# Supporting Services Training & Development – Course Catalog

| Course Title | Course Description |
|---|---|
| *Computer Courses* | |
| **5 Steps to Getting Started in Google** | 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. |
| **Computer Training for Beginners** | This class is for staff members who have little or no experience using a computer. Learn the basic of using a keyboard and mouse; using Outlook to send and receive messages; create, save, send and open an attachment. Participants will also learn to navigate the web with an emphasis on accessing MCPS website features. |
| **Introduction to Excel** | This is an instructor-led course that gives users the basic knowledge to use Excel, such as how to open and close an Excel workbook; identify how to read and use the ribbon and status bar; input and manipulate data, etc. *AUDIENCE: This is designed for the beginner user.* |
| **Intermediate Excel** | This is an instructor-led course that will teach the user more advanced components of Excel, such as formulas and functions, multi-sheet workbooks, analyzing data, V Look Up and more. This course is for the more experienced user of Excel. |
| **Excel: Charting Data** | This instructor-led course covers tools needed to illustrate numeric data into pie, bar, line, or column charts. It is geared for users who have experience with Microsoft Excel and need to learn these more intermediate/advanced features. |
| **Computer Training for Beginners** | This class is for staff members who have little or no experience using a computer. Learn the basic of using a keyboard and mouse; using Outlook to send and receive messages; create, save, send and open an attachment. Participants will also learn to navigate the web with an emphasis on accessing MCPS website features. |

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| **Essentials of Word** | This instructor-led course covers the essential skills needed to create documents, manipulate text, apply bold, italics, underline and other attributes; change line spacing, margins, headers, and footers; and insert page numbers. |
| *Writing Skills* | |
| **Proofreading** | Participants will be able to supplement basic knowledge of grammar and punctuation. Learn practical methods for proofreading and editing to improve skills and reduce errors.<br><br>*NOTE: This class is designed as a refresher for office workers and other clerical support staff; it is not intended to teach basic English language grammar and/or punctuation. In addition, completion of this class is a prerequisite for Effective Writing.* |
| **Business English Grammar** | Build skills to project a professional image on paper by using appropriate language without errors in grammar, usage, and punctuation. This class is a prerequisite for Proofreading and Effective Writing.<br><br>*NOTE: This class is designed as a refresher for office workers and other clerical support staff; it is not intended to teach basic English language grammar and/or punctuation.* |
| **Effective Writing** | Learn a systematic approach to producing top quality results in a time efficient manner. This class is for office workers who are expected to write memos, articles, or reports.<br><br>*NOTE: This class is designed as a refresher for office workers and other clerical support staff; it is not intended to teach basic English language grammar and/or punctuation.* |

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| Course Title | Course Description |
|---|---|
| *Soft Skills* | |
| **7 Habits of Highly Effective Employees** | This dynamic presentation will provide an overview of these and other characteristics important to career success, and outline several strategies for integrating these traits into our own lives. Successful employees share many common traits such as integrity, a positive attitude, good interpersonal skills, and a strong work ethic. |
| **7 Habits of Highly Effective Supervisors** | Successful supervisors share many common traits such as a positive attitude, good interpersonal skills, and a strong work ethic. This presentation will provide an overview of these and other characteristics important to employee engagement, productivity, & retention, and outline several strategies for integrating these traits into your management style.<br><br>*AUDIENCE: Designed for managers and supervisors.* |
| **Building Positive Relationships at Work** | Attend this seminar to discuss the elements of healthy professional relationships and setting expectations to guide your work with each other. It is important to build positive relationships with colleagues and team members in order to enhance the quality of your work experience. |
| **How to Keep Your Cool:**<br>**Leveraging Your Emotional Intelligence** | In this interactive and dynamic workshop you will learn practical skills to improve your emotional intelligence so you can better keep your cool in all situations. Recent research has shown that emotional intelligence is twice as important as IQ in determining future success as well as relationship satisfaction. |
| **Multiple Generations at Work: How Are We Doing?** | In addition to identifying the generations and their distinguishing characteristics, this workshop will explore the potential challenges and opportunities of our multi-generational workforce. Where do you, your colleagues, and the students you interact with fit into the generational mix? On any given day you may encounter several different generations, all with different points of view. |

