



March Newsletter

Career Pathways Program

Office of Human Resources and Development

PREPARE. PLAN. DETERMINE. DISCOVER.

UPCOMING TRAINING OPPORTUNITIES

Business English Grammar

March 20, 2019, 9:00 a.m.–4:00 p.m. URSC, Room 3 F

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. This is a one-day class for office workers.

Course #50702

Giving and Receiving Feedback

April 3, 2019, 8:30 a.m.–12:30 p.m. URSC, Room 3 F

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.

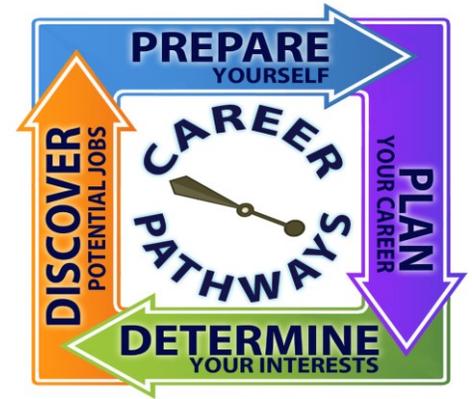
Course #53756

Computer Training: Five Steps to Getting Started in Google Docs

April 4, 2019, 9:00 a.m.–noon CTI

This interactive course provides participants with very basic understanding of the primary functions of five Google applications: Google Drive, Google Docs, Google Slides, Google Forms, and Google Sheets. During the training, participants have the opportunity to learn to organize their drive, collaborate with colleagues using Google Docs, create presentations using Google Slides, collect information using Google Forms, and organize and analyze reports using Google Sheets.

Course #86622



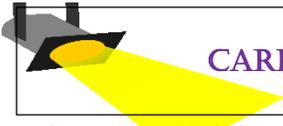
Fun Facts about March!

- Each year, March and June end on the same day of the week.
- It is the time of year when animals start to wake up from hibernation.
- MCPS will have 21 work days and employees will receive 3 paychecks!

A Quick Note!

As hiring season starts this year, please feel free to contact Nathalie Bourdereau via e-mail or phone for help with updating your resume and refreshing your interviewing skills.

Employees can schedule face-to-face meetings and phone conferences to discuss career plans and to receive assistance with the development of a resume or feedback on a current resume.



CAREER ADVANCEMENT PATHWAY SPOTLIGHT: MIKE BENNETT

Mike Bennett, information technology systems specialist (ITSS) in central office for Montgomery County Public Schools. Mike spent the first 16 years of his MCPS career in School Plant Operations and the last 19 years in Information Technology. He shares here how he grew his career in both divisions.

What were your first positions with MCPS?

In 1983, I started as a part-time building service worker for two years before becoming a full-time building service worker. I started attending courses offered by MCPS and the Office of School Plant Operations (SPO). In fall 1990, I started attending evening classes at Montgomery College. The courses helped prepare me for a building service assistant manager position and then in 1990, a promotion to building service manager.



As a manager, our team always tried to find ways to improve what we did and do it better. A pivotal point came one day while I was filling out maintenance work orders—back then work orders were multi-sheet, carbon copy forms, with mostly repetitive fields. To save time in filling out the work order forms, I wrote a database that captured and auto-filled the repetitive information and printed the work order forms. Sharing the database with other schools and SPO led to a couple of key opportunities. In 1992, I was asked to act as a backup for the building service supervisor for community use of schools. This position supervised weekend building service staff and ensured building service coverage for community use of school events on weekends. In 1994, I participated on a team that was charged with creating a SPO Manual, creating a new system of standards, a new evaluation system, and a new framework for building inspections. We refined the building inspection process and created a database to track building inspection data, show trends, and provide data for building service evaluations. MCPS shared the SPO Manual and database with several other school districts and even received a couple of awards. In 1995, I became a building service area supervisor, supporting the building service staff in 47 schools.

What was your pathway to your current position?

In 1999, I became an information technology systems specialist (ITSS) at Rockville High School, where I supported the technology for staff and students. I became an ITSS II and III for central office staff in 2000. I provided technical support to school-based ITSSs, provided training to school-based ITSSs, supported online testing platforms, and supported software systems. In 2008, I was given a project to develop a summer update program to deploy software updates. While the end result was to update computers, we took advantage of the learning and growth opportunities that were presented in the process. Teams of ITSSs were assigned an update and each team member grew and gained different perspectives through the process. This process became our unit's example of how we followed the Baldrige Framework.

How do you encourage employees to build their careers in MCPS?

- Have a positive can-do attitude
- Take advantage of professional growth opportunities within MCPS
- Always look for ways to do what you do better—continuous improvement
- Watch for opportunities and make the most of them