

Workforce Development Training Catalog



Last Updated: December 2024

Please note, the training offerings listed in this catalog are only a sample of learning/development opportunities available. Please contact Geauga Growth Partnership by emailing info@geaugagrowth.com to inquire about additional classes or customized training for your organization!

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Kent State University at Geauga

Geauga Growth Partnership and Kent State University at Geauga are committed to helping employers respond to the training and lifelong learning needs of employees. KSU's wide variety of non-credit workforce development programs are designed to help develop a premier workforce in our region. On behalf of KSU Geauga, GGP has matched employers to a variety of classes since 2014. Workforce development classes are taught by PhD professors, associate professors, and student services staff. As a regional campus of Kent State University, KSU Geauga is directly linked to hundreds of training opportunities. Classes can be taught at KSU Geauga in Burton, virtually, or at your company.

Advanced Excel

(7 hours)

The advanced level Excel class teaches using advanced functions, lookup and data tables, and advanced list management. Pivot tables and charts, exporting and importing data, various analytical options (scenarios, goal seek, and solver), and an introduction to macros are also taught.

Emotional Intelligence

(90 minutes)

Emotionally intelligent employees are more likely to be successful and happy at work. Learn how to use Emotional Intelligence in the workplace to improve teamwork, communication, and collaboration. Gain an understanding of the four domains of Emotional Intelligence and practice applying these concepts with real-world scenarios. Leave the workshop able to implement the skills associated with Emotional Intelligence to overcome common workplace challenges and diffuse conflict.

Intermediate Excel

(7 hours)

The intermediate level Excel class covers using multiple worksheets and workbooks, advanced formatting, outlining and subtotals, and creating named ranges. It also focuses on using, sorting, and filtering lists and tables; and documenting and auditing.

Introduction to Excel

(7 hours)

This course teaches the basics of using Excel: creating, opening, and editing spreadsheets. It covers fonts, font colors, font sizes, cell shading and borders, and editing techniques. Formatting of cells (different types of data), simple functions (sum and average), printing, and simple charts are also included.

Learning from Feedback

(90 minutes)

People often perceive feedback as personal criticism; thus, avoiding or resisting feedback. The outcome of this session is focused on taking and giving constructive feedback tied to professional, personal, and business goals. Employees should see feedback presented as a learning opportunity!

Taking Initiative

(90 minutes)

Emotionally intelligent employees are more likely to be successful and happy at work. Learn how to use Emotional Intelligence in the workplace to improve teamwork, communication, and collaboration. Gain an understanding of the four domains of Emotional Intelligence and practice applying these concepts with real-world scenarios. The outcome of the class is to determine when it is most appropriate in the workplace to take the initiative.

Ravenwood Health

One of the largest providers of mental health services for children, families, and community organizations in Geauga County. GGP has created a partnership with Ravenwood Health for their leadership staff to provide workshops for local companies including signs of drug or alcohol use and suicide prevention. The workshop trainers are Licensed Independent Social Workers in Ohio, and each have over 20 years' experience connecting individuals with tools and strategies towards health, balance, and hope.

Creating a Wellness Culture

(90 minutes)

In this workshop participants will be given an example of a roadmap to follow for the purpose of implementing and sustaining and developing a wellness workplace culture. Participants will be given examples of how Ravenwood Health has implemented trauma-informed care across all aspects of its organization. Will provide guidance on how to implement wellness strategies on the leadership level and across all levels of the organization from onboarding new staff to yearly staff evaluations. Finally, we will identify strategies for you to take back to your organizations and agencies to use this information for recruitment and retention of staff as well as in your overall trauma informed care approach.

Crisis: Prevention, Preparation & De-escalation

(90 minutes)

What is a crisis? It can be described as a condition of instability or danger. A crisis can be focused on personal upheaval, systemic change, social or political transition. It can define a turning point in our lives. In this training you will learn the definition of a crisis. You will learn how to prepare for and adapt to a crisis. You will learn skills to de-escalate crisis when it occurs. At the conclusion of this informational session we anticipate that you will feel more prepared if you need to address a crisis in your workplace.

