, 1 st Floor
	Emotional Intelligence (3,4,5)	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.	Dec 1 May 5	9 am – 4 pm 9 am – 4 pm	URSC, LTR URSC, LTR
	Four Steps to Better Workplace Relationships (3,4,5)	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.	Dec 16 Apr 8 May 16	9 am – 12 pm 9 am – 12 pm 9 am – 12 pm	EGC, Rm 16 EGC, Rm 16 EGC, Rm 16
	Listening and Memory (4,5)	4, 5	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.	Oct 28 Mar 3 Mar 24	9 am – 4 pm 9 am – 4 pm 9 am – 4 pm	EGC, Rm 16 EGC, Rm 16 EGC, Rm 16

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	Making the Most of Your E-mail (2,3,4,5)	2, 3, 4, 5	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 the precious time previously wasted on handling email and get back to work! NOT AN OUTLOOK CLASS.	Nov 4 Apr 7	9 am - noon 9 am - noon	EGC, Rm 16 EGC, Rm 16
	Managing Conflict (3,4,5,7)	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 10 Mar 1 Mar 29 Apr 12	9 am – 4 pm 9 am – 4 pm 9 am – 4 pm 9 am – 4 pm	EGC, Rm 16 EGC, Rm 16 EGC, Rm 16 EGC, Rm 16
	Positive Communication: Defusing Difficult Situations (3,4,5,7)	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 3 Feb 16 May 6	9 am – noon 9 am – noon 9 am - noon	EGC, Rm 16 EGC, Rm 16 EGC, Rm 16
	Proofreading (2,5)	2, 5	Supplement basic knowledge of grammar and punctuation learned in Business English Grammar. Learn methods for proofreading and editing to improve skills and reduce errors. A full-day class for office workers who have completed Business English Grammar.	Nov 18 Apr 14	9 an – 4 pm 9 am – 4 pm	EGC, Rm 16 EGC, Rm 16

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Category	Title	Addresses which Core Competencies	Description	Dates	Time	Location
	MCPS Style Guide: Punctuation (2,5)	2, 5	This 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. A full day class for office staff.	Nov 17 Mar 23 Apr 13	9 am – 4 pm 9 am – 4 pm 9 am – 4 pm	EGC, Rm 16 EGC, Rm 16 EGC, Rm 16
	Problem Solving in Today's Workplace (3,7)	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.	Nov 11 May 26	9 am – noon 9 am - noon	EGC, Rm 16 EGC, Rm 16
	School Finance Basic Training (1,2,6,7)	1, 2, 6, 7	This class delivers an overview of the 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.	Oct 12 Jan 11 Mar 22 June 23	9 am – 4 pm 9 am – 4 pm 9 am – 4 pm 9 am – 4 pm	URSC, LTR URSC, LTR URSC, LTR URSC, LTR
	School Finance for Aspiring Financial Agents (1,2,6,7)	1, 2, 6, 7	This class will deliver an overview of the roles and responsibilities of the school financial agent and basic management of funds.	Nov 11 Feb 8	9 am – noon 9 am – noon	URSC, LTR URSC, LTR
	Stressing the Positive (3,4,5)	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.	Dec 9 Mar 17 May 3	9 am – noon 9 am – noon 9 am - noon	EGC, Rm 16 EGC, Rm 16 EGC, Rm 16

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	Time Management (2,6,7)	2, 6, 7	Identify and eliminate reasons for procrastination and timewasters. Understand the importance of setting priorities. Identify the barriers of setting priorities. Identify what eats the day away. Prioritize tasks based on the degree of importance and urgency. Develop a personal action plan.	Oct 21 Nov 16 Apr 5 May 10 May 19	9 am - noon 9 am - noon 9 am - noon 9 am - noon 9 am - noon	EGC, Rm 16 EGC, Rm 16 EGC, Rm 16 EGC, Rm 16 EGC, Rm 16
Supervisory Training	Creative Problem Solving for the Supervisor (2,3,5,7)	2, 3, 5, 7	Learn how to reduce personal and environmental barriers to being more creative at work and in problem solving situations. Through discussions and exercises, participants will learn the principle of basic creativity as well as techniques for effective problem solving.	Mar 29	9 am – 4 pm	URSC, 1 st Floor
	The Effective Supervisor (4-day class) (2,3,5,7)	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. A four-day class for supporting services supervisors and managers.	Nov. 16 – 19 Mar 14-17	9 am – 4 pm 9 am – 4 pm	URSC, TBD URSC, TBD
	Oops! I'm the Manager! (2,3,5,7)	2, 3, 5, 7	In this training, author Kathy Giacalone will present important information for supervisors in 5 Easy Steps. The Forgotten Five© includes her new and easy-to-remember Playground Personalities, a Playground Personality™ assessment to increase self-awareness and understand others better, the complexity of respect, facing facts, finding humor, and the art of putting it all together so a supervisor's life is productive and happy.	Dec 7 Apr 27 May 7 May 25	9 am – 4 pm 9 am – 4 pm 9 am – 4 pm 9 am – 4 pm	EGC, Rm 16 EGC, Rm 16 EGC, Rm 16 EGC, Rm 16

