

## Online Grant-Funded Courses – Register NOW!

### Registration Is Open – But Space Is Limited!

Registration is open for the NJ DOL Upskill Grant-Funded Training facilitated by Rutgers University Office of Continuing Professional Education. This interactive training will be facilitated virtually on Zoom with a live instructor.

### Certificate Programs\*

(Choice of one Certificate Program per registered participant)

**Professional Development Certificate Program – 5 Course Series – *Must Attend All 5 Classes***  
5, 3 Hour Classes      Thursdays – September 9, 23 & 30; October 7 & 14      6:00 pm – 9:00 pm

**Week 1 - Professionalism** - This program defines what it means to be a professional, including challenges to and benefits of acting professionally.

**Week 2 – Communicating with Impact** - Through discussions of how people communicate and why communication is important, this program presents the principles and practices of excellent communication skills.

**Week 3 – Team Building** - Teamwork and its principles will be discussed, allowing the participant to develop an appreciation for the skills and knowledge necessary to build successful work teams.

**Week 4 – Professional Business Communication-Writing for Success** - This program teaches practical skills that can be utilized to produce quality business communications, enhancing the professional image of participants and their organizations.

**Week 5 – Communicating in a Diverse Environment** - Participants will learn practical skills and strategies to improve their ability to work effectively with people of different social and cultural identities.

---

**New Supervisor Certificate Program – 5 Course Series – *Must Attend All 5 Classes***  
5, 3 Hour Classes      Thursdays – October 21 & 28; November 4 & 18; December 2      6:00 pm – 9:00 pm

**Week 1 – Transitioning from Peer to Supervisor** – This workshop discusses the transition from peer to supervisor and the adjustments necessary to make that transition successful.

**Week 2 – Leadership Styles** - This course will explore different leadership styles and the strengths and weaknesses of each.

**Week 3 – Coaching & Motivation for Success** - This workshop presents the participant with the skills needed to effectively coach and motivate individuals.

**Week 4 – Giving Recognition & Feedback** - This course explores the importance of effectively giving recognition and feedback.

**Week 5 – Conflict Resolution & Confrontation Skills** - As long as conflict escalation is avoided, conflict in itself can be a powerful force for beneficial change and employee collaboration.

---

## Individual Workshops\*

**Conflict Resolution & Confrontation Skills** - As long as conflict escalation is avoided, conflict in itself can be a powerful force for beneficial change and employee collaboration.

**Thursday, August 12, 2021**                      **6:00 pm – 9:00 pm**                      **Instructor – John Eric Jacobsen**

**Problem Solving** - Participants will gain advanced skills that will help them to identify and solve complex workplace and organizational problems.

**Thursday, August 19, 2021**                      **6:00 pm – 9:00 pm**                      **Instructor – Susan Russo**

**Emotional Intelligence** - Emotional intelligence, the ability of an individual to recognize their own and others' emotions and understand their effects on the workplace, resulting in more effective leadership effective leadership.

**Tuesday, September 21, 2021**                      **6:00 pm – 9:00 pm**                      **Instructor – Marian Janes**

**Unconscious Bias** - The goal of this workshop is to increase awareness of issues related to diversity and inclusion in the workplace and the impact of unconscious bias.

**Tuesday, September 28, 2021**                      **6:00 pm - 9:00 pm**                      **Instructor – Carmen Bonilla**

**Delivering an Expectation-Shattering Customer Experience** - In these days of self-checkout, automated phone messages, and generic mass email campaigns, it may seem like good customer service is an antiquated concept, but it is still a critical aspect of every successful business.

**Tuesday, October 12, 2021**                      **6:00 pm – 9:00 pm**                      **Instructor – John Eric Jacobsen**

**Communicating with Impact** - Through discussions of how people communicate and why communication is important, this program presents the principles and practices of excellent communication skills.

**Tuesday, October 26, 2021**                      **6:00 pm – 9:00 pm**                      **Instructor – Janet Lockhart-Jones**

**Managing Difficult Situations** - This workshop teaches staff how to respond effectively and sensitively to resistance, charged emotions, and challenging behaviors with clients, customers, and co-workers.

**Tuesday, November 9, 2021**                      **6:00 pm – 9:00 pm**                      **Instructor – Denise Romanelli**

**Employee Engagement** - Employee engagement, the extent to which employees enjoy, believe in, and feel valued for what they do, is a top indicator of organizational success.

**Wednesday, November 17, 2021**                      **6:00 pm – 9:00 pm**                      **Instructor – Susan Russo**

**Team Building** - Teamwork and its principles will be discussed, allowing the participant to develop an appreciation for the skills and knowledge necessary to build successful work teams.

