



# The Training Post

www.nj.gov/csc

Spring Edition

April 2024

## Metamorphosis



### Sometimes the smallest changes can bring about the biggest differences.

Flutter into action this spring! It's a time of transformation and renewal, both in nature and within our personal and professional lives. In the spirit of metamorphosis, join us on a journey of exploration and growth as we delve into topics that inspire and feed your intellectual curiosity. From celebrating Public Service Recognition Week in May to learning strategies that sharpen our

professional tools, there's much to awaken us in the months ahead. **Let's elevate and evolve!**

In this edition of **The Training Post**, we want to dazzle you with our featured training and development opportunities, professional growth advice, and beneficial updates and tips for the Learning Management System (LMS) and ePAR.

“

*Maybe the butterfly effect isn't about flapping wings, but the courage to take the flight.*

- Anonymous

### New Releases >

In each edition of **The Training Post**, be sure to check here for a list of highly recommended Quarterly Courses, Specials, and Training Promotions.

- 1. Business Objects 4.3 Fiscal Intermediate New Course**  
*Two days - New Jersey Civil Service Commission – 4/23 & 4/24*
- 2. Business Writing**  
*Mercer County Community College – 5/1*
- 3. County and Municipal Personnel System (CAMPS)**  
*New Jersey Civil Service Commission – 5/21*
- 4. HR Horizons - Understanding Title 4A State**  
*Mercer County Community College – 4/23 & 4/24*
- 5. Personnel Management Information System (PMIS)**  
*New Jersey Civil Service Commission – 5/7*
- 6. Supervisor Success Series (S3)**  
*Mercer County Community College – 5/7, 5/14, 5/21*
- 7. Problem Solving and Decision Making**  
*Mercer County Community College – 6/6*
- 8. Leadership Education and Development (LEAD)**  
*New Jersey Civil Service Commission – 6/18 & 6/25*

Please contact [CLIPTraining.Support@csc.nj.gov](mailto:CLIPTraining.Support@csc.nj.gov) with any registration or program inquiries.



## Instructor Spotlight

### John Griffith

John Griffith’s public service career began in 2004 at the Department of Health (DOH). After a twelve-year stint at DOH, Mr. Griffith transferred to the Civil Service Commission (CSC). He assumed the role of Administrative Analyst 4 and eventually advanced to a Supervising Administrative Analyst. In his Supervising Administrative Analyst role, Mr. Griffith has oversight of the Business Systems Unit in the Division of Human Resources and Information Services. The Business Systems Unit is tasked with managing personnel data systems and providing data reports to the Appointing Authorities, the Governor’s Office of Employee Relations, and divisions within the CSC. It is Mr. Griffith’s expertise with data analysis, that led to his facilitating Business Objects courses for CLIP in 2022.

Afforded the opportunity to teach Microsoft courses while attending graduate school, Mr. Griffith’s ability to harness his

training and work experiences became instrumental in demonstrating the varied uses of Business Objects to other public service professionals. Mr. Griffith’s use of Business Objects during his career amplified his ability to make the topic relatable to students. Mr. Griffith makes it a priority to “hear what the students need to learn and incorporate the information into the prepackaged content.” He illustrates relevant scenarios by tailoring identified course material to the type of work students perform. Mr. Griffith shares that it is not enough to just know the topic. He conveyed that the trainer must “... clearly articulate how and why the subject is worth sitting through...and how the subject can change a student’s life for the better.” Providing a learning environment that is exciting, engaging, and applicable produces the positive student feedback Mr. Griffith consistently receives.

*[Trainers must] “...clearly articulate how and why the subject is worth sitting through.”*

Because successful training programs are not just about content, each edition of **The Training Post** will spotlight an individual who has been involved in one or more of the many professional development programs offered by CLIP.



### Navigating PowerPoint

A table of contents is one way to navigate your presentation. However, a Summary Zoom slide is another convenient method that elevates how you navigate the presentation.

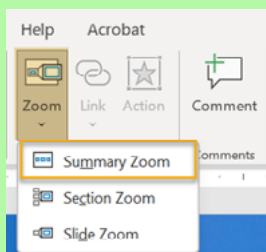
While presenting, you can jump directly to a specific slide or section that doesn’t interfere with the flow of your presentation. This feature will automatically return to the previous slide after presenting on a particular section.

## 3 Simple Steps to create a Summary Zoom slide in PowerPoint 2019 and beyond.

1

Click on the **Insert** tab, locate the **Links** section on the ribbon, select **Zoom > Summary Zoom**.

The **Insert Summary Zoom** dialog box will appear.



2

Select the slides you want and click **Insert**.

