

Level 5 Leadership and the University of Tennessee

In his book *Good to Great*, Jim Collins, author and researcher, discusses the key points of Level 5 leadership. The following list describes the attributes of this style of leadership:

- Level 5 leaders embody a paradoxical mix of personal humility and professional will. They are ambitious, to be sure, but ambitious first and foremost for the organization, not themselves.
- Level 5 leaders set up their successors for even greater success in the next generation.
- Level 5 leaders display a compelling modesty, are self-effacing and understated.
- Many people have the potential to evolve into Level 5 leadership (Collins, 39).

At the University of Tennessee, supervisors, managers, and leaders have many opportunities to evolve into Level 5 leaders. Yet, a trend in training at UT shows these leaders often do not participate in sessions provided for their learning. "I just don't have the time," one manager said recently. Time on the front end pays dividends. It's better to understand the new laws, policies, and guidelines governing UT's employees rather than spending time later on an issue.

HR's "Leading at UT: Part 2" certification is one place to start. The next session of the prerequisite class is scheduled for January 27, 8:30-11:30, Room 238, UT Conference Center Building. As part of the program, you will have the opportunity to observe one of UT's Level 5 leaders: Dr. Andy Holt. Classes will help you prepare for disciplinary action, performance reviews, preventing sexual harassment, and many other situations. You may register on-line at <http://humanresources.tennessee.edu/eod/registration.html> or phone (865) 974-6657. You are invited to join us in the new year as you move to Level 5 leadership.

Training News:

- It's time to start planning your 32 hours of training for 2010. HR0128 policy states supervisors are strongly encouraged to support employees' participation in a minimum of 32 hours of training and development activities per year.
- Interactive hyperlinks are now featured in *Training Pages*. You may click on underlined text to be routed to a the website or email address.
- Office of Research course offerings are now listed in *Training Pages*. Refer to pages 32 and 33.
- UT Life Planning seminars are listed on page 26.
- EOD has made changes to the e-learning substitutions. Refer to page 10.

What's Inside

SERVICES PROVIDED

Benefits Reviews
 Career Development Courses
 Communication Certification
 Computer Courses
 Customer Service Certification
 E-Learning Courses
 IRIS Courses
 Leadership & Development Courses
 Mediation & Conflict Courses
 Performance Consulting Services
 Seminars
 Strategic Planning Services
 Training Advisory Group
 UT Leaders Lighting the Way
Part 1 Certification
Part 2 Certification
 Volunteer Training Partners
 Writing Courses

COMPUTER COURSES

Access 2007 Level 1, 2, & 3
 Acrobat 9.0
 Dreamweaver CS4 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 CS4
 PowerPoint 2007 Level 1 & 2
 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/registration.html>. 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. 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 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

SPRING 2010

TRAINING
PAGES

The University of Tennessee Employee & Organizational Development

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Center Building

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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 services

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) 974-6050.

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 quarterly to discuss training needs at the campus/unit levels and to prioritize training. 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

America Speaks Out on Retirement
Business Ethics for Sponsored Projects
Dealing with Domestic Violence
Dealing with Employee Theft
Exploring Investment Options at the University of Tennessee
Fundamentals of Outstanding Customer Service
Intimate Partner -Stalking vs Networking
Parenting: Making Family Your Priority
Personal Safety
Phishing Defense: Stealing Your Information
Projecting a Positive Image: Customer Service for the Frontline
Question, Persuade, Refer
Rebounding from Challenging Customer Service Situations
Residence Safety Prevention
Resilience: Rethink, Rebuild, Retire
Retirement Planning with the Envision Process
Save Green by Going Green
Setting Top Quality Customer Service Standards
Sextexting: 21st Century Child Safety
The Best Ways to Stick with Your Nutrition Plan
The ROTH IRA
Traveling Safe
Understanding Your State Retirement Plan
Vehicle Theft & Prevention
Wealth Building Strategies Part III
Wealth Building Strategies Part IV
What's Love Got to Do With It?
Workplace Violence
Your Forgotten Customers: Internal Customer Service

Communication Certification

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 & 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
Memo & Business Letter Writing
Myers-Briggs Type Indicator
Nonverbal Communication in the Workplace
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

Customer Service Certification

Customer Service 101 (Prerequisite)
Fundamentals of Outstanding Customer Service
Projecting a Positive Image: Customer Service for the Frontline
Rebounding from Challenging Customer Service Situations
Setting Top Quality Customer Service Standards
Your Forgotten Customers: Internal Customer Service

E-Learning Courses

Avoiding Errors in Usage and Punctuation
Business Grammar Essentials
Communicating for Results
Difficult People in the Workplace Environment
Equal Employment Opportunity
Facilitating Meetings and Work Groups
Interpersonal Communications: The Process
Listening to Comprehend
Making Decisions Dynamically
Management Skills for the Diverse Workforce
Managing Delegation
Overcoming Organizational Negativity
Overcoming the Challenges of Change
Perspectives on Conflict in the Workplace
Preparing for Change
Preparing for the Behavioral Interview
Presenting Successfully
Resolving Conflict with Communication Skills
Sexual Harassment Awareness for Employees
Taking on a Management Role
Team Conflict: The Seeds of Dissent
Understanding Organizational Ethics
Workplace Communication Skills
Your Time and You