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| **Developing a Professional Portfolio** | Participants will use the seven core competencies of the Supporting Services Professional Growth System to organize and archive a variety of artifacts that demonstrate professional growth and accomplishment. |
| **Time Management:** **Balancing Your Time in a Fast-Paced Environment** | In this interactive workshop you will learn useful strategies for time management so that you can gain extra time to do the things you really want to do. Does time seem to fly by?  Do you wish you could add an extra hour to your day?  Does it seem like you have too little time to get the things done you want to accomplish? |
| **Freeing Yourself from Emotional Traps at Work** | This class focuses on the importance of interpersonal relationships with your co-workers and how to avoid destructive patterns that can develop.  Learn how to "unhook" yourself from difficult interpersonal situations at work and set healthy boundaries. |
| **Giving and Receiving Feedback** | 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. |
| **Workplace Etiquette and Professionalism** | During this workshop participants will be able to examine the behaviors that demonstrate professionalism in any workplace and the rules of etiquette that foster positive workplace relationships. |
| **Getting Organized** | This workshop helps you organize and prioritize for greater workplace efficiency.  The workshop is full of ideas for organizing your work area and your paperwork and working on the "right" things. |
| *Communication Skills* | |
| **Personalities and Communication in the Workplace** | Communicating well with coworkers and parents can make all the difference to your success.  Learning to identify your own communication style and the styles of others can be very helpful in your day-to-day efforts on behalf of the students of MCPS. |

# Supporting Services Training & Development – Course Catalog

| Course Title | Course Description |
|---|---|
| **Clear and Concise Communication in the Workplace** | This course will help you develop skills to improve your communication with colleagues. Learn the importance of good listening skills and clarifying questions in gaining understanding. Discover how your body language can be made consistent with your verbal message. Learn why "less is more" when communicating via email to avoid being ignored. |
| **Positive Communication:<br>Real-Life Strategies for Dealing with Conflict** | In this interactive workshop you will learn how to manage conflict so it no longer manages you. Come join us to learn effective and practical communication skills and useful solutions to manage the emotions that are part of conflict. When you are in a conflict do you listen for all the reasons why you are "right" and why the other person is "wrong"? Is it important that you prove your point when you are in a conflict? You are not alone. Conflict is a normal part of life; it's how you manage it that counts. |
| **Say the Right Thing the First Time:<br>Communication Strategies for Supervisors** | The key to more successful communication is understanding your own style and the styles of others. This session provides participants with the missing ingredients so they will use the right words and actions to make their everyday communications more profitable. |
| *Wellness Courses* | |
| **Self-Care:  The Key to Balance and Wellness** | Learn practical quick strategies to help you de-stress in your everyday life. You will leave the training feeling refreshed and with practical solutions. Learn practical strategies to improve work/life balance. Recognize the physiological impact of stress and ways to combat it. Understand how to better respond to your stress signals. Learn stress busters that take ten minutes or less. |
| **Ten Ways to De-stress Your Life** | This seminar will cover stress busters, breath awareness, different types of neuromuscular relaxation, and practical strategies on how to de-stress your life. You will learn how to identify stress and increase your skills in combating your day-to-day stress. |