The **Summary Zoom** slide will be the first slide in your presentation.



3

When you are presenting, click on the **thumbnails** in the presentation to advance to a specific slide.

You’ve now created a **Summary Zoom** slide that blends well and is visually appealing in your presentation.

# The BUZZ

## Elevating Your Customer Service

At CLIP, we strive to provide our participants with innovative and cutting-edge learning experiences. “The Buzz” features the latest training trends and noteworthy “buzz” about various professional developmental themes. In this edition, we will explore the best ways to stay ahead of automation and remain invaluable in the face of the ongoing explosion of artificial intelligence technologies.

### The Three Key Ways to Compete with Automation

While automated customer service offers efficiency and cost-effectiveness, it often lacks the personal touch and empathy that customers crave. To compete, we must elevate our interpersonal customer service by focusing on three key areas: personalization, empathy, and proactive engagement.

**1. Personalization:** In a world where customers are inundated with generic messages and interactions, personalized service stands out. This means understanding your customers’ preferences, needs, and behaviors, and tailoring your interactions accordingly. Personalization can take many forms, from addressing customers by name to offering personalized recommendations based on their

needs and their organization. By making customers feel valued and understood, you can create a stronger connection that sets you apart from automated interactions.

**2. Empathy/Emotional Intelligence:** Empathy is the ability to understand and share the feelings of others, and it plays a crucial role in providing exceptional customer service. When customers reach out for support, they want to feel heard and understood. This requires more than just solving their immediate issue; it involves showing genuine concern for their well-being and demonstrating that you care about their experience. Empathy can be expressed through active listening, acknowledging customers’ emotions, and offering support and reassurance. By showing empathy, you can build trust and loyalty with your customers, making them more likely to choose your services over automated alternatives.

**3. Proactive Engagement:** Automated customer service is reactive by nature, responding to customer inquiries or issues as they arise. However, by being proactive and anticipating customer needs, you can create a more seamless and proactive customer service experience. Proactive engagement can take many forms, such as reaching out to customers with tailored offers, providing updates on their orders or inquiries before they even ask, or offering assistance before a problem escalates. By being proactive you can show customers that you are attentive to their needs and committed to providing the best possible service.

As long as we continue to elevate the person-to-person customer service experience, chatbots and automated phone systems will never present an existential threat to traditional client relationships.

## ePAR Insider: Significant Events Can Change Everything

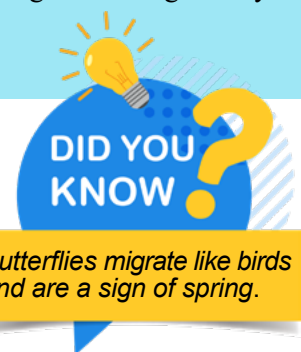


Workplace studies have shown that delivering positive reinforcement in the workplace can have a direct effect on employee motivation, productivity, and result in an overall “good feeling” at the job. As a leader, having and developing the ability to provide constructive, positive reinforcement is an attribute that may distinguish you among your peers. One way to provide positive

feedback is highlighting outstanding performance by memorializing it as a “Significant Event” in ePar. By doing this, you provide an employee with direct recognition for a job well-done and motivation to keep up their good work. Remember, a motivated employee is a productive employee, and this one thing can change everything.

### Fun Fact

Celebrate yourself! Since 1985, Public Service Recognition Week has been observed during the first week of May to acknowledge the efforts and contributions made to our nation by federal, state, county, local, and tribal government employees.





## Turn Over a New Leaf

*With the arrival of spring comes the opportunity to plant seeds and await the seemingly miraculous growth process as they flourish into something beautiful.*

*Plants and people seem to have nothing in common at first thought. However, we share a lot of the same necessities and can acquire helpful life advice from them.*



### Growth Takes Time

Just like you wouldn't expect plants to go from a seed to a blooming flower overnight, you can't expect yourself to instantly achieve long-term goals. Growth is a process that takes both time and patience. When a plant's growth is impeded, we must look for the problem and adjust accordingly. The same goes for people – discover what will help you succeed and implement it.

### Specific Requirements

A rose and cactus have completely different needs whether it be watering levels, sunlight, or oxygen, just like every human has unique requirements. Comparing yourself to someone else only hinders the growth process. By focusing on yourself and learning what works best for you, you can figure out what you need to thrive.

### Don't Overwater

Overwatering is detrimental to plants because the roots rot until disease gradually takes over the stem, leaves, or petals until the entire plant eventually

withers away. The same lesson can be applied to people, except for us, overwatering equals overworking. Only take on what you can handle and speak up if those around you are “flooding your flowerpot.”