Leadership for all Generations

(2 hours)

In this workshop you will learn about the intersection between generational research and trauma informed care in our workforce. As leaders, we must be aware this is the first time in our nation's history that five generations are represented in the workforce at the same time. We will explore what this means for us as leaders. In this workshop you will review how different generations may perceive the world based on the era in which they were born. Using a framework of a trauma informed approach to the workforce, we will identify how members of different generations may approach issues, develop relationships with their employers or exhibit different work styles. We will focus on ways to build leadership and organizational development through gaining cultural competency in generations and practicing cultural humility to learn more about each other's perspective. We will also learn about the impact technology has had through the generations and in what ways this impacts communication throughout your organization. Finally, we will identify strategies for you to take back to your workplace to use this information for the recruitment and retention of staff.

Mindfulness: Coping with Stress

(90 minutes)

Have you ever felt as though the stress of your everyday activities is too much to bear? That you are exhausted? Constantly running from one meeting to the next without focusing on any one task? Let us introduce you to mindfulness. Being mindful means paying attention to the present moment, the exact way it is. It is very hard to be stressed if you are completely focused on the present moment; what you are sensing and doing right now! In this interactive session you will learn and practice mindfulness and stress management techniques that you can practice anywhere! Believe it or not, even when you are sitting at your desk or in a meeting.

Signs of Depression, Suicide, Drug/Alcohol Abuse

(90 minutes)

According to the National Survey on Drug Use and Health released by SAMHSA (Substance Abuse and Mental Health Services) in January 2023, nearly 1 in 4 adults experienced a mental illness in the past year. In 2020, 40.3 million Americans, aged 12 or older, acknowledged they had a substance use disorder in the past year. This training will help participants gain a strong knowledge base of prevalence rates, risk factors and characteristics or behaviors of a person who may need professional help. Ways to access help, understanding treatment and recovery will be included in the discussion.

The Computer Workshop

A women-owned company in Dublin, Ohio was started over 30 years ago to offer computer and technical skills in a small office workshop setting. Now, with contracts across the United States, The Computer Workshop can deliver virtual or in-person training on a variety of professional topics. GGP has contracted with The Computer Workshop since 2021 for their Leadership and Supervision curriculum, developed and facilitated by The Computer Workshop.

Business Communications

(7 hours)

To be successful in the workplace, you must be able to effectively communicate and cooperate with coworkers and external people. The typical students of this course will be business professionals who want to enhance their communication skills to interact more effectively with superiors, colleagues, team members, customers, and vendors, and ultimately improve their overall job performance. In this course,

you will use a variety of methods to communicate effectively with people in many different roles in an organization.

You will:

- Interact productively with others in the workplace on a day-to-day basis
- Build positive relationships with diverse individuals
- Consider organizational communication systems
- Communicate with peers
- Communicate with supervisors
- Communicate with external people
- Communicate during conflict and change

Prerequisites:

To ensure your success in this course, you should have some level of work experience in any variety of organizational settings.

Communications Strategies

(8 hours)

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look that you give to the cat, it all means something. This workshop will help participants understand the different methods of communication and how to make the most of each of them.

Course Objectives:

- Understand what communication is
- Identify methods of communication
- Identify barriers to communication and how to overcome them
- Develop non-verbal and paraverbal communication skills
- Use the STAR method
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Establish common ground with others
- Use "I" messages

During this one-day workshop participants will cover the following topics: Getting Started, The Big Picture, Understanding Communication Barriers, Paraverbal

Communication Skills, Non-Verbal Communication, Speaking Like a STAR, Listening Skills, Asking Good Questions, Appreciative Inquiry, Mastering the Art of Conversation, Advanced Communication Skills, and Wrapping Up.

Creative Problem Solving

(7 hours)

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

The Creative Problem Solving workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.

Dealing with Conflict and Difficult People

Conflict at work is inevitable. How do you handle yourself during conflict with difficult people and situations? Do you utilize effective strategies and skills during conflict or do you just react?

Conflict and difficult people exist at work as in all facets of life. Since you can't prevent conflict, the most important thing is to learn how to manage conflict in productive ways. There are several strategies for coping with conflict and difficult people – knowing when and how to use these techniques can make you a more effective business professional and reduce the stress in your life.

In this class, you will learn the cycle of conflict and the role we play in that cycle. You will learn about different types of conflict and how to work effectively to manage those scenarios. You will utilize different communication modalities to increase your chances of turning a conflict or stressful situation into a dialogue of cooperation. You will understand the ten different types of people and what motivates them. Once you understand what motivates them, you can be more effective in facilitating tough situations and people so you can get work done without hassle and stress.