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	Tips for Giving and Receiving Feedback (2,4,5)	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 5 Mar 21 Apr 4 May 13 May 24	9 am - noon 9 am - noon 9 am - noon 9 am - noon 9 am - noon	EGC, Rm 16 EGC, Rm 16 EGC, Rm 16 EGC, Rm 16 EGC, Rm 16
	Supervisors' Round Table (2,3,4,5)	2, 3, 4, 5	A series of three morning meetings for supervisors from various departments and divisions in MCPS. At each meeting we will concentrate on a different skill that supervisors need to be successful. This model will offer an opportunity for supervisors from across the system to ask questions and to share their concerns and best practices.	Dec 1, 8, 15 May 4, 11, 18	9 am - noon 9 am - noon	EGC, Rm. 18 EGC, Rm. 18
Career Planning	Business Etiquette & Professionalism (3,4,5)	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.	Nov 8 Apr 11	9 am - 4 pm 9 am - 4 pm	URSC, LTR URSC, LTR
	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 29 Nov 9 Nov. 9 Mar 22 Mar 22	9 am - noon 9 am - noon 1 - 4 pm 9 am - noon 1 - 4 pm	URSC, LTR URSC, LTR URSC, LTR URSC, LTR URSC, LTR

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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.	Oct 26 Feb 17 Feb 24 Mar 25 Apr 15 Jun 2	10 am – noon 10 am – noon 10 am – noon 10 am – noon 10 am – noon 10 am - noon	EGC, Rm 16 EGC, Rm, 18 EGC, Rm 16 EGC, Rm, 18 EGC, Rm 16 EGC, Rm, 18
	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.	Oct 26 Feb 17 Feb 24 Mar 25 Apr 15 Jun 2	1 – 3 pm 1 – 3 pm 1 – 3 pm 1 – 3 pm 1 – 3pm 1 – 3 pm	EGC, Rm 16 EGC, Rm, 18 EGC, Rm 16 EGC, Rm, 18 EGC, Rm 16 EGC, Rm, 18
	The 5 A's of Success	3, 4, 5	This one-day class will address 5 vital components of a successful career: Attitude - Is it positive or is itsabotaging your career? Associates - Are they helping or hindering your career? Appearance - What does it say about you? Asset - Are you a problem solver? Creative? Resourceful? Ability - Does you skill level meet the ever-changing demands of the workplace	Oct 19 Mar 22 May 5 June 1	9 am – 4 pm 9 am – 4 pm 9 am – 4 pm 9 am – 4 pm	EGC, Rm 16, EGC, Rm 16 EGC, Rm 16 EGC, Rm 16

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Diversity Studies	Conversations on Race and Culture in the Workplace	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 25	9 am – 4 pm	URSC, 3 rd Floor
				Mar 11	9 am – 4 pm	Festival, Hoffman Rm
				Mar 24	9 am – 4 pm	URSC,, 3 rd Floor
				Apr 12	9 am – 4 pm	URSC, 3 rd Floor
				Apr 29	9 am – 4 pm	URSC,, 3 rd Floor
May 9	9 am – 4 pm	Festival, Hoffman Rm				
	Gender Communications in the Workplace (1, 3, 4, 5)	1, 3, 4, 5	This training examines issues facing men and women in society and in the workplace. Participants will explore differences, similarities, and generational changes in gender roles. A one-day training for all support staff.	Oct 26 Feb 15	9 am – 4 pm 9 am – 4 pm	EGC, Rm 16 EGC, Rm 16
	Today's Diverse Workplace	1, 3, 4, 5	This course is designed to help participants understand their roles a work environment in which differences are viewed as assets. Communication and style differences are addressed as well as the ways bias, assumptions, and stereotype can interfere with an employee's ability to participate fully in a diverse workforce. A one-day class for all support staff.	Oct 20	9 am – 4 pm	URSC, 1 st 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.

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

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