

## Supporting Services Training & Development – Course Catalog

Course Title	Course Description
<b><i>Computer Courses</i></b>	
<b>5 Steps to Getting Started in Google</b>	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.
<b>Computer Training for Beginners</b>	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.
<b>Introduction to Excel</b>	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. <b>AUDIENCE: This is designed for the beginner user.</b>
<b>Intermediate Excel</b>	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.
<b>Excel: Charting Data</b>	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.
<b>Essentials of Word</b>	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.

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<b><i>Writing Skills</i></b>	
<b>Proofreading</b>	<p>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.</p> <p><b><i>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.</i></b></p>
<b>Business English Grammar</b>	<p>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.</p> <p><b><i>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.</i></b></p>
<b>Effective Writing</b>	<p>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.</p> <p><b><i>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.</i></b></p>

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<i>Soft Skills</i>	
<b>7 Habits of Highly Effective Employees</b>	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.
<b>7 Habits of Highly Effective Supervisors</b>	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.  <i>AUDIENCE: Designed for managers and supervisors.</i>
<b>Building Positive Relationships at Work</b>	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.
<b>How to Keep Your Cool: Leveraging Your Emotional Intelligence</b>	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.
<b>Multiple Generations at Work: How Are We Doing?</b>	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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<b>Developing a Professional Portfolio</b>	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.
<b>Time Management: Balancing Your Time in a Fast-Paced Environment</b>	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?
<b>Giving and Receiving Feedback</b>	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.
<b>Workplace Etiquette and Professionalism</b>	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.
<b>Getting Organized</b>	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.
<b>Emotional Intelligence Workshop</b>	Emotional Intelligence is the ability to recognize, understand, and manage your emotions and the emotions of others effectively. The Emotional Intelligence workshop teaches critical skills for professional success. Participants will have the opportunity to identify and assess the five components of Emotional Intelligence: self-awareness, self-regulation, motivation, empathy and social skills. In addition, participants will have the opportunity to recognize and examine their moods, emotions, and drives, as well as their effect on others.

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<b>Customer Service Excellence</b>	This important session will review core customer service values, barriers to providing great service, and the attitude necessary to successfully meet the needs of customers. The presentation will also discuss customer service excellence skills including active listening, calmly responding instead of emotionally reacting, and how to de-escalate angry customers.
<i><b>Communication Skills</b></i>	
<b>Leveraging Personalities and Communication in the Workplace</b>	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.
<b>Communicating Effectively in a Diverse World</b>	This important presentation takes an insightful look at the challenges of interacting with different types of employees (different cultures, generations, personality types, etc.), and offers several practical strategies for maintaining quality relationships with all.
<b>Clear and Concise Communication in the Workplace</b>	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.
<b>Positive Communication: Real-Life Strategies for Dealing with Conflict</b>	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.

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<b>Course Title</b>	<b>Course Description</b>
<b>Practical Communication, Easy-to-Remember Communication Strategies for Supervisors</b>	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.
<b>Advanced Communication Skills that Foster Collaboration and Teamwork</b>	This practical presentation will cover several key interpersonal skills that help strengthen workplace relationships including learning to focus the needs of others, how to respond instead of react during conflict, and ways to amicably resolve disagreements.
<b>Four Steps to Resolving Conflict and Restoring Relationships</b>	A practical approach to identifying the needs of each person, gaining understanding of the other person's position and goals, assessing the potential for compromise, and how to agree to disagree, etc. In addition, the session will review key interpersonal communication approaches and skills crucial to maintaining and, if necessary, restoring the relationship to ensure good teamwork in the future.
<b>Leading Through Change - Planning for Opportunity and Growth - A Balancing Act</b>	This session will give insights to supervisors on strategies to motivate and engage their teams during times of change so that departments can reach their goals and the employees know the focus of their department and what is expected of them.
<b>Communicating Effectively in a Diverse World</b>	This dynamic presentation takes an insightful look at the challenges of interacting with different types of people (different cultures, generations, personality types, etc.), and offers several practical strategies for maintaining quality relationships with all.
<b>Engaging Your Customers: Using the Playground Personalities to Move From Mad to Glad</b>	Customer service communication skills are not magic. The key is to figure out who's who and to communicate in a way that works for everyone. During this workshop, participants will be able to assess their Playground Personality and how to figure out "who's who" on the other end of the phone or at your desk. Catch signals from customers by listening to the words they use and/or watching their body language. Learn easy-to-remember tips while assessing "who's who" before engaging that customer and practice using different communication styles to get to the "Five Star Experience."

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<b>Effective Business Communication</b>	This practical presentation will provide an overview of commonly accepted “rules of thumb” to consider for communication at work. The topics to be covered will include the importance of timing, common courtesy, and maintaining professionalism.
<i><b>Wellness Courses</b></i>	
<b>Self-Care: The Key to Balance and Wellness</b>	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.
<b>Ten Ways to De-stress Your Life</b>	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.
<b>You Can Do Both: Navigating Work-Life Balance</b>	In this workshop, staff will learn strategies to create more balance in their lives while navigating the unique pressure as school employees during the COVID-19 pandemic. Staff will gain practical tools to prioritize their wellbeing and develop a plan for change.
<b>Communicating to Get Through Difficult Situations</b>	Learners will identify key ways people tend to respond to conflict. You will develop active listening skills and other skills to build your communication toolbox. Learn how to manage your emotions to effectively communicate your message and come up with ideas to resolve differences in a positive way.
<b>Managing Your Time: Maximizing Your Potential</b>	This interactive workshop will provide an overview of many of the core challenges related to time management. You will develop time management goals and strategies to prioritize your time. You will leave this workshop with a toolkit to overcome obstacles to effective time management and prioritize your efficiency.

