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**2016-2017 MAPS Seminars**

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**A Leader's Voice: Communication Skills to Achieve Results**Category: [Communication](#)

CEU:.6

Without a good communication process your ability to influence people drops considerably. A key component of leadership is intentional influence. This seminar explores advanced communication strategies which directly affect your effectiveness as a leader. You'll learn how to establish a vision, goals and how to communicate your leadership thinking, to ultimately increase your success.

♦ *November 9, 2016*♦ *May 4, 2017*

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**Adept at Adapting**Category: [Personal Development](#)

CEU:.6

Change is all around us. It is the most pervasive influence in our world today, and regardless of where you are in your career, adapting is a crucial skill in the workplace. Learn a variety of ideas and practical techniques to improve your ability to adapt to change, and ultimately to embrace change and transition as valued opportunities.

♦ *February 9, 2017*

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**Attitude and Accountability**Category: [Personal Development](#)

CEU:.6

Creating accountability is the number one personal, managerial and leadership challenge facing individuals and organizations today. While many people recognize the urgent need for accountability, few know how to create or maintain it. Embrace the key lessons of personal accountability - learn how to rise above our circumstances to do what it takes to attain the desired results.

♦ *February 22, 2017*

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**Basics of Project Management**Category: [Supervision](#)

CEU:.6

This seminar is an overview of project management, covering the tools, techniques, and balance between the art and science of managing projects and managing people. Part analytic and technical skills and part people skills, you will gain a better understanding of simple, yet effective, techniques for ensuring that projects meet your goals.

♦ *October 12, 2016*♦ *March 2, 2017*

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**Becoming a Kaizen Leader - NEW**Category: [Leadership](#); [Personal Development](#)

CEU:.6

The Japanese word for continuous improvement is "Kaizen". This class explores what it takes to go to the "next level" personally and professionally. It provides methods and tools for you to start or continue on your leadership journey and strategies on how to apply the principles to your daily routine; increasing your personal and leadership effectiveness.

♦ *February 28, 2017*

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**Being the Best Boss**Category: [Leadership](#); [Supervision](#)

CEU:.6

What does it take to be a Best Boss? This interactive seminar will give you the leadership tools and techniques needed to be a Best Boss. Participants will complete a self-assessment instrument to better understand their leadership style and will learn Best Boss practices, including how to focus their leadership efforts on Smart Work, encouragement of ownership, building employee competence, and connecting people with a purpose.

♦ *November 17, 2016*♦ *May 18, 2017*

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## **Bold Leadership**

Category: [Leadership](#); [Personal Development](#)

CEU:.6

All leaders face opposition, uncertainty, and change. Those who face this reality in a bold and positive manner increase their chances of leading successfully. Learn how to achieve results through confident and courageous leadership, drawing from and respecting the opinions of others.

◆ *October 25, 2016*

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## **Change Management for Leaders - NEW**

Category: [Leadership](#)

CEU:.6

A critical realization in change management is that change only takes place when individuals act/ behave differently. Thus the key to successful change management relies on leadership understanding the critical components for the effective transition from existing conditions/ behaviors to those of the vision for enhanced performance.

◆ *March 7, 2017*

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## **Charge-up Your Motivation**

Category: [Personal Development](#)

CEU:.6

One key to success is the ability to know what your motivators are and how to leverage them for positive outcomes. This seminar will teach you about the Enneagram and how you and others are driven by one of 9 core motivations. Deeper than personality systems which merely describe our behaviors, the Enneagram shows why we exhibit those behaviors, and indicates pathways for personal growth.

◆ *February 16, 2017*

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## **Civility, Engagement and Performance Optimization - NEW**

Category: [Conflict Management and Problem Solving](#)

CEU:.6

Failure to address uncivil behavior increases the likelihood of staff disengagement and leads to an overall decrease in performance. Learn how to recognize and address the factors contributing to incivility and how to positively influence choices for civility. The result will be enhanced employee and organizational success.

