Maryland's Largest School District

MONTGOMERY COUNTY PUBLIC SCHOOLS
Expanding Opportunity and Unleashing Potential

Office of Human Resources and Development
Excellence • Diversity • Inclusion

Department of Professional Growth Systems
Supporting Services Training & Development

Training Opportunities for Supporting Services Professionals

Summer 2023

For additional information and/or questions about
training opportunities for supporting services professionals,
please contact Mr. Victor Santiago, staff development program manager,
at (301) 217-5121 or via email at Victor_R_Santiago@mcpsmd.org.

Training Opportunities for Supporting Services Professionals
Summer 2023

Communication about online summer trainings will be sent to your MCPS Outlook email. In addition to your MCPS Gmail account, please make sure to check your MCPS Outlook email. Zoom access information, changes in location and/or cancellations will only be notified through your MCPS Outlook email.
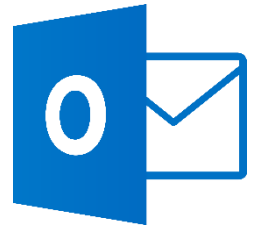
To register for these training opportunities, please visit the MCPS Professional Development Online (PDO) System - https://pdo.mcpsmd.org and search the course number.

General Information:

These summer professional development opportunities are available and open to all supporting services professionals.

For sessions offered via Zoom, please make sure to use your MCPS-provided Zoom account. To access your MCPS-provided Zoom account, log in to Google Chrome using your @mcpsmd.net account.

MCPS Web Conferencing Center

https://mcpsmd.zoom.us/

IMPORTANT

MARK YOUR CALENDAR

If you register for summer workshops, please make sure to add them to your calendar and set reminders to attend.

Important Information: Do Not Be a No-show for Trainings!

It is unfair to fellow employees when a registered participant does not show up to a course and does not follow guidelines to withdraw from a course. By not withdrawing from a course, a seat is being held and does not allow other employees who are interested in the course the ability to attend a professional development opportunity. If your plans change and you are unable to attend a course, please withdraw from the course as soon as possible.

Instructions for withdrawing from a class are on the home page of the PDO website: https://pdo.mcpsmd.org.

It is understood that last minute changes and/or emergencies do happen.

If you need assistance, please contact the course instructor(s) or the Help Desk, (301) 517-5800.

Paid Summer Professional Learning Opportunity for 10-month School-Based Supporting Services Professionals in Their First Year of Service in MCPS!

See detailed information on pages 5 & 6.

For additional information and/or questions about **FAST** training,
please contact Ms. Elisa Hong, instructional specialist, via email at Elisa_Hong@mcpsmd.org.

FAST
TRACK TO RECOVERY

Paid Summer Professional Learning Opportunity for School-Based Supporting Services Professionals in Their First Year of Service in MCPS!

FAST is a professional learning induction opportunity specifically designed for first year supporting services professionals.

During the **FAST** professional learning sessions, you will build your capacity to meet the social, emotional, and behavioral needs of students through building an equity-centered, trauma-informed approach that will allow you to succeed in your professional work setting.

To register for this specific professional learning opportunity, please visit the MCPS Professional Development Online (PDO) System - https://pdo.mcpsmd.org and search course number 91833.

FAST Summer Course Information:

This summer professional learning opportunity has been designed for new school-based 10-month supporting services professionals in their first year of service in MCPS.

The **FAST** Summer Learning Course is a 3-day in person course that any new school-based supporting service professional can participate.

Participants will be paid a $600 stipend for completing the course. The dates of the course are **6/21**, **6/22** and **6/23**.

FAST stands for *First Year Administrators, Supporting Service Professionals and Teachers*.

FAST
TRACK TO RECOVERY

FAST Summer Course Information:

The **FAST** Summer Learning Course is a 3-day in person course that any
new school-based 10-month supporting service professional can participate

*Participants will be paid a $600 stipend for completing the course.

Dates: 6/21, 6/22 & 6/23.

Location: 15 W. Gude Drive, Rockville, MD

Time: 8:00 a.m. – 3:00 p.m.

Each day is comprised of 8 hours (6 hours in person + 2 hours asynchronous) of learning.

Please note: You must commit to all three days in order to be eligible to receive the stipend.

*This course is a part of the FAST Track to Recovery Pilot. This is a grant funded induction professional learning opportunity.
To be eligible you must be a new supporting service professional.

For additional information and/or questions about **FAST** training,
please contact Ms. Elisa Hong, instructional specialist, via email at Elisa_Hong@mcpsmd.org.