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<b>Recovering from Adversity and Building Resiliency in Difficult Times</b>	This activity-based course will empower you with skills to manage adversity, change, and stress. This training covers topics such as stress, burnout, and prioritizing self-care in response to the pandemic. You will leave with concrete strategies to begin implementing a proactive and responsive resiliency plan right away.
<b>Self-care strategies at work</b>	Self-care at work might be the secret ingredient for you! There’s a lot of talk these days about health and mindfulness. Self-care at work is important, too. Do you take a break to check on your stress levels during the workday? When we don’t, we could become withdrawn, annoyed, crabby, dismissive. Yuck! Who wants to be around colleagues like that?  Are you asking yourself, “Where do I start?” Join us and learn some self-care strategies to catch yourself before you go off the rails and say something you regret!
<b><i>Teacher Preparation Courses</i></b>	<b><i>These courses are intended for supporting services professionals who desire to become certified teachers.</i></b>
<b>Praxis Core Writing Preparation</b>	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.
<b>Praxis Core Math Preparation</b>	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.
<b>Praxis Core Reading Preparation</b>	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.

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<i><b>Career Development</b></i>	
<b>Future Leaders Series: Elevating Your Leadership Skills</b>	The purpose of this series of four 2-hour sessions is to provide participants with an opportunity to explore leadership styles, examine emotional intelligence characteristics of effective leaders, and to examine what is expected of MCPS leaders and supervisors. In addition, participants will be able to prepare for future opportunities by sharpening interview skills and learning how to create effective resumes and cover letters.
<b>School Finance Workshop for Aspiring Financial Agents</b>	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.
<i><b>Secretarial/Clerical Support</b></i>	
<b>Outlook for Secretaries: Managing Calendar, Task Files, and Weekdays.</b>	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.
<b>Word for Secretaries: Mail Merge, Template and Fill-In Forms</b>	This hands-on class will teach how to create and use templates and fill-in forms. Participants will also practice using mail merge.
<b>Word for Secretaries: Tabs, Tables, and Graphics</b>	This instructor-led class will show how to improve the organization and presentation of documents by using features such as tabs, tables and graphics.

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<i><b>School Finance</b></i>	
<b>School Finance Training – Part 1</b>	<p>This class provides an overview of the many facets of school finance including funding sources, roles and responsibilities, administration of Independent Activity funds (IAF), chart of accounts, receipts and disbursements, bank reconciliations, and audits.</p> <p><i><b>AUDIENCE: School Administrators, Elementary Administrative Secretaries, Financial Specialists, and Business Administrators.</b></i></p>
<b>School Finance Training – Part 2</b>	<p>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.</p> <p><i><b>AUDIENCE: Elementary administrative secretaries, school financial specialists and school business administrators.</b></i></p>
<b>School Finance Training Refresher</b>	<p>This class is a combination of School Finance training part I and part II. It provides an overview of the many facets of school finance including funding sources, roles and responsibilities, administration of the IAF, cash handling, disbursements, field trips, fund raisers, sales tax, yearbook, ticket sales, and school stores. It also provides a list of resources available to support the work of the school financial agent.</p> <p>This course is intended for school financial agents, school business administrators, elementary administrative secretaries, and school visiting bookkeepers who have taken the school finance trainings part I and part II within the last 5 years.</p>

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<i><b>English Language Skills</b></i>	<i><b>WPE classes are designed for staff members with limited English language skills who wish to improve their English.</b></i>
<b>Workplace English 1 (WPE 1)</b>	This class is designed for non-native English speakers with beginner level proficiency skills in any/all of the 4 ESOL domains: listening, speaking, reading, and writing. Participants work on vocabulary, grammar, functional communication, and life skills activities. Participants also learn work-related vocabulary.
<b>Workplace English 2 for Supporting Services (WPE 2)</b>	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.
<b>Workplace English 3 for Supporting Services (WPE 3)</b>	This class includes intermediate reading, writing, speaking, and listening. Participants read work-related texts, write summaries, write paragraphs defending an opinion, make work-related comments and have conversations about real life situations, and read/discuss texts and articles on real life and work issues.
<b>Workplace English Conversation Circles</b>	This course focuses on giving participants opportunities to orally communicate and to work on pronunciation in a relaxed atmosphere. Mixed levels of English. Topics shift in different sections of this group.
<b>Workplace English – Writing for Promotion A</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 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.
<b>Workplace English – Writing for Promotion B</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.

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<b>Course Title</b>	<b>Course Description</b>
<b>Workplace English – Writing for Promotion C</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 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.
<b>Workplace English – Communicating Effectively with Students</b>	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.
<b>Workplace English – Pronunciation</b>	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](mailto: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.**