◆ *March 23, 2017*

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## **Coach Yourself to Success**

Category: [Personal Development](#)

CEU:.6

Career coaching is a highly effective way to further your career. Learning the techniques professional life coaches use to affirm and inspire their clients can better position you for professional success. This interactive workshop teaches you to coach yourself using the important techniques learned. It will challenge the perspectives you hold about yourself, your work, and the opportunities available to you.

◆ *January 12, 2017*

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## **Construct Your Credibility**

Category: [Personal Development](#)

CEU:.6

You have good ideas on how to work better with the public, your colleagues and other agencies. Therefore getting your ideas heard is crucial the success of the agency. Learn innovative ways to effectively present your point of view and persuade others to understand your position on an issue or topic.

◆ *April 4, 2017*

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## **Creativity: Shifting Your Mind, Finding Your Possibilities**

Category: [Personal Development](#)

CEU:.6

You are creative and have the ability to think beyond your limits. Unlocking your creative abilities can help you to develop both personally and professionally and to better position yourself in today's competitive work environment. Learn when you are most creative, how to harness your creativity, how to simplify complicated concepts, strategies to expand your comfort zone, and fun techniques to keep your mind alert.

◆ *March 16, 2017*

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## **Delivering Customer Service with Style**

Category: [Conflict Management and Problem Solving](#)

CEU:.6

Customers today have high expectations and demand attention to their needs providing unique challenges for the public service professional. Maximizing your communication skills are vital to improving service, working with clients and building relationships. You will be introduced to four customer behavior styles and techniques to help you improve your service with each style.

◆ *October 18, 2016*

◆ *April 20, 2017*

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## **Difficult Conversations, Positive Outcomes**

Category: [Conflict Management and Problem Solving](#)

CEU:.6

No matter how competent we are at communicating, we all have conversations that cause anxiety and frustration. In these situations it is easy to become defensive, to lose our temper, or to become confrontational. Gain techniques for more productive communication and problem solving, including a step-by-step approach for holding your toughest conversations with less stress and more success.

◆ *March 22, 2017*

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## **Diffusing Difficult Behaviors**

Category: [Conflict Management and Problem Solving](#)

CEU:.6

A career in public service often puts you in situations where you encounter difficult behaviors and situations. Learn to identify and manage challenging people and situations. Practice the tools and techniques of interpersonal communication to defuse problematic behaviors, and resolve thorny situations.

◆ *October 26, 2016*

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## **Effective Delegation**

Category: [Leadership; Supervision](#)

CEU:.6

The most successful managers know when to delegate, what to delegate, and how to be an effective delegator. This seminar offers a comprehensive, step-by-step approach to the art of delegation including what should or should not delegate, whom to delegate to, and effective delegation strategies.

◆ *March 8, 2017*

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## **Emotional Intelligence: What Makes a Good Leader?**

Category: [Leadership; Personal Development](#)

CEU:.6

IQ and technical skills are important, but the ability to manage one's emotional response or emotional intelligence is essential to successful leadership. Identify the five key competencies associated with emotional intelligence and explore how emotional intelligence operates at work, as well as its relationship between emotional intelligence and effective performance.

◆ *October 11, 2016*

◆ *May 10, 2017*

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## Five Absolutes for Building a High-Performance Workplace

Category: [Leadership](#); [Supervision](#)

CEU:.6

This seminar is designed for managers who are looking for ways to improve their management performance and the performance of their employees. Topics focus on getting results and improving performance using the Five Absolutes for High Performance. Together, these five absolutes represent the pieces of a puzzle, all of which managers must put together to create a high-performance system capable of getting and sustaining results.

♦ *March 1, 2017*

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## From Manager to Coach: How to Positively Influence Performance

Category: [Leadership](#); [Supervision](#)

CEU:.6

Developing a successful coaching relationship with employees can build mutual trust and respect and can motivate employees to great success. Good coaches look for ways to leverage strengths and to overcome barriers to improving performance. They know how to bring out the best in their most valuable resource: people. Discover the key concepts and skills needed to coach your employees to optimum work performance.

