

EOD debuts new Customer Service certification

To meet participants' requests, Employee & Organizational Development has created a new certification in customer service training. Employees asked for customer service training, and EOD has answered the call!

The Customer Service certification is planned for all UT employees interested in advancing their skills in customer service. The certification is geared toward the needs of employees who serve in administrative support roles and management positions. The purpose of this new certification is to provide training in service-related topics, such as creating satisfaction surveys, using technology to provide top-quality customer service, and developing a positive, professional image. Employees at any level in the university will benefit from the knowledge and skills they will learn in the Customer Service certification.

The certification requires completion of 11 classes, totaling 32 hours of training. When participants take the prerequisite course, "Customer Service 101," their progress in the certification is tracked. Participants must take the following 11 classes in order to complete the Customer Service certification:



Customer Service 101 (prerequisite)
Enhancing Customer Service with Technology
Every Customer is an Opportunity: Approaching Difficult Customers
Fostering Relationships: The Many Faces of Customer Service
Fundamentals of Outstanding Customer Service
Keeping Good Customer Relations: The Royal Treatment
Projecting a Positive Image: Customer Service for the Frontline
Rebounding from Challenging Customer Service Situations
Satisfaction Guaranteed: Implementing Customer Feedback
Setting Top Quality Customer Service Standards
Your Forgotten Customers: Internal Customer Service

Two sessions of "Customer Service 101" will be offered this fall, and other course offerings within the Customer Service certification will follow in the spring.

To register, visit our website at <http://humanresources.tennessee.edu/eod> and click the "Register for a class!" link. You may also call our office at (865) 974-6657.

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- Office 2007: New Features & Updates
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- PowerPoint 2007 Level 1 & 2
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- Superchicken: Windows XP
- Word 2007 Level 1, 2, & 3

the basics

REGISTRATION

There are two ways to register for courses: call our office at (865) 974-6657, or register online at <http://humanresources.tennessee.edu/eod>. You may also register in person during our regular office hours, noted at right.

LOCATION OF CLASSES

Training classes are held in the UT Conference Center Building, 600 Henley Street, Rooms 218 or 238, unless otherwise noted. Computer courses are held in Room 219. To get to these locations, you may take the trolley, which runs from 7 a.m. to 5 p.m., or park in the UT Parking garage on the corner of Clinch and Locust Streets (view map online at http://humanresources.tennessee.edu/eod/other_links.html.) If you park in the garage, please bring your ticket with you so that it can be validated. Parking is free unless otherwise noted.

CHARGES/CANCELLATIONS

Charges are sometimes made to cover costs of materials, speakers, facilities, or equipment. All computer courses cost \$75 (unless otherwise indicated), are taught on Dell PCs, and are approved for CPS re-certification. Fees for computer courses and seminars will be charged directly to the departments through electronic billing. The entire fee will be charged for class cancellations made less than five business days before the program. Departments are welcome to send substitutes. Make-up classes are not allowed.

REMINDERS

We will make every attempt to contact you with reminders one week before classes. However, a reminder is only a courtesy; it is not a confirmation of your registration. Once you call and register, please consider yourself committed to the class and note our policy for cancellations. If you are unable to attend, please notify us as soon as possible so those on waiting lists may be contacted.

Course Registration Form

Name _____

Department _____

Address _____

Phone # _____

Cost Center/WBS Element _____

Course Title _____

Course # _____

Fax to (865) 974-9715, or mail to Employee & Organizational Development, Suite 220, 600 Henley St, Knoxville, TN 37996

FALL 2009

TRAINING
PAGES

The University of Tennessee Employee & Organizational Development

Suite 220, UT Conference
Center Building

600 Henley Street

Knoxville, TN 37996-4125

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Our Mission

Employee & Organizational Development serves the University of Tennessee by providing faculty and staff with opportunities for growth in their careers. We promote a community that embraces lifelong learning and respect for individual differences, celebrates competence and extraordinary accomplishments, and enhances the quality of work life.



Office Hours

Monday-Friday:

8:00 a.m. to 5:00 p.m.

Employee & Organizational Development observes the university's holiday and administrative closing schedule.

THE UNIVERSITY of
TENNESSEE **UT**
KNOXVILLE

TRAINING
PAGES

training services

ADVANCED CONNECTIONS

One bad service experience can have an enormously negative impact on our effectiveness and on the university's reputation. How many service horror stories have you heard or perhaps experienced? Advanced Connections provides the means to take the first steps toward becoming a service-oriented organization. Enroll with your staff in this free program. If you have ten or more employees, we will come to you. To set up a class on site, contact Linda Francisco, (865) 974-8361.

BENEFITS REVIEWS

Departments may request in-house benefits reviews. This program includes in-depth information regarding retirement, insurance, tax deferred annuities, and many other benefits available to employees. For more information, contact Benefits and Retirement Services, (865) 974-4341.

E-LEARNING COURSES

Computer-based training (CBT) is a series of interactive courses offered on the internet that can be tailored to the individual's needs. Many of the e-learning classes can be substituted for training courses that fall within Employee & Organizational Development's certification programs. To be eligible to use CBT, you must be a UT faculty or staff member. To register, email Bruce Delaney at bdelaney@utk.edu, and ask for the e-class substitution.

MEDIATION SERVICES

Problems in communicating are common in most organizations. The mediation process has proven to be an effective means to resolve conflict. We offer confidential mediation services. These services include consultation, facilitation, mediation training, and formal mediation. For more information, contact Mary Lucal, (865) 974-1909

PERFORMANCE CONSULTING SERVICES

At times, either departmental or individual performance fails to meet the mark, and it is difficult to ascertain the root cause for the performance problem. We provide services from consulting and counseling to training and planning, that will identify needs and offer options to address those needs. Follow-up to assess the plan's effectiveness is included. For more information, contact Linda Francisco, (865) 974-8361.

PROFESSIONAL DEVELOPMENT PROGRAMS

The University of Tennessee encourages faculty and staff to take advantage of professional development programs. These programs are designed to empower and enlighten employees who work at all levels. Each class is guaranteed to be a rewarding experience. As an employee of the University of Tennessee, you have the opportunity to take a minimum of 32 hours of classes per year,

according to HR128. Our classes may also be offered on-site in your department. For further information on how to bring training to you, call (865) 974-6657.

RECERTIFICATION FOR CPS & CAP

Certain training classes offered through EOD may be eligible for recertification points. To be eligible, the class must be related to the CPS and CAP examination outline and must be at least one-hour in length. All computer classes will count towards recertification. Points will be given for each hour spent in class. Eligibility is determined by IAAP. Certificates or transcripts will be given on request. To request certificates, contact EOD, (865) 974-6657.

SHORT COURSES

The short courses are designed to provide additional learning opportunities for busy faculty and staff. This series provides a central location for offering concentrated information on various topics. The sessions are informative yet casual enough for you to enjoy your lunch while learning. To register, call (865) 974-6657.

SPECIALIZED DEPARTMENTAL TRAINING & RETREATS

Let us plan your next staff development retreat or on-site training! We will meet with you to identify needs, prepare activities, and guide all the arrangements to assist in providing continuing staff development for your department. Contact Linda Francisco, (865) 974-8361, for more information.

STRATEGIC PLANNING SERVICES

Does your department have a vision and mission? Do they connect to your strategic plan? If you don't have a strategic plan in place, you may want to avail yourself of our strategic planning facilitation services. A strategic plan is essential to your department's success. Call (865) 974-6657 for more information.

TRAINING ADVISORY GROUP

The Training Advisory Group (TAG) is a system-wide organization that meets biannually to discuss training needs at the campus/unit levels and to prioritize training. Meetings are generally held in April and October in Knoxville. Contact Linda Francisco, (865) 974-8361, for more information.

VOLUNTEER TRAINING PARTNERS

Volunteer Training Partners consists of a group of faculty and staff who are interested in promoting training and development for those who work at the university. If you are interested in becoming a VTP, contact Linda Francisco, (865) 974-8361.

curriculum

The training and computer courses listed below are offered this semester. Courses are organized into topics to help meet individual and departmental planning needs. Employees and their supervisors can work together to develop training plans that support the mutual goals of the employee and the department.

New Courses

Coping With the Winter Blues
Customer Service 101
Effective Presentation Skills II
Identity Theft
Project Management
Safe Zone Training:
Empowering LGBT Allies
Take Charge: Wise Use of Credit Cards

Communication Certification

Introduction to Communication (Prerequisite)
Balancing Your Life and Career: What Gives?
Business Communications for Everyday
Communicate Like You Mean it: Developing Assertiveness
Communicating with Credibility & Diplomacy
Effective Presentation Skills I
Effective Presentation Skills II
E-mail Etiquette: Strategies for Effective Communication
Giving and Receiving Feedback
Making Meetings Work
Meeting People-A Guide to Effective Networking
Managing and Motivating Student Workers
Memo & Business Letter Writing
Myers-Briggs Type Indicator
Nonverbal Communication in the Workplace
Punctuation Basics
Understanding Some of the Most Common "Hidden" Disabilities
Working Effectively with Difficult People
Working with Individuals Who Have Sensory Disabilities

Computer Skills Courses

Access 2007 Level 1, 2, & 3
Acrobat 8.0
Dreamweaver CS3 Level 1 & 2
Excel 2007 Level 1
Excel 2007: Using Advanced Features
Excel 2007: Using Databases
Facing Word Fearlessly
Mail Merge
Office 2007: New Features & Updates
PhotoShop CS3
PowerPoint 2007 Level 1 & 2
Publisher 2007
Superchicken: Windows XP
Word 2007 Level 1, 2, & 3

E-Learning Courses

Behavioral Interviewing
Business Ethics
Business Grammar Essentials
Business Interpersonal Communication Skills
Business Writing Essentials
Conflict in the Workplace

Decision-Making and Problem-Solving for Business
Difficult People in the Workplace Environment
Effective Delegation
Effective Listening
Equal Employment Opportunity
Facilitating Successfully
Giving Successful Presentations
Handling Organizational Change
Making Teams Work: Capitalizing on Conflict
Managing Diversity and Inclusiveness
Managing Others Through Change
Moving into Management
Sexual Harassment
Take Control of Your Time by Working More Effectively
Working with and Managing Difficult People
Workplace Communication Skills

IRIS Courses

Approvals
Basic Reporting for Funds
Basic Reporting for Human Resources
Basic Reporting for WBS Elements
Cash Deposits
Document Tracking
Effort Certification Reports
Fund Reservations
Human Resources Transactions
Internal Transfers
Invoices
IRIS Overview
Non-Competitive Justifications
Procurement Cards
Purchasing & Asset Management
Time Entry
Travel

Short Courses

Avoid the Tax Trap: Keep More of What You Earn
Community Response to an Active Shooter
Don't be a Victim
E-Learning
Identity Theft
Investing 101
Managing and Motivating Student Workers
Mortgages: What You Need to Know in Today's Market
Organize Your Financial Records
Put Your Best Fork Forward:
Dining and Business Etiquette
The Law & You: Interacting with Law Enforcement
Retirement Income Redesigned
Staying the Course
Take Charge: Wise Use of Credit Cards
Understanding Investor Behavior:
A Practical Look
Wealth Building Strategies Part I

Part 1 Certification

Introduction to Supervision (Prerequisite)
Communication Skills for Supervisors
Conquering Workplace Negativity
Creating a Respectful Workplace
Customer Service Skills for Supervisors
Dealing with Change
Decision-Making Skills
Delegation Skills
Listening Skills
Managing Across Generations
Time Management

Part 2 Certification

Leading at UT (Prerequisite)
Behavioral Interviewing
Building Conflict Management Skills
Compensation Practices
Employment Practices
Environmental Health & Safety Compliance
Improving Employee Conduct
Internal Control Overview
Legal Aspects of Management & Supervision
Mediation Skill Building
Performance Review
Preventing Sexual Harassment

Electives for Part 2 Certification

Building a Team: Teambuilding at its Best
Career Development for Staff
Dealing with Employee Leave Issues
Delivering Effective Recognition
Emotional Intelligence
Ethical Challenges in the Workplace
FIR0-B
IRIS Approvals
IRIS Overview
Leading Change
Mentoring for Managers
Organizational Culture
Project Management
Research Compliance
Risk Management
Succession Planning
Travel Regulations
What's My Leadership Style?