**Tuesday, November 30, 2021**                      **6:00 pm – 9:00 pm**                      **Instructor – Marian Janes**

**Coaching & Motivation for Success** - This workshop presents the participant with the skills needed to effectively coach and motivate individuals.

**Thursday, December 9, 2021**                      **6:00 pm – 9:00 pm**                      **Instructor – Denise Gatti**

*\*Individual participation may be limited due to grant parameters and restrictions determined by NJ Department of Labor. Please note that individuals cannot register for both the Professional Development Series and the New Supervisor Series. Individual participation is limited to a maximum of 10 total workshops, if available (series = 5 workshops).*

## Instructors

### Carmen Bonilla



Carmen L Bonilla has influenced the career futures of over 2,500 early career, mid-level, and senior professionals through interactive workshops focused on building skills that are immediately relevant to the workplace. She provides leadership development training and organizational development consulting. Carmen draws on and brings to the classroom her 18+ years of professional experience, during which she led operations teams, led virtual teams across the US, Latin America, Europe, and Asia. She holds a bachelor's degree Magna Cum Laude from University of Puerto Rico in Mayaguez and an MBA from New York University, Stern School of Business.

### Denise Gatti



Denise is a creative, insightful Diversity, Equity, Inclusion (DEI) and Leadership Development consultant who is passionate about maximizing talent and creating inclusive cultures as drivers for organizational success. As a leader in Diversity, Equity and Inclusion, she built a strategic plan, facilitated training sessions, established Employee Resource Groups and coached Executives to drive culture change.

Denise holds a Masters' Degree from Drexel University, a Bachelor of Arts from The College of New Jersey and completed graduate courses in Organizational Development at St. Joseph's University.

### Charlene Glenn, Ed.D.



Charlene is an innovative, influential leader with expertise in designing, implementing, and delivering sustainable education programs focused on business, leadership, and career development that engage and motivate adult audiences in the classroom or via virtual learning. Charlene is a full time Professor in the Philadelphia metro area that delivers quality instruction, while creating a more enriching and engaging learning environment in various modalities.

Charlene earned an Ed.D. from Saint Joseph's University, a M.S. in Human Organization and Human Resource management from Villanova University, and a B.S. in Business Administration and Management from Widener University.

### John Eric Jacobsen



John Eric Jacobsen has consulted for more than 1,500 companies and addressed more than 1,000,000 people in workshops and seminars throughout the United States, including our government.

John is recognized as one of America's preeminent, leading authorities in the area of soft-skills training. As a keynote speaker, corporate trainer, and seminar leader, he addresses many people each year on topics such as Leadership, Surviving Change, Workplace Negativity, Customer Service, Stress Management, Emotional Control, Communication

Mastery, and Time Management.

### **Marian Janes**



Marian Janes, an experienced and successful Learning and Development professional applies her passion for igniting other's success to stimulating growth of organizations and individuals in varied business and professional environments amidst ongoing cultural and technological changes.

As a learning and education, professional Marian enables organizations to help people discover and apply their core potential and make progress towards their vision.

Marian possesses a Master's Degree in Education from Indiana University and participates in many professional and service organizations.

### **Janet Lockhart-Jones**

Janet has led the development and launch of corporate-wide talent development and process improvement initiatives, built leadership development and coaching practices, and led the implementation of change management efforts and communications strategies for companies undergoing change. A portion of Dr. Lockhart's change work has centered around working with clients to move learning online and to digital format. Converting traditional instructor-led training to live virtual training is a specialty area of consulting and coaching and coaching where PPCI has seen the demand increase exponentially.

Janet's background as a learning and development leader spans a broad range of industries. Those serviced include technology, healthcare, government, financial services, energy, food service, academia and non-profit organizations. Janet's work has led to assignments all over the globe. She has worked extensively in the United States with many Silicon Valley-based companies, and all over Europe, India, South America, the Caribbean, and Canada. She holds a Doctorate Degree in Organization and Leadership, a Master's Degree in Human Resources Management, and a Bachelor of Science degree in Business. She is also a Certified Human Resources Strategist, an ICF-Certified Work and Life Coach (ACC), a Licensed and Accredited Insights Discovery Practitioner, a Certified DISC Practitioner, and a Certified EIQ-2 (Emotional Intelligence) Consultant.

### **Susan Russo**



Susan has 13 plus years in multiple human resource functions with outstanding relationship management skills; works well with all employee groups from entry level to corporate executive. Articulate and confident speaker who is comfortable presenting to small and large groups, both corporate programs as well as customized programs.

Susan holds both, a Master's Degree in Human Resource Management and a Bachelor's Degree in Psychology from Rutgers University as well as SPHR, GPHR, and SHRM SCP Certifications.

**Email for Details, Questions & Registration!**

**[Marianne.Bennett@Rutgers.edu](mailto:Marianne.Bennett@Rutgers.edu)**