♦ *March 21, 2017*

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## Fully Engaged: Achieving Work/Life Balance

Category: [Personal Development](#)

CEU:.6

In our fast paced culture we have more on our To Do lists than ever before. Although we can't expand the number of hours in a day, we can learn how to get more done by better managing and renewing our energy resources. The key is to achieve a work/life balance. Gain the strategies to achieve this balance and to move forward with increased energy and overall life satisfaction.

♦ *May 2, 2017*

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## Innovative Leadership: New Approaches for the Public Leader

Category: [Leadership](#); [Personal Development](#)

CEU:.6

In today's dynamic world, leadership and innovation play a critical role in both individual performance and the long term success of any organization. Innovative Leadership is designed to help you perform the critical self-evaluation needed to refine your leadership skills and to apply new paradigms for optimizing innovation and delivering results.

♦ *February 15, 2017*

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## Interpersonal Communication Skills

Category: [Communication](#); [Personal Development](#)

CEU:.6

Organizational attitudes, norms and individual styles constantly affect the quality of your interactions within the workplace. Problem solving, job satisfaction and positive relationships all rely on how well you communicate and relate to colleagues. Assess your individual communication style and learn how to leverage your own style to improve workplace communication and job satisfaction.

♦ *April 19, 2017*

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## Introduction to Grant Writing and Grant Research

Category: [Personal Development](#)

CEU:.6

Created for those with little or no grant experience, this introductory seminar combines instruction with practice in writing grant proposals and finding funding sources. Learn about the overall process for writing a grant proposal, review and practice writing the basic elements required in most grant proposals, and investigate the best practices for an online search for funding sources.

♦ *February 21, 2017*

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## Key Fundamentals of Management

Category: [Leadership](#); [Supervision](#)

CEU:1.2

Whether you are a current or future manager, this seminar will help you to better understand and put into practice the key fundamentals of successful management. Explore the role and function of the manager, your own management style, effective communication techniques, motivation and leadership, employee performance, and performance review and discipline. Also included is an assessment inventory on coaching.

♦ *October 4-5, 2016*

♦ *January 10-11, 2017*

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## Lose the Drama: Strategies for Peak Performance

Category: [Conflict Management and Problem Solving](#)

CEU:.6

Today's leaders and managers often find themselves wasting precious energy dealing with workplace drama instead of focusing on productive work. Learn how to negotiate and diffuse the drama in your organization and replace it with results.

♦ *November 15, 2016*

♦ *March 14, 2017*

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## Managerial Writing for Results

Category: [Communication](#)

CEU:.6

No aspect of a manager's job is more important to success than communication, particularly written communication. Your written documents can make a powerful and potentially permanent statement about you and your organization. This seminar will provide you with techniques to sharpen your writing skills. Topics include the writing process, strategies for revising and editing, and the relationship between writing and effective leadership.

♦ *February 7, 2017*

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## Mastering a Multigenerational Mindset

Category: [Conflict Management and Problem Solving](#)

CEU:.6

Generational differences at work affect teamwork, productivity, and effective service. Learn to recognize these differences and to develop strategies which improve generational workplace leadership, communication, and mentoring.

♦ *February 14, 2017*

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## Mediation Skills

Category: [Conflict Management and Problem Solving](#)

CEU:.6

Interested in becoming a more effective problem solver in your work setting? Learning about the mediation process can help. Mediation is a process in which a neutral third-person assists parties in reaching a voluntary agreement. This seminar will introduce you to the seven-stage mediation process, and through interactive exercises will help you to develop the skills necessary to be an effective mediator.

♦ *December 7, 2016*

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## Meetings That Work

Category: [Leadership](#); [Communication](#)

CEU:.6

Time is precious and meetings that rob us of valuable time can cause stress and frustration. Discover the secrets of meetings that work. Learn tools that will help you to more effectively engage participants in active roles, increase buy-in and ultimately accomplish organizational goals.

♦ *January 18, 2017*

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## Planning with Purpose and Vision

Category: [Leadership](#); [Personal Development](#)

CEU:.6

A common expectation of today's leader is the ability to purposefully plan with the goal to uplift and propel an organization forward. Through interactive individual and small group activities this seminar will help you to learn and apply the principles and components of effective strategic planning to set priorities, maximize resources, establish agreement on outcomes and results, and to ultimately achieve your organization's future successes.