Course symbols listed below are used throughout Training Pages:

1 Part 1

e e-learning substitution

2 Part 2

★ Communication

New! New course

CS Customer Service

communication certification

Effective communication skills are vital to the success and growth of every employee of the University of Tennessee. The ability to communicate clearly and effectively with faculty, colleagues, and other university customers is required for today's diverse working environment. In response to campuses' requests, Employee and Organizational Development is excited to offer a Communication Certification that will teach participants how to communicate effectively. This certification is available to all employees.

Focusing on both written and oral communication, the course offerings build a solid foundation for productive teamwork and essential clear communication skills. To complete this certification, a participant must take 32 hours of training classes, including one required course, "Introduction to Communication."

Frequently Asked Questions:

What do I need to do to obtain the certification?

To complete this certification, a participant must take 32 hours of training classes including one required course, "Introduction to Communication."

How do I "sign up" for the certification?

When you take the first required course, "Introduction to Communication," you are automatically enrolled in the certification.

Is there a time limit on completing the certification?

No. You may take courses to build your certification for as long as you like.

Will these classes count for HR128?

Absolutely! The University of Tennessee strongly suggests that each employee take 32 hours of professional development training per year, and classes under the Communication Certification are applied toward HR128.

Can I take any of these classes online?

Yes. Several classes can be earned through an e-substitution.

What happens when I "graduate"?

A celebration for the Communication Certification will be held annually in May. Invitations will be sent to those employees who have completed the required classes for the certification. Invitations will be sent through departmental mail. Certificates will be given the day of the celebration.

Whom do I call for more information?

Call Brian Roe at (865) 974-8492, or email broe1@tennessee.edu.

Available Courses:

Introduction to Communication (Prerequisite)
Balancing Your Life and Career: What Gives?
Business Communications for Everyday
Business Etiquette: More Than Just Good Manners
Communicate Like You Mean It: Developing Assertiveness *
Communicating with Credibility and Diplomacy
Effective Presentation Skills I *
Effective Presentation Skills II
E-mail Etiquette: Strategies for Effective Communication
Giving and Receiving Feedback
Making Meetings Work *
Managing and Motivating Student Workers
Meeting People-A Guide to Effective Networking
Memo and Business Letter Writing
Myers-Briggs Type Indicator
Nonverbal Communication in the Workplace
Punctuation Basics*
Understanding Some of the Most Common
"Hidden" Disabilities
What's Your P.O.? How to Develop Your Levels of
Patience & Optimism
Working Effectively with Difficult People *
Working with Individuals Who Have Sensory Disabilities
Writing Effectively *

**Denotes e-class substitutions.*



Throughout Training Pages, these classes are denoted with a Communication Certification Star.

part 1 certification



UT LEADERS: LIGHTING THE WAY

With the university's increased commitment to training and developing supervisory and managerial employees, Employee and Organizational Development implemented certifications. According to results from the Employee Satisfaction Survey, Training Advisory Group, and focus group meetings, we targeted supervisory training as our particular emphasis.

The supervisory training plan has four components with each designated for a specific group of employees.

PART 1: Part 1 is planned for those staff members who desire to become supervisors. The training focuses on communication skills and supervisory responsibilities. Part 1 consists of 33 hours of training to receive certification.

PART 2: Part 2 training is designed for managers, directors, and department heads both new to the organization and those who hold a supervisory or managerial position. Training is delivered during a two-year period with certification being achieved after 70 hours of training. The Part 2 training includes core requirements, technical processes and compliance training, employee and team development, organizational development, and personal and professional development.

PART 3: Managerial seminars are targeted for experienced managers and supervisors and are conducted at various locations throughout the state. These seminars will include specific topics of interest to this group. The seminar topic is Stephen Covey's *Seven Habits of Highly Effective People*.

PART 4: Leadership training is the fourth part. Part 4 involves one-day workshops and seminars for graduates of the Leadership Institute. These day-long programs will bring graduates together to address challenges faced by the university and to renew their leadership skills.

1 part 1 curriculum

Part 1 is planned for those staff members who are interested in supervision. The training focuses on communication skills and supervisory responsibilities. This part consists of 33 hours of training to reach certification. Participants start the certification process by taking the initial class: "Introduction to Supervision."

**Denotes e-class substitutions.*

SUPERVISORY RESPONSIBILITIES

Introduction to Supervision (Prerequisite)*	3 hrs
Creating a Respectful Workplace	3 hrs
Delegation Skills*	3 hrs
Dealing with Change	3 hrs
Decision-Making Skills*	3 hrs
Managing Across Generations	3 hrs
Time Management*	3 hrs

COMMUNICATION SKILLS

Communication Skills for Supervisors*	3 hrs
Conquering Workplace Negativity*	3 hrs
Customer Service Skills for Supervisors	3 hrs
Listening Skills*	3 hrs

Total **33 hours**

part 2 certification



UT LEADERS: LIGHTING THE WAY

Part 2 training is designed for managers, directors, and department heads both new to the organization and those who hold a supervisory or managerial position. Training is delivered during a two-year period with certification being achieved after 70 hours of training. The Part 2 training includes core requirements, technical processes and compliance training, employee and team development, organizational development, and personal and professional development. Participants start the certification process by taking the initial class, "Leading at UT." The Panel Discussion: Current Issues & Trends will be held at graduation of the Part 2 Certification. **Please note: This level of certification is for current UT leaders only.**

Core Requirements:

Leading at UT (Prerequisite)	3 hrs	Mediation Skill Building	2 hrs
Building Conflict Management Skills*	3 hrs	Panel Discussion: Current Issues & Trends	2 hrs
Compensation Practices	3 hrs	Performance Review	3 hrs
Employment Practices	2 hrs	Preventing Sexual Harassment*	3 hrs
Environmental Health & Safety Compliance	2 hrs	Purchasing & Bidding Procedures	2 hrs
Fiscal Policies and Budgeting & Accounting Overview	3 hrs	Strategic Planning I	4 hrs
HR Practices	3 hrs	Strategic Planning II	4 hrs
Improving Employee Conduct	3 hrs	Supervising a Diverse Work Environment*	3 hrs
Internal Controls Overview	2 hrs	UT Search Procedures	2 hrs
Legal Aspects of Management & Supervision	3 hrs	Workers' Compensation	3 hrs

2 part 2 curriculum

The following outlines the electives for fulfilling the requirements for Part 2 Certification. You must take at least one course from each of the competency areas.

**Denotes e-class substitutions.*

Electives:

I. Technical Processes & Compliance Training

Behavioral Interviewing*	3 hrs
IRIS Approvals	3 hrs
IRIS Overview	3 hrs
Research Compliance	3 hrs
Risk Management	3 hrs
Travel Regulations	3 hrs

II. Employee & Team Development

Building a Team: Teambuilding at Its Best *	3 hrs
Career Development for Staff	3 hrs
Dealing with Employee Leave Issues	3 hrs
Delivering Effective Recognition	3 hrs
Motivation and Retention of Employees	3 hrs

III. Organizational Development

Leading Change*	3 hrs
Mentoring for Managers	2 hrs
Organizational Culture	3 hrs
Succession Planning	3 hrs

IV. Personal & Professional Development

Emotional Intelligence	3 hrs
Ethical Challenges in the Workplace*	3 hrs
FIRO-B	3 hrs
Project Management	3 hrs
"What's My Leadership Style?"	3 hrs

Total training time:

55 hours of required courses

15 hours of elective courses

70 hours to achieve certification

Congratulations to the May 2009 Communication Graduates!

On May 18, 2009, graduates of EOD's Communication certification were honored at a reception in the Executive Dining Room of the University Center. This year, EOD celebrated with 15 graduates. Brian Roe, lead trainer for the Communication certification, congratulated everyone on his or her achievement and pointed out the many reasons why earning an EOD certification is such an important accomplishment. Because UT encourages 32 hours of job-related training per year (UT Policy HR0128), earning the Communication certification is an excellent way to gain training hours and boost annual performance reviews. In addition, Brian explained that one of the most valuable aspects of the Communication certification is the skills it provides will allow UT employees to perform better in their positions.

To begin the Communication certification, employees must take the prerequisite course, "Introduction to Communication." Once a participant takes this course, EOD will begin tracking his or her progress in the certification. We contact all graduates approximately four weeks before the graduation event, held annually in May.

If you have questions about this certification or would like to learn more, please visit our website at <http://www.humanresources.tennessee.edu/eod> where you can find information on the curriculum by visiting the "Certification Programs" link. You can also register for classes on the website by visiting the "Register for a class!" link. Please also feel free to call our office at (865) 974-6657.



*Back row: (left to right): Robert Osborne, Rhonda Green, Kimberly Lindsay, Willis Orrick, Carol Armstrong, Pat Flynn
Seated (left to right): Sharon Marshall, Wanda Davis, Von Bruce, Johanna Owenby, Bobbi Turner*

How can UT employees earn training credit?

Human Resources Policy 128, HUMAN RESOURCES DEVELOPMENT, is beginning its fifth year! HR 128 is a policy that strongly encourages employees to earn 32 hours of professional development training per year. Training offered through Employee & Organizational Development as well as training offered through other UT departments and through businesses outside of UT can apply toward employees' yearly training credit.

One way employees can gain training hours is by participating in one of EOD's four certifications: UT Leaders Lighting the Way Part 1, UT Leaders Lighting the Way Part 2, Communication, and beginning this fall, Customer Service! The Part 1, Part 2, and Communication certifications are extremely popular among UT staff, and each certification has its own graduation celebration each year. The Customer Service certification is EOD's newest certification program, and it debuts this fall (for more information, see front page). All of EOD's certifications make up at least 32 hours of training.