### Repot When Necessary

At somepoint, all plants outgrow their current pot and need to be transferred to a different habitat. We, as humans, are fortunate to be able to change our metaphoric pots as we grow and evolve. Cutting off your “dead leaves” might mean a career change, eliminating toxic people from your life, or making a change that will be of more benefit to you.

### Look Toward the Sun

Sunlight is a crucial necessity for plants, as well as humans. The actual sun is beneficial because of the vitamins it provides, but sunlight also represents happiness. Find who or what brings you joy and spend more time with those people or doing activities that make you smile. By absorbing the sun, your leaves will thank you and you will become the best version of you.

## LMS Cafe

The “LMS Café” has something for everyone. In each edition of *The Training Post*, the LMS community can find information on new course releases, blended learning recommendations, and for our LMS administrators, system updates.



### What's Brewing

View our CLIP All Access themed courses for this quarter.



### Autism Awareness Month



[Neurodiversity in the Workplace](#)



### National Physical Fitness and Sports



[Be at Your Best with Nutrition and Exercise Learning Path](#)



### Effective Communications Month



[Ted's Secret to Great Public Speaking | Chris Anderson](#)

## Signature Blends

(\*available with a CLIP All Access Pass)

\***An Effective Leader's Guide to Time Management**  
Classroom Complement: **SOS! Time Management**

\***Professional Etiquette**  
Classroom Complement: **Techniques for Improving Performance (TIPS)**

## LMS Barista

### Tips for Navigating the LMS

- You can organize your ME tab with To-Do Lists for the courses you have either been assigned or enrolled yourself in. On your plan, next to any course there should be a dropdown you can access, with an option for “Add to To-Do List.”
- Some courses have markings to indicate mandatory completion! You can spot these by looking for an orange caution symbol on the course icon in your Plan.

# Writing @ Work

## Rejuvenate Your Writing: Changing One Thing Can Change Everything

Author Brandon Sanderson sagely quipped that “**words are where most change begins.**”

And, while Mr. Sanderson likely referred to composing words he applies to form the stories of his craft, his observation has crossover relevance for those of us writing in the workplace milieu. Specifically, as business professionals who may write to communicate with colleagues, managers, clients, and/or others, it’s important we periodically take stock to review and rejuvenate our writing, so we enhance both our skill and our readers’ experience.



The following are three writing rejuvenating tips:

### Eradicate the Extra - Change Readability

Extra words may obscure your main point and confuse your reader. Check for this issue and remove extra words. For example, “The staff came to a general consensus of opinion about project assignments” contains extra words that can be left out. Instead, the sentence may be written as, “The staff agreed on project assignments.”

### Question What You Write - Change Assumption

Once you’ve completed your writing, don’t assume it’ll be readily understood by your intended reader(s). Ask yourself and a colleague, “Is/Are my key point(s) clear?”

### Observe and Practice for Improvement - Change Method

Like other skills, you will enhance your writing if you explore. A key way to accomplish this is to observe and apply the techniques published authors use to develop sentences and paragraphs.

If you’re interested in learning more, please register for our [Business Writing](#) class.



**Congratulations to  
Vonda Wilkins  
from DCF!**

You have been selected to receive the “Free Single-Day Training”.

Thanks to our Winter “Question Corner” respondents.

**Winter Question:**  
What is your professional currency?

Winter Responses >



If you have questions or suggestions for topics you would like to see in **The Training Post**, email us at [Trainingfeedback@csc.nj.gov](mailto:Trainingfeedback@csc.nj.gov).

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## Spring Question:

**What does being a Public Service employee mean to you?**

Respond to enter our FREE Training Drawing. By submitting to the Question Corner, you are authorizing CLIP to publish your response.

Respond >

# Metamorphosis



## State of New Jersey

Governor Phil Murphy | Lieutenant Governor Tahesha L. Way

## Civil Service Commission

Chair/Chief Executive Officer Allison Chris Myers

## References

### *Did You Know?:*

<https://www.acurite.com/blog/facts-about-spring.html>

### *Fun Fact:*

<https://www.archives.gov/news/topics/public-service-recognition-week#:~:text=Since%201985%2C%20the%20first%20full,county%2C%20and%20local%20government%20employees>

### *Tech Tips:*

Microsoft (2024). Use Zoom for PowerPoint to bring your presentation to life. <https://support.microsoft.com/en-us/office/use-zoom-for-powerpoint-to-bring-your-presentation-to-life>

Whittenhouse, S. (July 5, 2022). How to Geek. 7 things you didn't know how to do in PowerPoint.

<https://www.howtogeek.com/808441/things-you-didnt-know-you-could-do-in-powerpoint/>