Designing Effective Presentations with PowerPoint

(6 hours)

“Seeing is believing,” or so they say. Being able to convey compelling thoughts through visual medium is not only an art, but also a must in business. You haven’t been asked to give “another presentation.” You have been called to reveal a story in a memorable and actionable way.

But how?

How do we partner with our slide deck to tell a compelling story and impart concepts from the simple to the complex to eclectic audiences that may have little to no background in the subject matter you are presenting?

Based on the work of Nancy Duarte and her book *slide:ology*, we will dive headfirst into what it means to create an effective presentation. Our goal through this course will be to explore the Presentation Ecosystem and how best to leverage it towards our three-pronged objective:

- How to connect with an audience
- How to draw them in with design
- How to forge and enhance our partnership with our slide deck anytime we needed it

Soon, you and our audience will SEE the abstract and bring it to life!

Prerequisites:

You should already know how to use the ‘tool’ you are using to design a piece: PowerPoint, Google Slides, the Web or Desktop Publishing software.

Empower your workforce with Copilot for Microsoft 365 Use Cases

(7 hours)

This one-day course is composed of two parts – Getting started with Copilot for Microsoft 365 and Empower your workforce with Copilot for Microsoft 365 Use Cases. The first part of the course introduces you to Copilot for Microsoft 365, examines how you can use Copilot throughout the various Microsoft 365 apps, explores best practices for using Copilot and building effective prompts, and examines how you can extend Copilot with plugins and Graph connectors. The second part of this training content is really the heart of this course. Students

perform a series of hands-on exercises involving seven Use Cases - Executives, Sales, Marketing, Finance, IT, HR, and Operations. These exercises focus on using Copilot in various Microsoft 365 apps (such as Word, PowerPoint, Outlook, and so on) to complete a series of common business-related tasks pertaining to each Use Case. To complete the Use Case exercises in this course, each student must have access to a Microsoft 365 subscription (BYOS) in which they're licensed to use Copilot for Microsoft 365. Each student must also have a Microsoft OneDrive account, since Copilot requires OneDrive to complete the file sharing tasks used throughout the Use Case exercises.

Prerequisites:

This course is targeted towards business users who want to enhance their Copilot for Microsoft 365 skills to solve business-related use case scenarios.

Excel 2019 Level 1

(7 hours)

The Computer Workshop writes their own curriculum for Excel making it easy to customize a class specific to your needs. Many think they are past the basics, but our course has many valuable shortcuts and quick data entry methods built in to give you a good foundation. So even if you have used Excel for a number of years, it is worth taking the Level 1 class. Our course will make ordinary tasks much easier for you to accomplish, and in much less time.

Upon successful completion of this course, you will be able to customize the interface to better suit your needs, create lists, efficiently develop Excel worksheets and workbooks, use basic excel function formulas, apply formatting to content, create customize number formats, control how spreadsheets are printed, as well as be able to find and replace content.

Excel 2019 Level 2

(7 hours)

In this course, you will cover how to work with large worksheets and workbooks in Microsoft Excel. Create Named cells and ranges which are used in formulas and navigation. Write formulas that refer to other worksheets and workbooks. Create 3D formulas that refer to data in other worksheets and workbooks. You will sort and filter data, use conditional formatting, and create and format tables and charts, and how to use the Quick Analysis tools. Apply protection to the worksheet, workbook, and file itself. You will work with graphics, run the Accessibility Checker and make

the file Accessible (508 Compliant), create and work with comments, and finally create a custom template.

Excel 2019 Level 3

(7 hours)

In this course, you will cover how to create and work with Macros and VBA Programming, as well as how to add Form Controls and assign a Macro to a Form Control. In addition, you will work with creating and modifying hyperlinks, get data from the internet using the new Power Query tool. You will learn how to use Outlining, Subtotaling, and Consolidation tools. You will also learn not to use the analytical tools of Goal Seek, Data Tables, Scenarios, Solver, and Forecasting.

Excel 2019 Pivot Tables

In this course you will learn how to create and modify PivotTables and PivotCharts, as well as how to filter and modify fields to format and group data. In addition, you will learn to use the advanced features of PivotTables, such as consolidating multiple workbooks as well as creating and using page fields. Finally, you will learn how to generate PivotTables using imported data from external data sources. This information could be in Access, SQL Tables, the Internet, or other database programs. Understanding how to work with PivotTables and PivotCharts to achieve the results you want is one of the most powerful tools in Excel.

Prerequisites:

Excel 2019 Level 1 and Excel 2019 Level 2.