In addition to EOD certifications, employees can earn training credit by taking any courses listed in Training Pages. Courses listed in Training Pages, including computer and IRIS courses, are automatically applied to employees' training credit after confirmation of attendance. All you have to do is attend the class and sign the roster! EOD takes care of making sure your classes are applied toward your HR 128 credit. All training courses listed in Training Pages can be found on the EOD transcript you print from our website.

Another way to earn training credit is by participating in seminars, training classes, and professional development opportunities offered through other UT departments. Offices such as Benefits and Retirement, the Office of Information Technology, Professional and Personal Development, and many others offer a variety of training and development opportunities. However, please be aware not all UT-sponsored training events count for HR 128 credit. If you are uncertain of whether a training event counts for HR 128 credit, just give EOD a call! Please also be aware that for training offered outside of EOD, you must submit the Additional Training Credit (ATC) form in order to receive credit. You can find the ATC form on our website by clicking on the "Forms" link. You only need to submit this form for training completed outside of EOD. You must submit an ATC form in order to receive credit for e-learning courses taken through OIT.

Lastly, employees can earn training credit by enrolling in seminars, conferences, and other events offered outside of UT. Again, not all training events count toward HR 128, so please give us a call to make sure the event you're interested in is applicable. You'll also need to submit an ATC form in order to receive credit.

A final note: Courses taken outside of EOD do not show up on your EOD transcript. In order to view a comprehensive transcript that lists your EOD training PLUS your outside training, you will need to view your IRIS training history. The specialist in your department can access your IRIS training history by following this path in IRIS: S_PH9_46000431 - Reports -> Attendances -> Attendee's Training History.

As always, let us know if you have questions by calling (865) 974-6657.

You may also view our FAQ's about HR 128 on our website at http://humanresources.tennessee.edu/eod/docs/HR_128_FAQ_Revised_J.pdf

Do You Have What It Takes To Be a Star?

This summer, Employee & Organizational Development was proud to offer for the first time in the Knoxville area the Star Achievement Series® Level 1. Eighteen UT employees attended this training series over the duration of 32 hours, four 8-hour days, beginning in March 2009 lasting through July 2009. On July 31, 2009, these employees were recognized and rewarded with a “surprise” graduation ceremony for their dedication and hard work. Tomi Rogers, facilitator of Star Achievement, addressed the graduates and awarded certificates. Ms. Rogers shared her thoughts with the graduating class about how she observed their professional and personal growth: “I was honored by having the privilege of facilitating the series to this special group of employees. From session to session, I could eyewitness the professional growth of each employee by their actions, words, and positive changes. The personal growth was evident in the bond the participants created and shared throughout the series. They know that who they are today is not all they are capable of becoming.” Many of the employees’ supervisors were also in attendance to show support, share words of encouragement, and congratulate them on this significant accomplishment.

Congratulations to our Summer 2009 Graduates!



*Back row: (left to right): Peggy Roberts, Francie Brodman, Sherri Brown, LaShel Brown, Terrie Cassidy, Jane Davis, Jessica Brannon
Middle row: (left to right): Cheryl Johnston, Linda Reavely, Selina Ogle, Valeria Clark, Deborah Hill, Marilyn Butler
Front row: (left to right): Valuri Reid, Jill Marling, Cheryl Hodge, Brenda Johnson, Tracy Gregory*

The Star Achievement Series® is a training program developed by the Founder and CEO of Office Dynamics, Ltd., Joan Burge. This series builds on the skill, attitude, teamwork, and strategy fundamentals that result in increased productivity and job satisfaction among administrative professionals.

The Star Achievement Series® is a tri-level, multi-module series. In Level 1, the participants covered four modules over the span of five months: (1) Be a Star Achiever; (2) Star Achieving Techniques; (3) Building a Star Team; and (4) Reaching Stardom.

The Star Achievement Series® is offered to all UT administrative professionals who would like to increase and further their administrative knowledge by learning new abilities, becoming more creative, and getting out of their “comfort zones.” If you are interested in this dynamic program, please look for more information in spring Training Pages.

Making social media sites work for you

Given the popularity of websites like Facebook, it may seem that social media sites are just for college students and may not have much practical value. However, results from a recent study on Facebook show that 54 percent of Facebook users are between ages 26 and 65. In fact, the number of 35- to 44-year olds registered on the popular site has more than doubled since the beginning of 2009. Even more interesting is that people have been using social media sites like Facebook to boost their career prospects, professional contacts, and personal brand. Considering the changing demographic of sites like Facebook and the changing nature of the world of social media, it's time to think differently about social media—specifically how to make it work for you.

Using social media sites is an efficient way to engage in professional networking because there is no investment of “in person” time. However, a lack of face-to-face networking time does not mean that social media require no effort. On the contrary, creating and maintaining a professional web presence does require effort and a modest time commitment. The difference between traditional networking activities and social media networking is that through social media, professionals can invest as little or as much time as they would like in building their networks, and they can do it at home. In addition, professionals can reach a greater number of people through social media networking. Busy professionals can connect with others in the same organization, building a powerful internal network of individuals working for the same company. Professionals can also use social media sites to make contacts outside of their current fields or organizations, which can be helpful to individuals interested in transitioning to a new field. In a business world that becomes increasingly internet-based, it makes sense to develop a professional web presence.

There are dozens of social media sites that members can use to develop a professional web presence. LinkedIn (www.linkedin.com) is one of the most popular and successful social media sites for professionals. On LinkedIn, members create profiles that list education, work experience, skills, goals, and more. Members can then search for a specific contact and request to join that person's network. Members can also ask a contact to make introductions to other professionals. LinkedIn is free, user-friendly, and has over 43 million members, making it a practical place to start for those who are interested in building a professional presence in social media sites.

The key thing to remember when it comes to social networking sites is that quality is better than quantity. It's a much more effective use of time to join only one or two sites than to join dozens of them—and remember, joining a social media site will only work if you have the time to maintain your web presence.

If you have the time and interest to take advantage of what social media sites can do for you, they're a great way to bring your career and professional image into the 21st century!

Resources: <http://www.techcrunch.com/2007/07/06/facebook-users-up-89-over-last-year-demographic-shift/>
<http://www.insidefacebook.com/2009/03/25/number-of-us-facebook-users-over-35-nearly-doubles-in-last-60-days/>
<http://www.linkedin.com>
http://blogs.payscale.com/salary_report_kris_cowan/2008/06/7-tips-for-boos.html

training classes

SEPTEMBER

COST SHARING

Facilitator: Gail White
September 10, 1:30-4:30
Section 50080149

238 Conference Center Building
UT has recently implemented a fiscal policy for cost sharing on sponsored projects. This course examines types of cost sharing, allowable cost sharing expenditures, and preferred methods of accounting for cost sharing in IRIS.

2

EMOTIONAL INTELLIGENCE

Facilitator: Stefani Mundy
September 11, 8:30-11:30
Section 50080150

238 Conference Center Building
Did you know that IQ accounts for as little as 20% of the difference between star performers and average employees? With people who score equally in IQ, what distinguishes individuals who rise to the top in their professions? This workshop, based on the theories of Daniel Goleman and other experts, will explore the remaining 80% called emotional intelligence. Participants will focus on the components of this type of intelligence and how these abilities impact one's professional and personal life effectiveness.

1 e

INTRODUCTION TO SUPERVISION

Facilitator: Stefani Mundy
September 15, 8:30-11:30
Section 50080151

238 Conference Center Building
Prerequisite to Part 1 Certification
E-Learning Substitution: Moving Into Management (15.5 hrs.)

This three-hour course introduces participants to the UT Leaders Lighting the Way: Part 1 Certification. It is intended for those who are aspiring to be supervisors and will give an overview of information to guide them into supervisory leadership. In this session, participants will examine the different roles of supervisors and the qualities possessed by effective leaders.

FRAUD PREVENTION AND DETECTION IN HIGHER EDUCATION

Facilitator: Brian Browning
September 16, 9:00-12:00
Section 50080152

218 Conference Center Building
Every day, the media report on large fraud cases that have caught the private sector by surprise. However, it is rare to learn about occupational fraud occurring in higher education environment. The facts are that it does occur. This course will provide the attendee an understanding of fraud, the types of fraud most common in higher education, how they occur, and how to recognize or prevent these acts in your department.

COMMUNITY RESPONSE TO AN ACTIVE SHOOTER

Facilitator: UT Police Department
September 16, 12:00-1:00
Section 50080303

221 University Center
In light of recent events involving public shooting incidents, (including the Knoxville area), UTPD has designed a program to help staff and students recognize what they should do in the event of an active shooter on campus. The presentation will also cover past incidents and what to expect from the police when they arrive.

2

LEADING AT UT

Facilitator: Linda Francisco
September 17, 8:30-11:30
Section 50080304

238 Conference Center Building
Prerequisite to Part 2 Certification
The prerequisite class of Part 2, Leading at UT, provides an overview of the importance of leadership skills at UT. This session involves a discussion of key leadership responsibilities and delineates the ways in which leaders are crucial to the university's success. This class is designed for those already in management or leadership positions.

STAYING THE COURSE

Facilitator: Bernie Reed,
ING Financial Advisors
September 17, 11:30-1:00
Section 50080305

221 University Center
A planned course of action is valuable now more than ever to thrive in a challenging economy and reach our financial goals. We will explore:

- The character of the current versus past financial markets
- Tips for staying calm and focused
- Top bloopers
- Ideas and steps to make the most of your money

Lunch will be provided.

SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE

COST: \$249
Facilitator: Stefani Mundy
RESCHEDULED DATES:

June 8-10, 2010, 8:30-4:30
Originally scheduled dates:
September 22-24, 8:30-4:30
Section 50069932

238 Conference Center Building
Would you like to be more effective in both your work and personal life? Do you wish you could get better results from the hours in your days and spend more time focusing on the most important and meaningful things?

These areas are main focus points in the Seven Habits program. In addition beneficial topics, participants will discover how to:

- Balance key priorities
- Take initiative
- Improve interpersonal communication
- Develop mission, vision, and values within their organization
- Leverage creative collaboration
- Apply principles for achieving a balanced life

Dr. Stephen Covey, author and creator of the Seven Habits program, is recognized as one of TIME magazine's 25 Most Influential Americans. Covey spent decades observing and researching effectiveness and discovered that those who are highly effective have several habits in common; habits that can be learned and practiced to increase your personal and professional effectiveness! Come to this three-day seminar and learn about the seven essential habits and how to incorporate them into your own life and work. This interactive experience is led by certified a Covey instructor, Stefani Mundy, who testifies that the program can be life-changing. The \$249 fee covers materials. Cancellations for this seminar must be made 10 business days before the seminar.

training classes



INTRODUCTION TO COMMUNICATION

Facilitator: Brian Roe
September 22, 9:00-11:00
Section 50080306

218 Conference Center Building
Prerequisite to Communication Certification

You must complete this class before taking other courses in the communication certification. This two-hour course introduces participants to the communications certification. Those who attend will discuss and apply a communications model, understand why communication is important at work, and assess their own speaking and writing skills.