# Supporting Services Training & Development – Course Catalog

| Course Title | Course Description |
|---|---|
| | |
| **Praxis Core Writing Preparation** | This 15-hour course will work on refining writing skills needed to pass the Praxis Core Writing test.  Participants will take practice tests, get feedback, targeted instruction, and practice problems in challenging areas.<br><br>***This course is intended for supporting services professionals who desire to become certified teachers.*** |
| **Praxis Core Math Preparation** | This 15-hour course will work on refining math skills needed to pass the Praxis Core Math test.  Participants will take practice tests, get feedback, targeted instruction, and practice problems in challenging areas.<br><br>***This course is intended for supporting services professionals who desire to become certified teachers.*** |
| **Praxis Core Reading Preparation** | This 15-hour course will work on refining math skills needed to pass the Praxis Core Math test.  Participants will take practice tests, get feedback, targeted instruction, and practice problems in challenging areas.<br><br>***This course is intended for supporting services professionals who desire to become certified teachers.*** |
| **_Career Development_** | |
| **Future Leaders Series:**<br>**Preparing for Promotion** | The purpose of this series of four 2-hour sessions is to provide participants with an opportunity to explore leadership opportunities within MCPS, examine what is expected of MCPS leaders and supervisors, learn how managers and supervisors got where they are, sharpen interview skills, and learn how to create effective resumes and cover letters. |
| **Career Assessment:**<br>**What Do You Want To Do With Your Life?** | Participants will be able to reflect on their current career position, and brainstorm ideas about their future career path. Participants will take an assessment to help them identify the best career choice based on their personality and skill set. |

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| Course Title | Course Description |
|---|---|
| **Understanding Financial Aid** | This workshop will explain the process for completing the Free Application for Federal Student Aid (FAFSA). You will also learn which type of grants, scholarships and loans you may qualify for when completing the FAFSA. You will have an opportunity to complete the FAFSA online at this training. |
| **How to Fund Your Education Using Financial Aid** | Learn about the four sources to fund your education for credit and non-credit courses. |
| *Secretarial/Clerical Support* | |
| **Outlook for Secretaries: Managing Calendar, Task Files, and Weekdays.** | Outlook for Secretaries builds on basic skills in Outlook and teaches participants to work with some of the more advanced features of Microsoft Outlook. By the end of the class, students will be able to manage email more efficiently, share calendars and delegate access, set up meetings and appointments, create and manage tasks, adjust account settings, and create distribution groups. |
| **Word for Secretaries: Mail Merge, Template and Fill-In Forms** | This hands-on class will teach how to create and use templates and fill-in forms.  Participants will also practice using mail merge. |
| **Word for Secretaries:  Tabs, Tables, and Graphics** | This instructor-led class will show how to improve the organization and presentation of documents by using features such as tabs, tables and graphics. |
| *School Finance* | |
| **School Finance Training – Part 1** | This class provides an overview of the many facets of school finance including funding sources, roles and responsibilities, administration of Independent Activitity funds (IAF), chart of accounts, receipts and disbursements, bank reconciliations, and audits. *AUDIENCE: School Administrators, Elementary Administrative Secretaries, Financial Specialists, and Business Administrators.* |

# Supporting Services Training & Development – Course Catalog

| Course Title | Course Description |
|---|---|
| **School Finance Training – Part 2** | This class covers cash handling; IAF procedures and guidelines related to field trips, fund raisers, ticket sales, yearbook and school store; bank reconciliations; Centralized Investment Fund (CIF); and resources to support the work of school financial agents.<br><br>*AUDIENCE: Elementary administrative secretaries, school financial specialists and school business administrators.* |
| **School Finance Workshop 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. Who are school financial agents? School financial agents are principals, school business administrators, school financial specialist, elementary school administrative secretaries, and any assistant principals or other support professionals involved in the handling/management of Independent Activity Funds. |
| *English Language Skills* | |
| **Workplace English 1** | This class includes beginning speaking, listening, reading and writing. Each participant learns work-related vocabulary and will receive a picture dictionary relevant to his/her work area. |
| **Workplace English 2A for Supporting Services (WPE 2A)** | This class includes high-beginning to low-intermediate speaking, listening, reading, and writing. Participants work on employee evaluation, writing a resume, and interviewing for a promotion. |
| **Workplace English 2B for Supporting Services (WPE 2B)** | This class includes intermediate speaking, listening, reading and writing. Participants write work-related letters and emails and read/discuss a drama based on real life and work issues. 45 hours of instruction.<br><br>*AUDIENCE: WPE classes are designed for staff members with limited English language skills who wish to improve their English.* |
| **Workplace English 3A for Supporting Services (WPE 3A)** | This class includes intermediate reading, writing, speaking, and listening. Participants read work-related texts, write summaries, and make work-related oral presentations. |