Excelling in A Supervisor Position

It happens all the time. You did great work as an employee and now you have been promoted to a supervisory position. You're no longer just "one of the guys". Now you are responsible for directing the work of other people and creating an effective and efficient work environment.

What do you do? Holler for help? Hope that everything works out OK? Pray that no one notices your mistakes?

Most supervisors are thrown into supervisory positions with little or no preparation. And, the most amazing thing is – they are not offered an opportunity to receive any training.

Not many of us are born knowing how to manage, motivate, lead, hire, discipline, or fire other people. But now, you need to know how to do all those things!

During this one-day workshop you will:

- Learn the characteristics of an effective supervisor
- Understand leadership styles and the qualities of a good leader
- Learn the core functions of: setting goals and planning, organizing work and assigning tasks and controlling work performance
- Understand steps for effective decision-making
- Gain skills in how to motivate today's workers
- Practice communication skills such as listening, giving instructions and giving criticism
- Understand how to evaluate and discipline employees
- Learn how to manage change and resolve conflicts constructively

Goal Setting and Getting Things Done

(7 hours)

Goal Setting is one of the most basic and essential skills someone can develop. We touch on goal characteristics, time management, and what to do when setbacks occur. This workshop will provide the knowledge and skills your participants need to complete more tasks, and get things done.

Our Goal Setting and Getting Things Done workshop will cover strategies to help your participants deal with distractions and overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.

During this one-day workshop participants will cover the following topics: Getting Started, Overcoming Procrastination, Four P's of Goals Setting, Improving Motivation, Wise Time Management, Tips for Completing Tasks, Increase Your Productivity, To Do List Characteristics, Mistakes Will Happen, and Wrapping Up.

Microsoft Office 365 Online with Teams

This course is an introduction to Microsoft Office with Teams in a cloud-based environment. It can be used as an orientation to the full suite of Office 365 cloud-

based tools, or the Teams lessons can be presented separately in a seminar-length presentation with the remaining material available for later student reference.

Using the Office 365 suite of productivity apps, users can easily communicate and collaborate together through Microsoft Outlook mail and Teams messaging and meeting functionality. Additionally, the Microsoft SharePoint team site provides a central storage location for accessing and modifying shared documents. This course introduces working with shared documents in the familiar Office 365 online apps – Word, PowerPoint, and Excel – as an alternative to installing the Microsoft Office desktop applications. This course also introduces several productivity apps including Yammer, Planner, and Delve that can be used in combination by teams for communication and collaboration.

In this course, you will build upon your knowledge of the Microsoft Office desktop application suite to work productively in the cloud-based Microsoft Office 365 environment. You will:

- Sign in, navigate, and identify components of the Office 365 environment
- Create, edit, and share documents with team members using the Office Online apps, SharePoint, OneDrive for Business, and Delve
- Collaborate and work with colleagues using the Yammer and Planner apps
- Use email and manage contacts with Outlook on the web
- Collaborate using Teams
- Configure Teams

Prerequisites:

To ensure your success, you will need to be familiar with the Windows operating system and web browser. You also need competence in using the locally installed version of Microsoft Outlook for sending email and interacting with calendar events, and should be familiar with at least one of the primary applications in the Microsoft Office suite (Microsoft Word, Microsoft PowerPoint, and Microsoft Excel).

Performance Management

(7 hours)

Motivation has a profound effect on employees' productivity and performance. An organization improves its likelihood of success by maintaining a motivated work force. As a leader within your organization, you share in the responsibility of motivating your employees.

You also want to be able to lead the individuals on your team effectively by conducting ongoing performance appraisals; delivering helpful and instructive feedback, training, and coaching; and by employing effective performance-management strategies on the job. This course will help you cultivate the skills necessary to motivate your employees and give you essential performance-management skills.

Course Objectives:

Upon successful completion of this course, students will be able to:

- Identify strategies for motivating employees and developing them through the application of basic performance-management techniques
- Commit to employee motivation
- Motivate employees
- Develop self-motivated employees
- Establish a foundation for performance management
- Optimize employee performance using performance-management strategies
- Create employee performance and development plans

Prerequisites:

To ensure your success, we recommend that you have some level of work experience in any of a variety of organizational settings. You should also have general end-user computer and Internet skills. To meet this prerequisite, you can take the following course: Windows 10 Level 1

Project Management Basics

(7 hours)

Successfully managing a project requires effective planning and adherence to the industry's best practices in every step of the process. By understanding the fundamentals of project management, you will be better prepared to initiate a project in your organization and position it for success. In this course, you will identify effective project management practices and their related processes.