DEALING WITH EMPLOYEE LEAVE ISSUES

Facilitator: Mike Herbstritt
September 23, 8:30-11:30
Section 50080307

218 Conference Center Building
This course describes the various types of leave available to university employees. Legitimate uses of leave and abuse of leave will be discussed. Finally, methods to deal with leave abuse situations will be covered.



BUSINESS COMMUNICATIONS FOR EVERYDAY

Facilitator: Brian Roe
September 24, 8:30-11:30
Section 50080308

218 Conference Center Building
Would you like to be more effective in communicating at work? This course examines tips and techniques you can use to make the impression you want. Participants will assess their communication style and learn the three roles of a presenter.



DELIVERING EFFECTIVE RECOGNITION

Facilitator: Therese Leadbetter
September 25, 8:30-11:30
Section 50080309

238 Conference Center Building
Delivering effective recognition is not a skill that comes easily. How does a supervisor acknowledge an employee's accomplishments fairly and consistently? How can we be sure the message will be received as it was intended? Participants in this session will identify five key factors in delivering employee recognition and learn ways to improve their skills. Three common types of employee recognition will be presented, including meaningful ways to present awards.

WEALTH BUILDING STRATEGIES PART I

Facilitator: Andy Johnson
Primerica: A Member of Citigroup
September 25, 11:30-1:00
Section 50080310

218 Conference Center Building
In this class you will take steps to learning what you really want and then ways to achieve it. No more wishing you could have a better life, it's time to Live It!! You will learn the building blocks for financial independence and the keys to winning the money game. Lastly, you will get a preview of Wealth Building Strategies Part 2.

Lunch will be provided; however, drinks will not be provided for this session.



SAFE ZONE TRAINING: EMPOWERING LGBT ALLIES

Facilitator: James DeVita
September 29, 8:30-11:30
Section 50080971

238 Conference Center Building
While issues related to sexual orientation and gender identity have become more prominent in society, individuals who identify as lesbian, gay, bisexual, and transgender (LGBT) continue to face harassment and discrimination. The absence of institutionalized supports at national and state levels requires LGBT individuals and their allies to develop and enact supports locally. The purpose of this course is to educate and empower individuals who have a desire to act as an ally for LGBT people and issues. During this 3-hour course, participants will engage in a series of interactive and reflexive activities that explore issues related to sexual orientation, gender identity and expression, and ally identity. All are welcome to attend.



INTERNAL CONTROL OVERVIEW

Facilitator: Mark Paganelli
September 29, 9:00-11:00
Section 50080311

218 Conference Center Building
Everyone at the university has some responsibility for our internal control structure. This course is designed to assist administrators, faculty, and staff to effectively discharge their responsibilities by understanding and applying internal control concepts. This is accomplished by reviewing the components of internal controls, class exercises, and case studies of actual events at the university.

MORTGAGES: WHAT YOU NEED TO KNOW IN TODAY'S MARKET

Facilitators: Daniel Waters
Financial Advisor for Wells Fargo
and Jason Denton of United
Capital Mortgage
September 30, 11:30-1:00
Section 50080312

218 Conference Center Building
Whether you are looking to buy a home for the first time, refinance, or considering consolidating your debts, this session is for you. Participants will learn how to make the loan process easier and faster and decide if refinancing or debt consolidation makes sense in today's economy.

Lunch will be provided.

OCTOBER



SUCCESSION PLANNING

Facilitator: Therese Leadbetter
October 1, 1:30-4:30
Section 50080314

238 Conference Center Building
Did you know that succession planning can be used to recruit and retain employees in your department? This class discusses the chief concepts of succession planning, tools used to design a plan that fits your department, and benchmarks provided by other organizations.



TRAVEL REGULATIONS

Facilitator: Cindy Stockdale
October 6, 8:30-11:30
Section 50080315

218 Conference Center Building
This course is for those who travel or are responsible for informing employees of travel policy. The course covers travel policy and issues found in travel auditing. It does not cover the entry of travel in the IRIS system.

training classes



MANAGING & MOTIVATING STUDENT WORKERS

Facilitator: Tabitha Cannon

October 6, 11:30-1:00

Section 50080316

238 Conference Center Building

Supervising students in the workplace presents a unique challenge for a variety of reasons, including odd scheduling hours, limited background in a workplace setting, and lack of motivation to work to the standards set by the regular full-time staff who employ them. This session examines some typical problems associated with managing student workers, offers solutions, and includes non-monetary ways to motivate student workers in an administrative setting.



PREVENTING SEXUAL HARASSMENT

Facilitator: Therese Leadbetter

October 7, 8:30-11:30

Section 50080317

238 Conference Center Building

E-Learning Substitution: Sexual Harassment (6 hrs.)

This class assists participants in determining what constitutes sexual harassment in the workplace and outlines the steps involved to prevent sexual harassment.



CUSTOMER SERVICE 101

Facilitator: Brian Roe

October 7, 9:00-11:00

Section 50080319

218 Conference Center Building

Prerequisite to Customer Service Certification

Welcome to the Customer Service Certification! This session will identify how all employees contribute to customer service regardless of the position they hold. Participants will assess their customer service levels and review the "Fantastic Service Equation."



LISTENING SKILLS

Facilitator: Brian Roe

October 8, 8:30-11:30

Section 50080320

221 University Center

E-Learning Substitution: Effective Listening (10 hrs.)

Effective listening is a skill that can be learned. Participants in this session will identify three different listening styles and discuss ways to maximize their own listening skills. Several activities demonstrating effective listening will be used.



WHAT'S MY LEADERSHIP STYLE?

COST: \$20

Facilitator: Therese Leadbetter

October 9, 8:30-11:30

Section 50080321

238 Conference Center Building

Participants will define leadership styles, complete an inventory to assess their own leadership styles, and apply what they discover to real-life situations. With this information, they will be able to make deliberate choices about the most effective way to lead in different situations.



UNDERSTANDING SOME OF THE MOST COMMON HIDDEN DISABILITIES

Facilitators: Teresa Gregory and Sarah Helm

October 9, 8:30-11:30

Section 50080322

218 Conference Center Building

Having a disability does not necessarily mean that an individual uses a wheelchair, an interpreter, or a guide dog. In fact, most registered with the Office of Disability Services have disabilities that are not apparent. Examples include learning disabilities, Attention Deficit/Hyperactivity Disorder, and psychological disabilities. This workshop will give you an opportunity to learn more about these three types of "hidden" disabilities and how they may impact an individual in a learning or work setting. In addition, the presenters will discuss the necessity of a variety of accommodations.



BUILDING CONFLICT MANAGEMENT SKILLS

Facilitator: Stefani Mundy

October 13, 8:30-11:30

Section 50080323

238 Conference Center Building

E-Learning Substitution: Conflict in the Workplace (11.5 hrs.)

Conflict occurs whenever we try to get our needs met and someone or something interferes. The good news is that we can improve our ability to manage conflict. Based on research in conflict management, you will be introduced to different conflict management communication styles and learn the steps of an effective conflict management model.

ORGANIZE YOUR FINANCIAL RECORDS

Facilitator: UT Federal

Credit Union

October 13, 12:00-1:00

Section 50080324

221 University Center

What records should you keep, where and how long? Put your financial files on a de-clutter diet.



BALANCING YOUR LIFE AND CAREER: WHAT GIVES?

Facilitator: Stefani Mundy

October 14, 9:00-12:00

Section 50080325

Arena Dining, Rooms C & D

Is balancing work and life possible? How do you get it all done, and have time left for yourself?! In this session, participants explore the theory behind ways in which focusing on balance can sustain effective living. The facilitator will discuss a framework for directing daily efforts toward the most meaningful and important tasks while renewing oneself in all of the four realms of renewal: Physical, Social/Emotional, Mental, and Spiritual. How is theory put into practice? In this session, participants will determine their top priorities at work and home while creating a practical personal plan for strengthening each of the four realms of renewal.



EMPLOYMENT PRACTICES

Facilitator: Tony Givens

October 14, 9:00-11:00

Section 50080326

238 Conference Center Building

This program covers Employment policies and procedures in Section 100 of Human Resources Policies, including employee categories and designations, the employment of minors, and the process for hiring non-exempt and exempt staff.

training classes

The session will also cover internal and departmental searches, personnel requisition forms, and exempt and non-exempt search processes.



MAKING MEETINGS WORK

Facilitator: Brian Roe

October 15, 8:30-11:30

Section 50080327

238 Conference Center Building

E-Learning Substitution: Facilitating Successfully (27.5 hrs.)

Effective facilitation is key to being an effective supervisor. Leading meetings requires detailed planning and knowledge in order to be most efficient. This program will also stress the importance of cooperation by all meeting members, including facilitators and attendees. Participants in this program will engage in exercises that will help develop facilitation skills and techniques to outmaneuver meeting stoppers.

RETIREMENT INCOME REDESIGNED

Facilitator: Daniel Waters

Financial Advisor for Wells Fargo

October 15, 11:30-1:00

Section 50080328

218 Conference Center Building

Now that you are closer to retirement, you need a plan that is designed to provide for a lifetime of inflation protected income. Topics will include:

- Safe withdrawal % rates to insure a lifetime of income
- The role of asset allocation and its true impact on retirement income portfolios
- Why you shouldn't rely on average annual return assumptions
- Sample strategies to combat inflation, volatility, and outliving your money

Lunch will be provided.

ADVANCED TOPICS & SUBCONTRACT MONITORING

Facilitator: Gail White

October 15, 1:30-4:30

Section 50080329

238 Conference Center Building

This course includes program income, federal expanded authority on sponsored projects, and subcontract monitoring. UT has recently implemented new fiscal policies for identification, accounting, and reporting program income, and for subcontract monitoring on sponsored projects. This course includes comparisons of subcontractors and vendors providing professional services. Federal requirements for monitoring subcontractor performance are also discussed.

2

ENVIRONMENTAL HEALTH & SAFETY COMPLIANCE

Facilitator: Chuck Payne

October 20, 9:00-11:00

Section 50080330

218 Conference Center Building

This session provides an overview of the established program to protect the environmental health and safety of the university community. Topics to be discussed include UT's responsibility, the responsibility of all employees, services available from the Department of Environmental Health and Safety Services (EHSS), supervisors' safety responsibilities, supervisors' safety logistics responsibilities, and improving the safety culture at UT.

1

CUSTOMER SERVICE SKILLS FOR SUPERVISORS

Facilitator: Stefani Mundy

October 20, 8:30-11:30

Section 50080331

221 University Center

Customer relations' responsibilities and processes may be clear for front-line customer service employees as they answer phones and greet customers. But what about the customer relations role of the supervisor? This course, designed for supervisors at any level, will cover ways to solve customer relations problems, guidelines for setting standards, techniques for supporting front-line employees, and the importance of leading by example.

OFFICE PROFESSIONALS SUPER SEMINAR

COST: \$85

Coordinator: Brian Roe

October 21, 8:00-4:00

Section 50069933

4th Floor, Conference Center Building

This all-day seminar is designed for the professional and personal development of office personnel. This seminar provides an excellent opportunity to network with colleagues and focus on your personal and professional goals. Featuring a well-rounded agenda, concurrent sessions offer a variety of topics and activities suitable for both office and accounting personnel. The \$85 fee includes materials, lunch, and parking. Space is limited, so call and reserve your seat today!

