



Employee Development 2024 Training Opportunities

It's time to make 2024 your year.

Many view the start of a new year as a chance to begin again, to take on a new challenge, to reconnect to previous goals, or to dive into new ones.

The City of Tempe is committed to your growth and development. Employee Development is proud to dramatically expand the frequency and scope of free training courses and opportunities to help you on your journey.

- Maybe you want to connect to the city values and your career in the **CONNECT Program** or enhance your productivity while reducing stress in **Getting Things Done**.
- Perhaps you want to improve your communication skills even in the most difficult situations with **Crucial Conversations for Mastering Dialogue**.
- Is 2024 the year you work with a coach and build on your strengths with **CliftonStrengths** or enhance your Emotional Intelligence with **EQ-i 2.0**?
- Maybe this is the year you pursue some independent growth through **LinkedIn Learning, MasterClass at Work**, or the **Employee Development Book Club**.
- Is 2024 the year you've chosen to develop your leadership skills and even become a better supervisor in the **LEAD courses**?
- Perhaps now is the time for you to improve your **Presentation Skills**, better understand the **5 Languages of Authentic Appreciation**, or to work on **Interview Preparation**.
- Maybe this is your year to continue your formal education by enrolling in classes at a school at a free or reduced cost to you through the **Tuition Reimbursement** and **Educational Partnership programs**.

These are just a few of the many programs Employee Development is offering. Even more exciting programs are on the way.

We remain committed to you and your growth in 2024. These opportunities would cost you thousands of dollars if you tried to purchase them all on your own, and the City of Tempe is proud to provide them at no cost to you to help you grow.

We hope that you will find one opportunity in this booklet to which you can commit in 2024.

If you have any questions, please do not hesitate to reach out to us. We're excited to see the impact you make this year.

Jeremy King

Deputy HR Director
Employee Development

Heather Armstrong

Training Coordinator
Employee Development

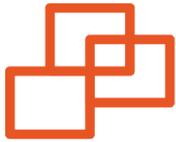
Patrick Maurer

Training Coordinator
Employee Development

QUESTIONS?

480.350.5930

employeedevelopment@tempe.gov



Getting Things Done[®]

Discover the Art of Stress-Free Productivity

Are you constantly busy and yet not as productive as you'd like to be?

Do you often feel overwhelmed, stressed, burned out, or frustrated?

Do you struggle to be fully present, often thinking about work projects when you're at home and thinking about homelife when you're at work?

Getting Things Done (GTD) Training teaches a powerful approach for mastering workflow, which is based on David Allen's New York Times bestselling book **Getting Things Done: The Art of Stress-free Productivity** and his 30 years of coaching individuals and organizations. GTD Training will help you transform the way you engage with the vast amount of stuff that you encounter from day to day (e-mails, notes, to-dos, tasks, assignments, commitments). You'll learn the habits to capture all of these things effectively, make quick decisions that lead to action, and develop a personalized, trusted organizational system. You'll learn the key behaviors of reviewing their system on a consistent enough basis so you can make optimal choices about where you put your attention and

activity as opposed to being driven by the "latest and loudest." You'll learn the skills to focus your attention on things that matter most, prioritize commitments, increase personal productivity, and create more mental space at work and at home. Let's reduce stress and burnout and get things done.

This course normally costs over \$900 to attend, but is offered at no cost to City of Tempe employees.

2024 Dates

January 30th

July 18th

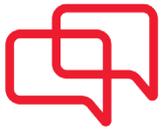
April 17th

October 16th

“ Getting Things Done has been a game changer for me! I am becoming a master at organizing my tasks, delegating responsibilities, and completing every last detail of a project without waiting until the last minute. It's even spilled over into my personal life, and I utilize it at home for the sweet, sweet victory of crossing another task off my list! I highly recommend it. ”

— **Stephanie Self**

Community Arts Specialist
Community Arts Engagement



Crucial Conversations. FOR MASTERING DIALOGUE

Learn the Skills of the World's Best Communicators

Whenever you're not getting the results you want, it's likely an important conversation either hasn't happened or hasn't been handled well. In fact, both individual and organizational success are largely determined by how quickly, directly, and effectively we speak up when it matters most. At the heart of healthy and high-performance organizations are people willing and able to hold Crucial Conversations.

But there's a better way. Crucial Conversations gives people the skills to step into disagreement—rather than over or around it—and turn disagreement into dialogue for improved relationships and results.

Crucial Conversations for Mastering Dialogue is an engaging classroom course rich with group discussion, real-time practice, and group support and coaching. This two-day in-person course offers the best in learning and development.

You'll walk away with nine skills you can immediately apply to your professional and personal life to work through disagreements and achieve better results.

This course normally costs over \$1,000 to attend, but it is offered at no cost to City of Tempe employees.

2024 Dates

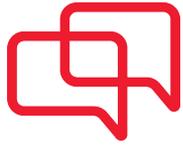
March 21st -22nd (two-day training)
May 14th - 15th (two-day training)
August 21st - 22nd (two-day training)
November 13th - 14th (two-day training)



Crucial Conversations is one of the best training classes that I have attended here at Tempe. I was not 100% sure what to expect in this class, but I'm glad I went. This is a very interactive course; you learn new skills and are given time to actually practice the skills you've learned. I discovered new ways to effectively listen and uncover what is really being said in the conversation. I would recommend this course to all city employees.



— Rob Brown
Fleet Coordinator
Municipal Utilities



Crucial Conversations[®]

FOR ACCOUNTABILITY

Managing Performance is more than a process—it's about people.

Sure, there are fancy software and tools to make performance management seamless and easy. But any manager who's struggled to close a significant performance gap or anyone who has ever walked out of an annual review feeling like they've just been processed rather than prioritized knows there's nothing easy about it. Deflated and disenchanted people don't improve, and neither do results.

The good news is these accountability skills are replicable and learnable. We're all just a few crucial skills away from learning how to manage people and performance daily and directly.

Crucial Conversations for Accountability is an engaging two-day in-person course rich with group discussion, real-time practice, and group support and coaching.

2024 Dates

March 20th -21st (two-day training)

September 18th -19th (two-day training)



Calendar at a Glance

January

1/30

Getting Things Done

February

2/6

Connect 101

2/7

Five Languages of Authentic Appreciation

2/9

Professional Resiliency & Self Care

2/13

Lego SeriousPlay

2/15

Interview Preparation

2/21 & 2/22

Crucial Conversations for Mastering Dialogue

March

3/6

Presentation Skills: Mindset & Delivery

3/7

Connect 201

3/20 & 3/21

Crucial Conversations for Accountability

April

4/3

Connect 101

4/9

Connect 201

4/12

Trauma-Aware Tempe

4/17

Getting Things Done

4/18

Clifton Strengths Discovery

4/18

Interview Preparation

May

5/1

Connect 301

5/8

Presentation Skills: Purposeful PowerPoint

5/14 & 5/15

Crucial Conversations for Mastering Dialogue