During this one-day workshop participants will cover the following topics: Fundamentals of Project Management, Characteristics of a Project, Project Initiation and Scope Planning, Scope Definition, Verification and Change Control,

Time Management, Schedule Development and Control, Resource Identification and Cost Approximating, Budgeting and Cost Control, and Course Summary.

Prerequisites:

To ensure your success, it is recommended that you first take the following courses: Microsoft Office Word: Level 1; or have equivalent knowledge. Some on-the-job experience in participating in managed projects would be preferable.

Storytelling with Data 2: Renegades in Excel

Ready to tell more complex stories dealing with dense data? Now that you are familiar with the six essential parts of telling meaningful stories with data, it is time to take that to the next step.

In Storytelling with Data, we explore what it means to harness the highways-of-the-mind to make data driven stories easy to read and understand. Through those six lessons, our conversation will continue in Storytelling with Data 2!

Above all, are you ready to turn the six lessons on their head to get to the bottom of each case-driven story? It's time to step up your storytelling!

In this course, we will:

- Take a deeper dive on bulky tables and less-commonly used graphs
- Explore stories that have multiple endings
- Prepare visuals to tell the story with or without you
- Sprinkle in a dash of dashboarding

Prerequisites:

Storytelling with Data 1

Storytelling with Data

(7 hours)

The Storytelling with Data course teaches you the fundamentals of data visualization and how to communicate effectively with data. You'll discover the power of storytelling and the way to make data a pivotal point in your story. The lessons in this illuminative text are grounded in theory, but made accessible through

numerous real-world examples – ready for immediate application to your next graph or presentation.

Storytelling is not an inherent skill, especially when it comes to data visualization, and the tools at our disposal don't make it any easier. This book demonstrates how to go beyond conventional tools to reach the root of your data, and how to use your data to create an engaging, informative, compelling story.

Specifically, you'll learn how to:

- Understand the importance of context
- Determine the appropriate type of graph
- Randomize and eliminate clutter
- Direct your audience's attention
- Think like a designer when visualizing data
- Leverage the power of storytelling to help your message resonate with your audience

Teamwork and Team Building

(7 hours)

In this course, you will cover the different aspects of a team, as well as ways that they can become a top-notch team performer. During this one-day workshop participants will cover the following topics: Getting Started, Defining Success, Types of Teams, The First Stage of Team Development – Forming, The Second Stage of Team Development – Storming, The Third Stage of Team Development – Norming, The Fourth Stage of Team Development – Performing, Team Building Activities, Making the Most of Team Meetings, Solving Problems as a Team, Encouraging Teamwork & Wrapping Up.

Course Objectives:

Upon successful completion of this course, students will be able to:

- Describe the concept of a team, and its factors for success
- Explain the four phases of the Tuckman team development model and define their characteristics
- List the three types of teams
- Describe actions to take as a leader, and as a follower for each of the four phases (Forming, Storming, Norming and Performing)
- Discuss the uses, benefits and disadvantages of various team-building activities
- Describe several team-building activities that you can use, and in what settings
- Follow strategies for setting and leading team meetings

- Detail problem-solving strategies using the Six Thinking Hats model – and one consensus-building approach to solving team problems
- List actions to do, and those to avoid, when encouraging teamwork

Thriving in the Hybrid Workplace

Keep your team engaged and connected while working from anywhere. Even before the coronavirus hit, remote work was growing at nearly 30 percent per year, and now it's just a fact of life. There are man millions of people who once worked at a central location every day who now find themselves facing an entirely new way of working. Now this work will shift again as we move into another model of work: Hybrid.

Some of the team will be physically near at times, while the rest connect to the team from afar. Then each will swap and have their go from the other side. How do you help your team do more than survive these transitions, but thrive in them?

Course Objectives:

These are the best practices from a management viewpoint we will explore in “The Long-Distance Teammate” by diving into three main factors:

1. Connection
2. Direction
3. Pro-action

Time Management

(7 hours)

The Time Management Skills workshop will help managers, supervisors, team leaders or team members learn how to implement effective time management. During this one-day workshop participants will cover the following topics: Principles of time management, time management plans, technology and time management, increasing productivity, avoiding information overload, organizing your office & learning to communicate effectively.