2

COMPENSATION PRACTICES

Facilitator: Mike Herbstritt

October 22, 8:30-11:30

Section 50080332

238 Conference Center Building

This program will cover the overall objectives of UT's salary administrative program, the difference between exempt and non-exempt positions, position description questionnaires, and position evaluations.

UNDERSTANDING INVESTOR BEHAVIOR: A PRACTICAL LOOK

Facilitator: Andrew C. Craft

Financial Advisor

VALIC Financial Advisors

October 22, 11:30-1:00

Section 50080333

218 Conference Center Building

This seminar is designed to provide familiarity of the concepts of behavioral finance and demonstrates how these concepts can directly affect investment decisions.

Lunch will be provided.



COMMUNICATING WITH CREDIBILITY & DIPLOMACY

Facilitator: Therese Leadbetter

October 23, 8:30-11:30

Section 50080334

218 Conference Center Building

Are you ready to stand out in the crowd by advancing your credibility and confidence? Interacting with others using poise and polish will transform communication conflicts into opportunities for cooperation and success. Participants in this course will explore methods of communicating with tact and honesty.

training classes

PUT YOUR BEST FORK FORWARD: DINING AND BUSINESS ETIQUETTE

Facilitator: Mary Mahoney
October 23, 11:30-1:00
Section 50080335

238 Conference Center Building

Whether we realize it or not, etiquette skills are used every day in all types of settings. Understanding the importance of being comfortable and confident in dining and business settings are acquired skills. These skills are prerequisites to succeeding in the business world. It takes only a few seconds to make a first impression on someone and the rest of your life to undo it if it's a negative one. By learning basic etiquette principles, you will be well on your way to being remembered positively.

2

FIRO-B COST: \$20

Facilitator: Stefani Mundy
October 27, 8:30-11:30
Section 50080336

218 Conference Center Building

FIRO-B is an assessment that explores the typical ways you interact with people. The scales are derived from combining three needs—for Inclusion, Control, and Affection—with expressed behavior and wanted behavior. This instrument provides participants with additional insight into self and behavior.

1

CREATING A RESPECTFUL WORKPLACE

Facilitator: Brian Roe
October 27, 8:30-11:30
Section 50080337

238 Conference Center Building

Respect is a basic component of a positive work climate. This session will offer practical strategies for creating respectful relationships with co-workers by identifying: (1) essential elements of respect in the workplace; (2) causes of disrespectful behavior in the workplace; and (3) pitfalls to developing respectful relationships in the workplace.

1 e

TIME MANAGEMENT

Facilitator: Stefani Mundy
October 28, 8:30-11:30
Section 50080338

238 Conference Center Building

E-Learning Substitution: Taking Control of Your Time by Working More Effectively (9.5 hrs.)

We all have the same number of hours in the day, but why is it that some people seem to have more? If we could all learn to complete tasks we avoid, or “eat our frogs,” we may have more time to do the fun and important things in life. This session will provide tips and techniques for managing your time, avoiding procrastination, prioritizing, and getting the most out of every day. Also, four styles of time management will be discussed to help employees work more effectively with each other.

2

RESEARCH COMPLIANCE

Facilitator: Brenda Lawson
October 28, 8:30-11:30
Section 50080339

218 Conference Center Building

The purpose of this session is to provide information and guidance to researchers in preparation for human subjects research conducted at UT. This session is designed to help researchers comply with University of Tennessee policies, procedures, and federal regulations concerning the use of humans in research.

New!

SAFE ZONE TRAINING: EMPOWERING LGBT ALLIES

Facilitator: James DeVita
October 29, 8:30-11:30
Section 50080972

238 Conference Center Building

While issues related to sexual orientation and gender identity have become more prominent in society, individuals who identify as lesbian, gay, bisexual, and transgender (LGBT) continue to face harassment and discrimination. The absence of institutionalized supports at national and state levels requires LGBT individuals and their allies to develop and enact supports locally. The purpose of this course is to educate and empower individuals who have a desire to act as an ally for LGBT people and issues. During this 3-hour course, participants will engage in a series of interactive and reflexive activities that explore issues related to sexual orientation, gender identity and expression, and ally identity. All are welcome to attend.



MEMO & BUSINESS LETTER WRITING

Facilitator: Brian Roe
October 29, 9:00-11:00
Section 50080340

218 Conference Center Building

Detailed, specific, and direct are three essential elements of effective memo and business letter writing. There is an art to providing just the right amount of information not to overwhelm the recipients with useless details or leave them fishing for additional information. Register to learn the basic techniques and secrets for efficient business writing.

2

RISK MANAGEMENT

Facilitator: Judy McGhee
October 30, 8:30-11:30
Section 50080341

218 Conference Center Building

This session will provide a basic overview of risk management. Do you know what to do if you are involved in an automobile accident while driving either a university vehicle or your personal vehicle or a rental vehicle while on university business? Do you know who “volunteers/friends” of the university are and how to register them with the state? Do you know how university property is insured? Do you know how to assist a visitor to the campus who has fallen or been injured? This course will concentrate on the paperwork and procedures involved in risk management and insurance issues.

training classes



EFFECTIVE PRESENTATION SKILLS I

Facilitator: Suzy Prentiss
October 30, 9:00-12:00
Section 50080342

238 Conference Center Building
E-Learning Substitution: Giving Successful Presentations (10 hrs.)

Delivering an outstanding presentation is like solving a mystery, you have to determine who, what, why, where, when and how? Whether you are required to for your job, would like to lend your voice to a cause or simply want to overcome a fear, you, too, can deliver a great speech. In this interactive workshop, we will focus on identifying the usual suspects, confronting our fears, and unlocking the secrets of effective presentations – both content and delivery. Join us!

NOVEMBER

2

PERFORMANCE REVIEW

Facilitator: Mary Lucal
November 3, 9:00-12:00
Section 50080345

238 Conference Center Building
Formal performance reviews should be done annually. Come to this session to see how to conduct effective reviews. You will be able to participate in activities developed to provide a painless review process.

2

CAREER DEVELOPMENT FOR STAFF

Facilitator: Stefani Mundy
November 4, 8:30-11:30
Section 50080346

218 Conference Center Building
One of the most important responsibilities of a supervisor is to facilitate and support career growth in staff. Personal and professional progression and goal setting are essential for effective results. This program will focus on the supervisor's role in the process of career development for staff.



GIVING & RECEIVING FEEDBACK

Facilitator: Brian Roe
November 4, 8:30-11:30
Section 50080347

238 Conference Center Building
Anyone who faces the challenge of having a difficult conversation, such as giving or receiving a critical performance review, confronting disrespectful behavior, or receiving constructive criticism, will benefit from this course. By exposing the preconceptions about the critical conversation, the session will provide tips on how to raise difficult topics, manage emotions, and conduct productive conversations about difficult issues.



E-MAIL ETIQUETTE: STRATEGIES FOR EFFECTIVE COMMUNICATION

Facilitator: Brian Roe
November 5, 9:00-11:00
Section 50080348
605 Hodges Library

Email is an effective tool for sending information back and forth; however, a lot more thought should go into the emailing process. Attending this course will help you realize the power of email and assist in strengthening your success of this communication tool. Participants will identify the benefits of productive email use in the workplace.

AVOID THE TAX TRAP: KEEP MORE OF WHAT YOU EARN

Facilitators: Daniel Waters
Financial Advisor for Wells Fargo and F. Edwin Lay, Jr.
November 5, 11:30-1:00
Section 50080349

218 Conference Center Building
Use effective tax planning to help you pay the least amount of taxes on your income. The session will explore often overlooked tax deductions and help participants develop an organizational strategy for tax related documents. A must-have checklist will be provided to lessen the stress associated with April 15. A brief overview of tax efficient investments will be covered as well.

Lunch will be provided.



IDENTITY THEFT

Facilitator: UT Police Department
November 6, 12:00-1:00
Section 50080351
221 University Center

This course covers resources, strategies, and prevention in dealing with identity theft.

2

IMPROVING EMPLOYEE CONDUCT

Facilitator: Mary Lucal
November 10, 9:00-12:00
Section 50080352

238 Conference Center Building
This program helps participants improve skills in gathering interviews, analyzing discipline problems, and preparing warning notices. Time will be allotted for discussion.



TAKE CHARGE: WISE USE OF CREDIT CARDS

Facilitator: UT Federal Credit Union
November 10, 12:00-1:00
Section 50080404

221 University Center
The session covers benefits and cost of credit, how to evaluate credit card offers and build a good credit history.



WORKING WITH INDIVIDUALS WHO HAVE SENSORY DISABILITIES

Facilitators: Teressa Gregory
November 11, 8:30-11:30
Section 50080386

238 Conference Center Building
Anyone who would like to work better with individuals with sensory disabilities, such as hearing, speech, or visual disabilities, will benefit from this seminar. Topics include effective methods of communication, courtesies, responsibilities, and liabilities when accommodating the needs of people with these disabilities.

training classes

E-LEARNING

Facilitator: Bruce Delaney

November 11, 12:00-1:00

Section 50080406

220 University Center

If you like to learn at your own pace then UT's E-Learning may be for you. UT's free computer-based training (CBT) is self-paced, hands-on, web-based courses that are available 24 hours a day, 7 days a week. Courses include Managerial, Supervisory, Business Skills, Human Resources, and Workplace Compliance. There is even a course on dealing with difficult people.



DEALING WITH CHANGE

Facilitator: Brian Roe

November 12, 9:00-12:00

Section 50080407

Arena Dining, Rooms C & D

E-Learning Substitution: Handling Organizational Change (9.5 hrs.)

Do you wish that everything would just get back to normal? Do you know there are proven techniques to assist you in dealing effectively with change? This three-hour session explores these techniques, which apply to work and home, and will discuss why change management is a skill valued by organizations.

OVERVIEW OF ACCOUNTING FOR SPONSORED PROJECTS

Facilitator: Gail White

November 12, 1:30-4:30

Section 50080408

238 Conference Center Building

This overview course introduces attendees to the basic concepts of sponsored projects accounting, including financial, administrative, and technical responsibilities, terminology, the regulatory environment, and IRIS accounting structure and procedures relating to sponsored project setup and closeout.

2

LEGAL ASPECTS OF MANAGEMENT & SUPERVISION

Facilitator: Mike Fitzgerald

November 13, 8:30-11:30

Section 50080409

238 Conference Center Building

Managers face rules and procedures of ever-increasing complexity. This program will provide guidance in the consideration and application of state and federal laws and university policies and procedures as they pertain to university employees. Regulations to be discussed will include FMLA, ADA, disciplinary procedures, discrimination procedures, sexual harassment policies and more.