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Course Title	PDO Course #	Core Competencies	Date/Time	Location	Course Description
SPT10: Building Your Resiliency Practice	**91281**	**1, 4, 5 & 7**	**July 5** **2:00 p.m. – 3:30 p.m.**	**Zoom Webinar**	This activity-based course will empower you with skills to manage adversity, change, and stress. This training covers topics such as coping strategies and self-care practices. You will leave with concrete tools to begin implementing a personalized proactive and responsive resiliency plan right away.
SPT10: Introduction to Excel (2 days) *This course is designed for the beginner user.*	**87043**	**1, 2, 5, 6 & 7**	**July 11 & July 12** **4:30 p.m. – 6:30 p.m.**	**Zoom Webinar**	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. This is designed for the beginner user.
SPT10: Leveraging Personalities and Communication in the Workplace	**90261**	**1, 3, 4, 5 & 7**	**July 12** **10:00 a.m. – 12:00 p.m.**	**Zoom Webinar**	This workshop will help to foster greater collaboration, teamwork, and understanding of each team member's communication style. Raising self-awareness about your communication style, as well as knowing the styles of your team members, will lead to your understanding of the contributions they make to the team. Underscoring what styles motivate and de-motivate you and others and identifying ways to better perform as a team with this knowledge and understanding will be explored.
SPT10: Mindfulness: How to Be More Present	**91820**	**1, 2, 6 & 7**	**July 12** **2:00 p.m. – 3:30 p.m.**	**Zoom Webinar**	This course will cover the benefits of mindfulness and how to start a mindfulness practice. Participants will practice a variety of mindfulness exercises to explore strategies that work for them.

Course Title	PDO Course #	Core Competencies	Date/Time	Location	Course Description
SPT10: 7 Habits of Highly Effective Employees	**87035**	**1, 3, 6 & 7**	**July 13** **3:00 p.m. – 5:00 p.m.**	**Zoom Webinar**	Successful employees share many common traits such as integrity, a positive attitude, good interpersonal skills, and a strong work ethic. 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 leaves.
SPT10: Advanced Coaching Skills for Leaders	**91480**	**1, 3, 5 & 7**	**July 18** **9:00 a.m. – 11:00 a.m.**	**Zoom Webinar**	This practical presentation will review the communication skills necessary to have effective coaching interactions, and discuss using a collaborative coaching approach in key situations including assigning work, managing performance, solving problems, etc. Research shows that employees are more motivated and productive when their supervisor utilizes a collaborative coaching approach during their day-to-day interactions.
SPT10: Intermediate Excel (2 days) *==This course is for the more experienced user of Excel.==*	**87044**	**1, 2, 5, 6 & 7**	**July 18 & July 19** **4:30 p.m. – 7:00 p.m.**	**Zoom Webinar**	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.
SPT10: Practical Communication, Easy-to-Remember Communication Strategies for Supervisors	**90466**	**1, 3, 4, 5 & 7**	**July 19** **9:00 a.m. – 11:00 a.m.**	**Zoom Webinar**	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 meaning and productive.

Course Title	PDO Course #	Core Competencies	Date/Time	Location	Course Description
SPT10: Recognizing & Responding to Stress in the Body	**91821**	**1, 4, 5 & 7**	**July 19** **2:00 p.m. – 3:30 p.m.**	**Zoom Webinar**	Stress is a natural part of life. Participants will learn how to identify their own unique stress response and practice proactive & responsive strategies to alleviate stress.
SPT10: Excel: Charting Data	**85442**	**1, 2, 5, 6 & 7**	**July 20** **4:30 p.m. – 7:00 p.m.**	**Zoom Webinar**	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.
SPT10: Workplace Etiquette and Professionalism	**89582**	**1, 3, 4, 5, 6 & 7**	**July 25** **4:30 p.m. – 6:30 p.m.**	**Zoom Webinar**	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.
SPT10: You Can Do Both: Navigating Work-Life Balance	**90814**	**1, 2, 6 & 7**	**July 26** **2:00 p.m. – 3:30 p.m.**	**Zoom Webinar**	In this workshop, staff will learn strategies to create more balance in their lives while navigating the unique pressure as school employees. Participants will gain practical tools to prioritize their wellbeing and develop a plan for change.
SPT10: Clear and Concise Communication in the Workplace	**86390**	**1, 2, 3, 5, & 7**	**July 26** **4:30 p.m. – 6:30 p.m.**	**Zoom Webinar**	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.

Course Title	PDO Course #	Core Competencies	Date/Time	Location	Course Description
SPT10: Emotional Intelligence Workshop	**89805**	**1, 3, 4, 5 & 7**	**July 27** **4:30 p.m. – 6:30 p.m.**	**Zoom Webinar**	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.
SPT10: Leadership Skills for Supporting Services Staff	**91824**	**1, 4, 5 & 7**	**August 1** **9:00 a.m. – 11:00 a.m.**	**Zoom Webinar**	All staff members can be called on to lead others at one time or another. Whether it be taking the lead on a project or organizing a department function, the ability to lead and influence others is an important skill set. This important session is designed to help individuals that are not currently in a supervisory role to enhance leadership skills such as building strong bonds with colleagues, collaborating effectively on tasks and projects, and resolving conflicts that arise.
SPT10: Giving and Receiving Feedback	**53756**	**1, 3, 4, 5 & 7**	**August 1** **4:30 p.m. – 6:30 p.m.**	**Zoom Webinar**	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.