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| Course Title | Course Description |
|---|---|
| **Workplace English 3B for Supporting Services (WPE 3B)** | This class includes intermediate reading, writing, speaking, and listening. Participants write paragraphs defending an opinion, make work-related oral presentations and read/discuss a novel based on real life and work issues. 45 hours of instruction.<br><br>*AUDIENCE: WPE classes are designed for staff members with limited English language skills who wish to improve their English.* |
| **Workplace English Conversation Circle A, B, C & D** | Workplace English Conversation Circle A, B, C & D Combined is a class that focuses on giving participants opportunities to orally communicate and to work on pronunciation in a relaxed atmosphere. Mixed levels of English.<br><br>*AUDIENCE: WPE classes are designed for staff members with limited English language skills who wish to improve their English.* |
| **Workplace English – Writing for Promotion A** | This course focuses on developing English grammar and vocabulary skills to write effective emails and letters for the workplace. Specific writing topics will be how to properly make and receive service and information requests. Assignments will focus on tasks necessary in supervisor roles for Department of Transportation, Food and Nutrition Services, and Building Services.<br><br>*AUDIENCE: WPE classes are designed for staff members with limited English language skills who wish to improve their English.* |
| **Workplace English – Writing for Promotion B** | This course focuses on developing English grammar and vocabulary skills to write effective emails and letters for the workplace. Specific writing topics will be how to write a cover letter and resume. In addition, students will practice writing appropriate interview responses and then practice their oral presentations in mock interviews.<br><br>*AUDIENCE: WPE classes are designed for staff members with limited English language skills who wish to improve their English.* |

# Supporting Services Training & Development – Course Catalog

| Course Title | Course Description |
|---|---|
| **Workplace English – Writing for Promotion C** | This course focuses on developing English grammar and vocabulary skills to write effective emails and letters for the workplace. Specific writing topics will be how to properly complete an MCPS professional growth supporting services evaluation and communicating with staff under your supervision. Assignments will focus on tasks necessary in supervisor roles for Department of Transportation, Food and Nutrition Services, and Building Services.<br><br>*AUDIENCE: WPE classes are designed for staff members with limited English language skills who wish to improve their English.* |
| **Workplace English – Communicating Effectively with Students** | This class combines reading articles about effective communication skills with students, discussion of the articles, and then writing and performing role-play conversations between students and staff. It will include grammar and vocabulary relevant to the topic.<br><br>*AUDIENCE: WPE classes are designed for staff members with limited English language skills who wish to improve their English.* |
| **Workplace English – Pronunciation** | This class will focus on word endings, stress in words, rhythm, intonation, and consonant and vowel practice. Participants will do work-related oral presentations and give a speech. |

For additional information and/or questions about training opportunities for supporting services professionals, please contact Mr. Victor Santiago, Staff Development Program Manager, via email at Victor_R_Santiago@mcpsmd.org or via phone at (301) 217-5121.

# Supporting Services Professional Growth System (SSPGS)

**Our Supporting Services Professional Growth System (SSPGS) is based on seven core competencies. These core competencies form the foundation for the continuing work of the SSPGS and reflect the high level of skills and commitment to excellence that is expected of all supporting services personnel.**

1. Commitment to Students

2. Knowledge of the Job

3. Professionalism

4. Interpersonal

5. Communication

6. Organization

7. Problem Solving

**At the Department of Professional Growth Systems (DPGS) we build the capacity of our workforce in order to provide the best possible education for our students, to achieve our goals of equity and excellence, and to promote a culture of respect for all.**