EFFECTIVE PRESENTATION SKILLS II

Facilitator: Suzy Prentiss

November 13, 9:00-12:00

Section 50080411

218 Conference Center Building

Based upon the tips discussed in Effective Presentation Skills I, you will each make a short presentation to the group. Share with us a hobby, future career plans, your personal story or a favorite vacation - anything that you feel comfortable talking about (for about five minutes) In a supportive environment, we will assess the presentations, recognizing strengths and suggesting areas for improvement. It is your chance to shine!



COMMUNICATE LIKE YOU MEAN IT: DEVELOPING ASSERTIVENESS

Facilitator: Therese Leadbetter

November 17, 8:30-11:30

Section 50080412

238 Conference Center Building

E-Learning Substitution: Workplace Communication Skills (3 hrs.)

Are you ready to stand out in the crowd by advancing your credibility and confidence? Interacting with others using poise and polish will transform communication conflicts into opportunities for cooperation and success. Participants in this course will explore methods of communicating with tact and honesty.

2

MENTORING FOR MANAGERS

Facilitator: Stefani Mundy

November 17, 9:00-11:00

Section 50080413

218 Conference Center Building

In Greek mythology, Mentor was the friend of Ulysses entrusted with the education of his young son. Today, a wise mentor is viewed as a trusted guide who helps employees forge a career path. This course will display the philosophy of mentorship, how it combines learning with the human need for connection, and the impact of these advising relationships. Participants will learn the roles and tasks of a good mentor and why these guides are pivotal during our time of a multi-generational workforce.



CUSTOMER SERVICE 101

Facilitator: Brian Roe

November 17, 1:30-3:30

Section 50080414

238 Conference Center Building

Prerequisite to Customer Service Certification

Welcome to the Customer Service Certification! This session will identify how all employees contribute to customer service regardless of the position they hold. Participants will assess their customer service levels and review the "Fantastic Service Equation."



DELEGATION SKILLS

Facilitator: Janice Hodge

November 18, 8:30-11:30

Section 50080415

238 Conference Center Building

E-Learning Substitution: Effective Delegation (7 hrs.)

Anyone in a supervisory position faces the delegation dilemma regularly. This session will help supervisors, or those interested in becoming supervisors, learn to think of delegation as a helpful tool rather than an ongoing problem. Activities, exercises, and discussion will be used to teach participants what to delegate, how to delegate, and techniques for deciding to whom the work should be delegated.

training classes

PERFORMANCE REVIEW FOR PERSONAL GROWTH

Facilitator: Mary Lucal
November 18, 9:00-10:00
Section 50080416
227 University Center

Do you want to get the most out of an upcoming performance review? If you are an employee who would like to learn more about the performance review process and how to participate in it effectively, this class is designed for you.

2

ORGANIZATIONAL CULTURE

Facilitator: Stefani Mundy
November 18, 1:30-4:30
Section 50080417
218 Conference Center Building

All organizations have a defining culture or DNA, a set of descriptions, nuances, and attributes that designate what is acceptable and what is not; what is valued and what is ignored. Effective leaders actively shape the organizational culture – working within its boundaries – rather than fighting against it. Participants will identify key characteristics of their existing cultures and learn techniques for creating a culture conducive to overall success.

1 e

DECISION MAKING SKILLS

Facilitator: Therese Leadbetter
November 19, 8:30-11:30
Section 50080418
238 Conference Center Building

E-Learning Substitution: Decision-Making and Problem-Solving for Business (18 hrs.)

University employees, especially supervisors, are faced with many decisions during the course of a typical workday. Whether they involve hiring, performance improvement, approving time off, or rearranging office furniture, these

decisions may be challenging. This program will provide participants with guidelines for making the best choice in a given situation.

☆ e

PUNCTUATION BASICS

Facilitator: Bonnie Hinds
November 19, 8:30-11:30
Section 50080419

218 Conference Center Building
E-Learning Substitution: Business Writing Essentials (9 hrs.)

Do you have difficulty recalling rules regarding grammar and punctuation? Are minor punctuation errors decreasing your credibility? Punctuation Basics is designed for employees who want to brush up on common rules regarding punctuation and general sentence structure. This interactive workshop will contain hands-on exercises, including how to fix a run-on sentence, and ways to conquer the most frequently missed comma rules.

1 e

CONQUERING WORKPLACE NEGATIVITY

Facilitator: Brian Roe
November 20, 8:30-11:30
Section 50080420

238 Conference Center Building
E-Learning Substitution: Working with and Managing Difficult People (12 hrs.)

Are you challenged by a negative co-worker or stuck in a negative work environment? An office or department can overcome negativity with some attitude adjustment skills. This class will focus on the power of a positive attitude in the workplace and identify some techniques to assist with conquering workplace negativity.

RAPE AGGRESSION DEFENSE (RAD)

Facilitator: UT Police Department
November 30, December 2 & 4
12:30-4:30
Section 50080421
UTPD Community Room

Note: This class is for women only. The nationally recognized standard in women's self defense programs, RAD offers realistic and hands-on training in a comfortable training environment. This class provides educational information and basic physical skills. Please wear athletic shoes and comfortable clothes.

DECEMBER

☆

MEETING PEOPLE: A GUIDE TO EFFECTIVE NETWORKING

Facilitator: Brian Roe
December 1, 8:30-11:30
Section 50080422
238 Conference Center Building
Why is it important to meet people? Come to this session to gain an appreciation for networking. During this program, participants will learn strategies to increase opportunities to network and to benefit from those new contacts.

☆

MYERS-BRIGGS TYPE INDICATOR COST: \$20

Facilitator: Linda Francisco
December 2, 8:30-11:30
Section 50080429
238 Conference Center Building
Myers-Briggs helps participants identify their personality types. Once personality types are identified, participants will learn how to gain greater understanding of self and others to create personal and professional effectiveness.

2

MEDIATION SKILL BUILDING

Facilitator: Mary Lucal
December 2, 9:00-11:00
Section 50080423

218 Conference Center Building
Mediation is a process by which a neutral third party helps people resolve their differences. It is less adversarial, less expensive (in terms of time and money), and less destructive than many other processes for handling conflict. In this class, you will learn how to use mediation informally with staff and in everyday situations.

2 e

BUILDING A TEAM: TEAMBUILDING AT ITS BEST

Facilitator: Brian Roe
December 3, 8:30-11:30
Section 50080424
238 Conference Center Building
E-Learning Substitution: Making Teams Work: Capitalizing on Conflict (16 hrs.)

Everyone talks about teamwork, and nearly every unit wishes for more. Supervisors find quickly that teamwork isn't something that just happens by itself. This session will offer strategies and methods for supervisors to assess the current level of teamwork in their units, to target an optimum level of teamwork, and to encourage and increase specific teamwork behaviors among employees.

training classes



COMMUNICATION SKILLS FOR SUPERVISORS

Facilitator: Suzy Prentiss
December 3, 9:00-12:00
Section 50080425

218 Conference Center Building
E-Learning Substitution: Business Interpersonal Communication Skills (22.5 hrs.)

With challenges ranging from meeting deadlines and budget constraints to providing performance reviews and recognition, supervisors face the daunting task of matching the skills and talents of employees with the demands and needs of the department. In this role, you will need to listen carefully to superiors and strategically relay information to your team while also actively listening to that team in order to create a positive and productive professional environment. With a focus on empowerment, providing effective feedback and giving and receiving praise, this interactive workshop will strengthen your interpersonal communication skills.



PROJECT MANAGEMENT

Facilitator: Shane Colter
December 4, 8:30-11:30
Section 50080517

238 Conference Center Building
In this overview, attendees will learn how to break down a project into milestones and tasks to develop a baseline plan. This workshop will cover fundamental PM concepts such as sequencing, critical path, change management, and effort/duration. The importance of clearly defined team roles and responsibilities will be discussed as well as methods for estimating, classifying, and prioritizing. Actual project examples will be provided, and participants are encouraged to bring their own projects for practice opportunities.

INVESTING 101

Facilitator: Daniel Waters
Financial Advisor for Wells Fargo
December 4, 11:30-1:00
Section 50080426
218 Conference Center Building

For newbies and seasoned veterans, this course is designed to familiarize individuals with the basics of investing, including

- 401K plans, 403B plans, traditional and ROTH IRAs- which does what and which do I need?
- What is asset allocation?
- How to determine if your investments are consistent with your goals, timeframe, and risk tolerance
- The emotional psychology of investing
- Investment vehicles- the basics of mutual funds, stocks, and bonds

Lunch will be provided.

OMB CIRCULARS & COST ACCOUNTING STANDARDS

Facilitator: Gail White
December 8, 1:30-4:30
Section 50080427

238 Conference Center Building
This course examines the federal regulations that govern costing and administration of federal-sponsored projects. Emphasis is on OMB Circular A-21 and OMB Circular A-110.



BEHAVIORAL INTERVIEWING

Facilitator: Tony Givens
December 9, 8:30-11:30
Section 50080428

238 Conference Center Building
E-Learning Substitution: Behavioral Interviewing (17 hrs.)

Have you ever made a poor hiring decision? Are you concerned with the legal aspects of interviewing applicants? Are you unsure what to ask to gain substantive information on which to base hiring decisions?

If you interview applicants, this class is a must for you. Issues such as interview format, applicant testing, ADA issues, and working with HR-Employment in making your hiring decisions will be covered.

DON'T BE A VICTIM

Facilitator: UT Federal Credit Union
December 9, 12:00-1:00
Section 50080430

221 University Center
Every year more than 500,000 consumers are victims of identity theft. Don't be one of them! UT Federal Credit Union will conduct a brown bag session to help you avoid becoming a victim of identity theft. It's up to you to protect your own identity.



NONVERBAL COMMUNICATION IN THE WORKPLACE

Facilitator: Brian Roe
December 10, 8:30-11:30
Section 50080431
218 Conference Center Building
10%, 30%, 50%. What percentage of communication is the spoken word? You may be surprised how important your non-verbal cues are when communicating. A majority of communication is non-verbal, as it includes posture, eye movement, hand gestures, etc. Learn how to control your non-verbal communication and to interpret what others are saying with theirs.

MANAGING MULTIPLE PROJECTS

Facilitator: Stefani Mundy
December 10, 8:30-11:30
Section 50080433
238 Conference Center Building
Handling several projects can seem like running a race in many directions! At the starting lineup, can you envision the finish line? This course shows participants how to identify major priorities, focus through stress, and stay on track.

Learning effective ways to leap the hurdles of (1) procrastination, (2) multiple disruptions, and (3) mental pressure will set you strides ahead. Join the team as we map a course in multiple project management.

STRESS MANAGEMENT

Facilitator: Tee Ezell
December 11, 9:00-12:00
Section 50080432

238 Conference Center Building
Are you stressed from work or home situations? Attend this workshop to look at alternative ways of coping with stress. We will identify your personal source of stress and current coping mechanisms. Participants will participate in a one hour Yoga session in Room 218. **Comfortable clothing, a yoga mat, or towel is required.**

THE LAW & YOU: INTERACTING WITH LAW ENFORCEMENT

Facilitator: UT Police Department
December 11, 12:00-1:00
Section 50080434
221 University Center

This course will cover your rights and responsibility, some cardinal rules and communication during your encounter with law enforcement. This course will offer procedures to follow if you are stopped by a police officer or law enforcement official.