♦ *April 13, 2017*

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## Positive Impact: Leading for Performance - NEW

Category: [Leadership](#); [Personal Development](#)

CEU:1.2

Organizational effectiveness is driven by a culture of employee success and leadership effectiveness. Participants define their aptitude and drive necessary to actualize their leadership potential; to positively impact organizational short-term success and generate long-term sustainability.

♦ *November 1-2, 2016*

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## Public Information Law

Category: [Leadership](#)

CEU:.6

Ohio's public records law sets the rules for what's confidential and what's not. Every government employee should know what records citizens are allowed to see. This seminar thoroughly explains Ohio's Public Records Act including how to provide information to reporters without violating the law and how to effectively communicate your agency's activities in a way that will protect you from lawsuits.

♦ *December 6, 2016*

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## Secrets to Powerful Presentations

Category: [Communication](#)

CEU:.6

Anytime you are called on to communicate, to persuade, to convince, you make a presentation. Are your presentations dynamic? This interactive seminar is for everyone who sells ideas, talks to groups, or delivers information through oral communication. It is designed to start you on your way to becoming organized, confident, and connected with your listener.

♦ *October 20, 2016*

♦ *March 9, 2017*

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## Social Media Strategies for Public Service - NEW

Category: [Communication](#)

CEU:.6

For the public sector social networking has the power to re-link a community; as digital communication can be useful in policy making, citizen engagement, and public safety. Leveraging the use of social media platforms, agencies can redevelop close bonds with community stake holders, connecting with them on an individual level.

♦ *January 19, 2017*

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## Stock Your Toolbox: Pre-Supervisory Skills and Practices

Category: [Supervision](#)

CEU:.6

The best employees don't always make the best supervisors, at least not without the proper training. New supervisors can be overwhelmed by the conflicting demands of customers, management, and their co-workers turned subordinates. Today's potential leaders need practical, skill-specific training before being promoted to leadership positions. In this practical and comprehensive seminar, you will acquire the tools needed to make a smooth transition from employee to leader.

♦ *November 8, 2016*

♦ *April 25, 2017*

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## **Teamwork: Moving from Dysfunction to High-Performance**

Category: [Conflict Management and Problem Solving](#)

CEU:.6

Is your team functioning to the best of its ability? Getting work done in the 21st century relies on technology and teamwork. The technological component can be designed, updated and supported 24/7; the team element - that is another story! This seminar will help you to analyze team performance, identify effective and ineffective team behaviors, and implement strategies for more productive teamwork.

♦ *May 3, 2017*

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## **Technical Writing: Define, Organize, Deliver**

Category: [Communication](#)

CEU:.6

Developing an effective process to deliver technical documents is beneficial to you and your organization. As a technical writer, you are responsible for transmitting factual information, but more importantly you shape that information for your particular audience's use. This seminar offers you strategies and hands-on opportunities to develop technical writing that is audience-appropriate and relevant to stakeholders.

♦ *April 5, 2017*

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## **Time Management Solutions for Productivity and Satisfaction**

Category: [Personal Development](#)

CEU:.6

Customers are waiting, your employees want a decision, and the boss is on the phone... Time is a precious resource, and managing it well gets great rewards. This seminar gives you a variety of practical tools to overcome time wasters and focuses on the skills needed to improve productivity and increase your overall job satisfaction.

♦ *March 15, 2017*

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## **Working with Colleagues and Superiors: The Art of Influencing Others**

Category: [Personal Development](#)

CEU:1.2

Workplace relationships are more than the superior subordinate relationship. They involve working with persons from other areas of your own organization as well as employees from outside organizations. Participate in self-assessment and skill-building activities to help you build positive working relationships in a variety of work situations.

♦ *December 13-14, 2016*

♦ *April 11-12, 2017*

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## **Writing Techniques for Improved Communication**

Category: [Communication](#)

CEU:.6

Improve the quality and impact of your written communications by using practical communication tips relevant to the workplace. Emphasis is placed on how to increase the readability of the written word and on using punctuation to improve understanding.

♦ *October 19, 2016*

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