Course Title	PDO Course #	Core Competencies	Date/Time	Location	Course Description
SPT10: Managing Your Time: Maximizing Your Potential	**90816**	**1, 4, 5, & 7**	**August 2** **2:00 p.m. – 3:30 p.m.**	**Zoom Webinar**	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.
SPT10: Navigating the MCPS Website: Valuable Information & Resources Within Reach	**91462**	**1, 5, 6 & 7**	**August 2** **4:30 p.m. – 6:30 p.m.**	**Zoom Webinar**	This course is designed for supporting services professionals to raise awareness of the kinds of valuable information and resources located on the MCPS website. The course will provide participants with a detailed, guided, interactive tour of the most commonly used sections of the website which every staff member can and should access routinely. Understanding the depth and breadth of information we are required to share through the website as well as MCPS expectations for knowing what is stored on the website and where to find it enables supporting services staff members to be knowledgeable members of the greater MCPS community.
SPT10: The 5 W's of Emails: What you need to know before you press SEND	**91463**	**1, 3, 4, 5 & 6**	**August 3** **4:30 p.m. – 6:30 p.m.**	**Zoom Webinar**	Email is an important tool for all MCPS employees to use to improve the quality of our internal and external communications in the workplace. How you use email reflects not only on your level of professionalism, but also on the reputation of MCPS. Before you push send, it is beneficial for you to know the best practices recommended by MCPS for sending email communications. During this training, you will learn the fundamentals for drafting and responding to emails to ensure your messages are prioritized and processed in accordance with your original intent.

Course Title	PDO Course #	Core Competencies	Date/Time	Location	Course Description
SPT10: Word for Secretaries - Working with Tabs, Tables, and Graphics	**85894**	**1, 2, 5, 6 & 7**	**August 8** **4:30 p.m. – 7:00 p.m.**	**Zoom Webinar**	This instructor-led class will show how to improve the organization and presentation of documents by using features such as tabs, tables and graphics.
SPT10: Setting Healthy Boundaries	**91822**	**1, 4, 5 & 7**	**August 9** **2:00 p.m. – 3:30 p.m.**	**Zoom Webinar**	In this workshop, staff will learn about boundaries and why we all need healthy boundaries. Staff will examine their current work boundaries and identify barriers to establishing and maintaining them. Participants will practice interactive strategies to increase their ability to set healthy boundaries.
SPT10: Word for Secretaries: Mail Merge, Templates and Fill-In Forms	**91270**	**1, 2, 6, & 7**	**August 9** **4:30 p.m. – 6:30 p.m.**	**Zoom Webinar**	This hands-on class will teach participants how to create and use templates and fill-in forms. Participants will also practice using mail merge.

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It is understood that last minute changes and/or emergencies do happen.

If you need assistance, please contact the course instructor(s) or the Help Desk, (301) 517-5800.

For additional information and/or questions about training opportunities for supporting services professionals, please contact Mr. Victor Santiago, staff development program manager, at (301) 217-5121 or via email at Victor_R_Santiago@mcpsmd.org.

Additional information:

- ➢ When registering for summer training, please be sure to check with your supervisor if you plan to attend training during your duty hours. In addition, employees attending training during their assigned duty hours will need to submit MCPS Form 430-94: *Professional Leave (PRO)*. https://www.montgomeryschoolsmd.org/departments/forms/pdf/430-94.pdf
- ➢ Communication about summer professional development opportunities will be sent via MCPS Outlook email.
- ➢ Zoom access information, changes in location and/or cancellations will only be notified through your MCPS Outlook email.
- ➢ It is important to check your MCPS Outlook email on a regular basis.
- ➢ If you register for summer workshops, please make sure to add them to your calendar and set reminders to attend.
- ➢ This information can also be found at the Department of Professional Growth Systems (DPGS) Supporting Services Training & Development website: https://www.montgomeryschoolsmd.org/departments/professionalgrowth/supporting/trainingresources.aspx

Zoom General Information:

- ➢ To participate and/or interact in a Zoom meeting/webinar/workshop, staff will need to use their MCPS-provided Zoom account and NOT a personal Zoom account.
- ➢ To access your MCPS-provided Zoom account, login to Chrome using your MCPS Google account. Navigate to the website https://mcpsmd.zoom.us/ and click on the Login button.

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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

The Department of Professional Growth Systems (DPGS) is committed to building 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.