WORKING EFFECTIVELY WITH DIFFICULT PEOPLE

Facilitator: Julie Monday
December 15, 8:30-11:30
Section 50080435

238 Conference Center Building
E-Learning Substitution: Difficult People in the Workplace Environment (3 hrs.)

My job would be great if it weren't for the people! We've all thought that at some point...right? Every office has people who don't get along consistently, but learning to work

training classes

together effectively can make any day at the office more pleasant for everyone. This class will look at what makes a difficult person difficult. Participants will explore ways to identify, manage, and communicate better with those individuals. A difficult person should be seen as an opportunity, not as an obstacle, on the path to success.

2 e

ETHICAL CHALLENGES IN THE WORKPLACE

Facilitator: Stefani Mundy

December 15, 8:30-11:30

Section 50080436

218 Conference Center Building
E-Learning Substitution: Business Ethics (10.5 hrs.)

As any manager knows, it is sometimes possible to go “by the book” and yet not do what seems to be the right thing. On the other hand,

situations arise in which the fairest and most compassionate course of action may violate policy or even break the law. This workshop will address ethical issues that are most likely to affect UT’s managers.

New!

COPING WITH THE WINTER BLUES

Facilitator: Magellan Health Services

December 16, 12:00-1:00

Section 50080437

218 Conference Center Building

Many of us in the northern hemisphere do not look forward to the winter: it’s cold, gray, has longer days in darkness, and forces us indoors. However, many of us are not only annoyed by winter, but downright “blue” for several months. There are ways to lift your spirits and make the best of this unpleasant season and if you get the winter blues, this workshop is for you.

1

MANAGING ACROSS GENERATIONS

Facilitator: Stefani Mundy

December 16, 8:30-11:30

Section 50080438

605 Hodges Library

For the first time in history, many cultures are experiencing four generations in the workplace. Today’s workforce covers four diverse generations, each having unique motivations and expectations. This session explores values and characteristics of all four generations: Traditionalist, Baby Boomer, Generation X, and Generation Y (Millennial). Participants will explore strategies to understand, motivate, and manage each generation of employees.

2 e

LEADING CHANGE

Facilitator: Therese Leadbetter

December 17, 8:30-11:30

Section 50080439

238 Conference Center Building

E-Learning Substitution: Managing Others Through Change (8 hrs.)

Change doesn’t simply “happen.” People make it happen! To be an effective supervisor, it’s important to take a strong role in leading changes rather than simply coping with the change brought about by others. Participants in this workshop will discuss techniques for change management, learn what employees need from their supervisors during times of change, and practice leadership skills essential to implementing change. Topics will include communication strategies, motivation, overcoming doubt and fear, and planning for the future.

computer classes

Computer classes are held in Room 219 Conference Center Building.

EOD offers all Microsoft Office classes in the latest version, 2007. Office 2007 helps you quickly accomplish routine tasks. New task-based menus and toolbars automatically display the commands and options you can use, making it faster and easier to find the software features you need.

All computer courses cost \$75 unless otherwise indicated. Please note our cancellation policy on page 3.

ACCESS 2007 LEVEL 1

General Computer Skill Level: Advanced

Prerequisite: An understanding of Windows

This class introduces the basic skills necessary for using Access. It includes tasks to explore Access and create, work with, and edit tables. Participants will also learn how to find, filter, print data, create relationships, create, modify, and use simple queries, as well as create, modify, and use simple forms.

October 7 & 8, 8:00-12:00

50080527

December 10 & 11, 12:30-4:30

50080728

ACCESS 2007 LEVEL 2

General Computer Skill Level: Advanced

Prerequisite: Access 2007 Level 1 or equivalent experience

This class introduces more advanced features of tables and queries in Access. It includes tasks to modify tables, set field properties, use operators in queries, design advanced queries, and create action queries. Participants will also learn how to use advanced query wizards, importing and exporting data, printing a relationship report, compacting a database, backing up a database and advanced database features.

September 1 & 2, 12:30-4:30

50080729

November 2 & 3, 8:00-12:00

50080730

ACCESS 2007 LEVEL 3

General Computer Skill Level: Advanced

Prerequisite: Access 2007 Levels 1 and 2 or equivalent experience

This class introduces students to the more advanced features in Access. Tasks include using charts, subforms and subreports, other form techniques, and ActiveX controls. Participants will also learn how to work with indexes, replicate databases, use Access and the Internet, macros, and database security.

September 28 & 29, 12:30-4:30

50080731

December 8 & 9, 8:00-12:00

50080732

computer classes

ACROBAT 8.0~ \$100

General Computer Skill Level:
Intermediate

Prerequisite: An understanding of Windows

In this course, you will use Adobe Acrobat 8.0 to make your information more portable, accessible, and useful to meet the needs of your target audience. Participants will use different applications such as Microsoft Word or Excel to create files in PDF format, which is useful when you are required to share your information electronically by email, over a network, or on the web. Recipients can view, print, and offer feedback. Also covered is the creation and use of interactive forms.

October 5 & 6, 8:30-11:30
50080733

December 1 & 2, 1:00-4:00
50080734

DREAMWEAVER CS3 LEVEL 1

General Computer Skill Level:
Intermediate

Prerequisites: Experience with Windows Operating Systems and familiarity with Web technologies

This class covers getting started with Dreamweaver, creating a website, adding design elements to web pages, working with links, working with frames, and uploading a website.

September 22 & 23, 12:30-4:30
50080735

November 4 & 5, 8:00-12:00
50080736

DREAMWEAVER CS3 LEVEL 2

General Computer Skill Level:
Intermediate

Prerequisite: Dreamweaver Level 1 or equivalent experience

This class covers working in code view in Dreamweaver, formatting styles sheets, creating an effective user-navigation interface, working with AP elements, automating tasks, creating forms, authoring with XML-based data, and integrating other applications with Dreamweaver.

September 8 & 9, 1:00-4:00
50080737

November 11 & 12, 8:30-11:30
50080738

EXCEL 2007 LEVEL 1

General Computer Skill Level:
Intermediate

Prerequisite: An understanding of Windows

This class introduces the basic skills necessary for productive development of workbooks. It includes tasks to explore Excel, use basic workbook skills, and work with ranges. Participants will also learn how to create simple formulas, copy and move data, how to print worksheets, and use page setup. Also covered is formatting numbers, text, working with columns and rows, autoformatting, and styles.

September 22 & 23, 8:00-12:00
50080739

November 9 & 10, 12:30-4:30
50080740

December 16 & 17, 8:00-12:00
50080741

EXCEL 2007: USING ADVANCED FEATURES

General Computer Skill Level:
Intermediate

Prerequisites: Excel 2007 Levels 1 and 2 or equivalent experience

This class covers includes tasks such as using large worksheets, working with multiple worksheets and managing worksheets and files. The student will also learn how to use ranges and other advanced functions, as well as creating, formatting, and modifying charts. It includes how to work with labels in formulas and with outlines. Participants will also learn how to group worksheets, linking numbers from one sheet to another, and export and import data. Additional topics include using shapes and Smartart, creating an HTML file, and working with comments.

October 19 & 20, 12:30-4:30
50080747

December 1 & 2, 8:00-12:00
50080748

EXCEL 2007: USING DATABASES

General Computer Skill Level:
Intermediate

Prerequisite: Excel 2007 Level 1 or equivalent experience

This class introduces using a worksheet as a database, sorting and importing, managing, and filtering data in a list. It also includes database functions, advanced filters, pivot tables, data consolidation, and one- and two- variable tables.

September 10 & 11, 12:30-4:30
50080744

October 13 & 14, 8:00-12:00
50080745

November 19 & 20, 12:30-4:30
50080746

FACING WORD FEARLESSLY ~ \$50

General Computer Skill Level:
Intermediate

Prerequisite: Working knowledge of word processing

Are you an experienced word processor but frustrated by some aspects of Microsoft Word? Are you annoyed when Word changes what you type? Feel you are missing some of the basics of Word, but don't need a beginning level course? Then Facing Word Fearlessly is the right course for you! In this four-hour course, we will cover character, paragraph, and page formats, indents, tabs, merge, sections, styles plus any other topics you are curious about. Bring any file you are having problems with to this course.

October 21, 8:00-12:00
50080749

December 16, 12:30-4:30
50080750

MAIL MERGE ~ \$50

General Computer Skill Level:
Intermediate

Prerequisite: Working knowledge of word processing

Mystified by Mail Merge? Have you done merging in a previous word processing product, but don't understand the process in Microsoft Word 2007? Then Mail Merge is the right course for you! Merge data from an Access database, Excel spreadsheet, or word processing file.

October 13, 1:00-3:00
50080751

computer classes

OFFICE 2007: NEW FEATURES & UPDATES

General Computer Skill Level:
Intermediate

Prerequisite: An understanding of Windows

Office 2007 is a complete business system that simplifies the challenges of today's workplace. It enhances your ability to increase effectiveness and streamlines everyday processes to reduce manual and unnecessary steps. The class focuses on what's changed and what's new in Office 2007.

October 22, 8:00-12:00

50080752

December 15, 12:30-4:30

50080753

PHOTOSHOP CS3

General Computer Skill Level:
Intermediate

Prerequisite: Basic understanding of computer's operating system.

This class covers exploring the Photoshop environment, working with image areas, working with layers, enhancing images, saving images for web and print, and managing assets with Adobe Bridge.

October 21 & 22, 1:00-4:00

50080754

December 10 & 11, 8:30-11:30

50080755

POWERPOINT 2007 LEVEL 1

General Computer Skill Level:
Beginner

Prerequisite: An understanding of Windows

This class introduces the skills necessary to use PowerPoint. It includes tasks on exploring PowerPoint, getting help, using basic presentation skills, and working with presentations. Participants will also learn how to use the outline tab, edit and proof text, and print. Also included are formatting bullets and numbers, using slide sorter view, using graphic images, working with drawing objects, and using slide show view.

September 15 & 16, 8:30-11:00

50080756

November 2 & 3, 1:00-3:30

50080757

POWERPOINT 2007 LEVEL 2

General Computer Skill Level:
Intermediate

Prerequisite: PowerPoint 2007 Level 1 or equivalent experience

This class covers working with the various editing tools to create effective presentations. It includes tasks such as creating basic charts using Smartart, inserting a photo album, creating and using tables, customizing presentations, editing presentation masters, notes masters, and handout masters, and adding special effects. Participants will also learn how to set up and expand a slide show, presenting to a wider audience, and exporting outlines and slides.

September 28 & 29, 8:30-11:00

50080758

November 17 & 18, 1:00-3:30

50080759

PUBLISHER 2007

General Computer Skill Level:
Beginner

Prerequisite: An understanding of Windows

This class covers the design and creation for business publications. Learn to use new wizards, such as the Easy Web Site Builder and the E-Mail Newsletter wizard. Learn to create print publications, including brochures, newsletters, postcards, CD or DVD labels, and other publications. Learn how to design personal publications using an expanded collection of templates, including personal stationery sets and professionally designed greeting cards and invitations. Automatically create a publication that merges pictures and text from a data source (like Microsoft Excel or Microsoft Access), using Catalog Merge to create publi-

cations ranging from a datasheet to a sophisticated catalog.

September 8 & 9, 8:00-11:30

50080760

November 17 & 18, 8:30-12:00

50080761

SUPERCHICKEN: WINDOWS XP

General Computer Skill Level:
Beginner

Are you a little hazy about where files are located? About how to copy or transfer files? Windows Explorer seem mysterious? Come to the Windows Superchicken class! We will learn to create files, backup files, explore the desktop, work with my computer and windows, use toolbars, create folders, use search and the recycle bin, use the taskbar, accessories, the start menu, and internet explorer. Plus, bring any questions you can think of!

September 1 & 2, 8:00-11:30

50080763

WORD 2007 LEVEL 1

General Computer Skill Level:
Beginner

Prerequisite: An understanding of Windows

This class provides an introduction to Word for Windows. Participants will explore Word 2007, use basic document skills, and work with document views. Students will also learn how to use basic text editing, check spelling and grammar, and print Word documents. Also included are using section breaks, indenting paragraphs, formatting with document themes, setting tabs, using numbers and bullets, and working with headers and footers.

September 24 & 25, 8:00-12:00

50080709

October 27 & 28, 12:30-4:30

50080710

December 14 & 15, 8:00-12:00

50080711

WORD 2007 LEVEL 2

General Computer Skill Level:
Intermediate

Prerequisite: Word 2007 Level 1 or equivalent experience

This class covers many of the features that can make everyday tasks quicker and easier. Participants will learn how to insert dates and symbols, work with AutoFormat and tables, edit a table, and apply borders and shading. Participants will also learn how to work with drawing objects, insert graphics, use Smartart, use autocorrect, use and create a template, use the research task pane, and use charts and diagrams.

October 5 & 6, 12:30-4:30

50080712

November 9 & 10, 8:00-12:00

50080713

WORD 2007 LEVEL 3

General Computer Skill Level:
Intermediate

Prerequisites: Word 2007 Levels 1 and 2 or equivalent experience

This class covers advanced features of Word. Tasks include using mail merge, merging mailing labels and directories, sorting table data, and using formulas in tables. Students will also learn how to import Excel worksheets, work with lists, use forms, create and use macros, protect a document, create a table of contents, index, and cross reference.

September 15 & 16, 12:30-4:30

50080714

December 3 & 4, 8:00-12:00

50080715

iris classes

IRIS classes are held in Room 150 Conference Center Building.

APPROVALS

Prerequisite: None
Frequency: Monthly

This class covers how to complete on-line approvals in IRIS for both financial transactions and time entry.

September 22, 1:30-4:30

50080089

October 22, 1:30-4:30

50080090

November 19, 1:30-4:30

50080091

BASIC REPORTING FOR FUNDS

Prerequisite: Valid User ID, one month's experience using IRIS
Frequency: Every other month

This class is an introduction to basic financial reporting for those who are new to reporting in the IRIS system. It covers how to run, print, and read three of the most basic departmental financial reports: the department ledger reports (ZDEPT_LEDGER and ZE_LEDGER), the annual budget versus actual report (ZFM_BCS001B), and an actual line item report (FMRP_RFFMEP1AX – All Postings). You MUST have a valid user ID for the IRIS Production system AND know your cost center or WBS element number to participate in this class. Also, to get the greatest benefit from the class, you should wait to take the class until you have had at least a month's experience using the IRIS system.

September 16, 8:30-11:30

50080092

November 10, 8:30-11:30

50080093

BASIC REPORTING FOR HUMAN RESOURCES

Prerequisite: Valid User ID, one month's experience using IRIS
Frequency: Every other month

This class is an introduction to basic human resources reporting for those who are new to reporting in the IRIS system. It covers how to run, print, and download HR data, as well as how to save selection criteria and save a custom layout. Topics covered include reporting on employee data, position data, time entry data, absence quotas and the payroll distribution report. You must have a valid user ID for the IRIS Production system and know your responsible cost center to participate in this class. Also, to get the greatest benefit from the class, you should wait to take the class until you have had at least a month's experience using the IRIS system.

September 17, 8:30-11:30

50080094

November 19, 8:30-11:30

50080095

BASIC REPORTING FOR WBS ELEMENTS

Prerequisites: Basic Reporting for Funds, Valid User ID, one month's experience using IRIS
Frequency: Every other month

This class is an introduction to basic reporting for WBS elements for those who are new to reporting in the IRIS system. Among the information covered is how to read the department ledger report (ZDEPT_LEDGER) based on the type of WBS element, the overall budget versus actual report (ZFM_BCS002B), and the WBS element line item report (CJI3). Also included are the WBS Element Master Data Overview – Restricted Report (ZPS_WBS_RESTRICTED), which provides master data information on the WBS element, and the Overspent Sponsored Projects Report (ZFOVER001). You MUST have a valid user ID for the IRIS Produc-

tion system AND know your WBS element number to participate in this class. Also, to get the greatest benefit from the class, you should have taken the Basic Reporting for Funds class and have had at least a month's experience using the IRIS system for WBS elements.

September 23, 8:30-11:30

50080096

November 17, 8:30-11:30

50080097

CASH DEPOSITS

Prerequisite: IRIS Overview
Frequency: Monthly

This class covers how to enter bank deposit information in IRIS.

September 9, 1:30-4:30

50080098

October 6, 1:30-4:30

50080099

November 4, 1:30-4:30

50080100

DOCUMENT TRACKING

Prerequisites: Valid User ID, one month's experience using IRIS
Frequency: Every other month

This class covers how to track all types of documents in IRIS, including requisitions, purchase orders, parked documents, posted documents, workflow documents, rejected documents, budget revisions, and time entries. You must have your own IRIS user ID and password to participate in this class. Also, you must have been an IRIS user for at least one month. To get the greatest benefit from the class, you should bring several of your own document numbers with you, including a requisition number.

October 20, 1:30-4:30

50080101

EFFORT CERTIFICATION REPORTS

Prerequisite: None
Frequency: Twice/year

This class is designed for the staff who either enter monthly certification information for their department or who are the central contact person to help faculty, staff, or students enter their personal ECRs. The class covers the basics of how to enter the information and also some of the policy involved.

September 15, 9:00-11:00

50080102

FUNDS RESERVATIONS

Prerequisite: IRIS Overview
Frequency: Quarterly

This class covers how to interpret funds reservations on reports and how to use funds reservations to help manage the balances of WBS elements and cost centers.

October 21, 8:30-11:30

50080253

HUMAN RESOURCES TRANSACTIONS

Prerequisite: IRIS Overview
Frequency: Monthly

This class covers how to enter termination, pay/funding change, and additional pay requests in IRIS for both biweekly and monthly employees. So far these electronic transactions are significantly shortening the amount of time that it takes to go from "filling out the form" until final entry into the employee's personnel record. In many cases these transactions are completing the approval process through final entry in only one day.

September 10, 8:30-11:30

50080144

October 8, 8:30-11:30

50080145

November 5, 8:30-11:30

50080146

iris classes

INTERNAL TRANSFERS

Prerequisite: IRIS Overview

Frequency: Monthly

This class covers entering internal transfers (formerly known as transfer vouchers) in IRIS. This class covers how to move expenditures from one cost center or WBS element to another cost center or WBS element. Topics covered include internal transfers, which are used to move operating expenses (FB50) and salary transfer vouchers (STVs), which are used to move salary expenditures (ZPSTV000).

September 1, 1:30-4:30

50080254

October 13, 1:30-4:30

50080255

November 10, 1:30-4:30

50080256

INVOICES

Prerequisite: IRIS Overview

Frequency: Monthly

This class covers entering invoice (FB60 and MIR7) and credit memo information in IRIS.

September 3, 1:30-4:30

50080257

October 8, 1:30-4:30

50080258

November 5, 1:30-4:30

50080259

NON-COMPETITIVE JUSTIFICATIONS

Prerequisite: Overview of IRIS

Frequency: Monthly

This class covers completion of the Non-competitive Justification (NCJ) required for requisitions and contracts with a sole-source supplier when competitive negotiation methods are not feasible or practical.

September 24, 8:30-11:30

50080260

October 20, 8:30-11:30

50080261

November 18, 8:30-11:30

50080263

OVERVIEW OF IRIS

Prerequisite: None

Frequency: Monthly

This class is for those who are new to IRIS. It includes an introduction to the IRIS training materials and instructions on how to navigate in the system and how to search for and display information. It does not teach specific IRIS transactions but provides the user with the skills needed when beginning to use IRIS and for taking other IRIS courses.

The Overview is the prerequisite to all other regularly-scheduled IRIS classes (except the Approvals class).

September 15, 1:30-4:30

50080141

October 13, 8:30-11:30

50080142

November 3, 1:30-4:30

50080143

PROCUREMENT CARDS

Prerequisite: IRIS Overview

Frequency: Monthly

This class covers how to reconcile the monthly procurement card statements in IRIS.

September 3, 8:30-11:30

50080264

October 14, 1:30-4:30

50080265

November 12, 8:30-11:30

50080266

PURCHASING & ASSET MANAGEMENT

Prerequisite: IRIS Overview

Frequency: Monthly

This class covers how to complete purchase requisitions in IRIS and create asset records for equipment.

September 10, 1:30-4:30

50080267

October 15, 1:30-4:30

50080268

November 12, 1:30-4:30

50080269

TIME ENTRY

Prerequisite: IRIS Overview

Frequency: Monthly

This class covers how to enter absence and attendance information in IRIS for both biweekly and monthly employees.

September 8, 8:30-11:30

50080270

October 6, 8:30-11:30

50080271

November 3, 8:30-11:30

50080272

TRAVEL

Prerequisite: IRIS Overview

Frequency: Monthly

This is a full day class with instruction in the morning and lab exercises in the afternoon. The morning segment covers how to enter Travel Requests (authorizations) and Travel Expense Reports (reimbursement requests) in IRIS. The topics to be covered include initial settings in IRIS for using the TRIP transaction; entering a basic Travel Request

and Travel Expense Report; adding comments, additional destinations, and alternative cost assignments; and information on how to handle expense per diems and individual expense receipt types, and how to complete travel documents for guest travelers and group travel. The session also includes instruction on how to resubmit a revised Travel Expense Report, handle a rejected or adjusted Travel Expense Report, find out the status of the reimbursement payment, and request a personnel number for a guest traveler. The morning segment will be hands-on with the students following along with the instructor. Afternoon time will allow for additional hands-on experience with class exercises and examples of specific travel issues.

September 2, 8:30-4:30

50080273

October 7, 8:30-4:30

50080274

November 11, 8:30-4:30

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Frequently Asked Questions are now available on our website at:

http://humanresources.tennessee.edu/eod/docs/Frequently_Asked_Que.pdf

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