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
Fiscal Policies and Budgeting & Accounting Overview
HR Practices
Improving Employee Conduct
Internal Controls Overview
Legal Aspects of Management & Supervision
Mediation Skill Building
Performance Review
Preventing Sexual Harassment
Purchasing & Bidding Procedures
Workers' Compensation

Electives for Part 2 Certification

Building a Team: Teambuilding at its Best
Career Development for Your Staff
Dealing with Employee Leave Issues
Delivering Effective Recognition
Emotional Intelligence
Ethical Challenges in the Workplace
FIR0-B
IRIS Approvals
IRIS Overview
Mentoring for Managers
Motivation & Retention of Employees
Organizational Culture
Project Management
Research Compliance
Risk Management
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

customer service certification

The Customer Service certification is planned for all UT employees interested in advancing their skills in customer service. The certification is geared to the needs of employees who serve in administrative support roles as well as in management positions. The purpose of the new certification is to provide training in a variety of 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.

Frequently Asked Questions:

Will these classes count for HR 128?

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

Is there a time limit for completion?

No. You may take courses to build your certification for as long as you like. Once the Customer Service 101 course is completed, the remaining courses may be taken in any order.

Who can take these classes?

The Customer Service Certification is planned for all UT employees interested in advancing their skills in customer service. Employees at any level in the university will benefit from the knowledge and skills they will learn in the Customer Service Certification.

customer service curriculum

**Denotes e-class substitutions.*

Customer Service 101 (prerequisite)	2 hrs
Enhancing Customer Service with Technology	3 hrs
Every Customer is an Opportunity: Approaching Difficult Customers*	3 hrs
Fostering Relationships: The Many Faces of Customer Service	3 hrs
Fundamentals of Outstanding Customer Service	3 hrs
Keeping Good Customer Relations: The Royal Treatment	3 hrs
Projecting a Positive Image: Customer Service for the Frontline	3 hrs
Rebounding from Challenging Customer Service Situations*	3 hrs
Satisfaction Guaranteed: Implementing Customer Feedback	3 hrs
Setting Top Quality Customer Service Standards	3 hrs
Your Forgotten Customers: Internal Customer Service	3 hrs
Total	32 hrs

part 1 certification



UT LEADERS: LIGHTING THE WAY

With the university's increased commitment to 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 management 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. Programs are 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. Programs are 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 Your 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?"	2 hrs

Total training time:

55 hours of required courses

15 hours of elective courses

70 hours to achieve certification

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:

How do I sign up for the certification?

Signing up for Introduction to Communication automatically enrolls you in the certification.

Is there a time limit for completion?

You may take courses to build your certification for as long as you like. The Introduction to Communication class functions as a planning tool for the certification.

Will these classes count for HR128?

Absolutely! Classes under the Communication Certification are applied toward your annual 32 hours of HR 128 credit.

communication curriculum

**Denotes e-class substitutions.*

Introduction to Communication (Prerequisite)	2 hrs	Meeting People-A Guide to Effective Networking	3 hrs
Balancing Your Life and Career: What Gives?	3 hrs	Memo and Business Letter Writing	2 hrs
Business Communications for Everyday	3 hrs	Myers-Briggs Type Indicator	3 hrs
Business Etiquette: More Than Just Good Manners	3 hrs	Nonverbal Communication in the Workplace	3 hrs
Communicate Like You Mean It: Developing Assertiveness*	3 hrs	Punctuation Basics*	3 hrs
Communicating with Credibility and Diplomacy	3 hrs	Understanding Some of the Most Common "Hidden" Disabilities	3 hrs
Effective Presentation Skills I *	3 hrs	What's Your P.O.? How to Develop Your Levels of Patience & Optimism	3 hrs
Effective Presentation Skills II	3 hrs	Working Effectively with Difficult People*	3 hrs
E-mail Etiquette: Strategies for Effective Communication	2 hrs	Working with Individuals Who Have Sensory Disabilities	3 hrs
Giving and Receiving Feedback	3 hrs	Writing Effectively *	9 hrs
Making Meetings Work *	3 hrs		
Managing and Motivating Student Workers	1.5 hrs		

EOD celebrates the graduates of the Part 2 certification!

On September 10, 2009, Employee and Organizational Development (EOD) recognized 13 graduates of the “Part 2: UT Leaders Lighting the Way” certification. The celebration was held in the Executive Dining Room of the University Center, where graduates attended a roundtable discussion led by Executive Director of Talent Management, Dr. Linda Francisco. Trainer Brian Roe from EOD also attended the celebration to lend his congratulations to the graduates.

The Part 2 certification is EOD’s most extensive certification program, requiring 70 hours of training in advanced topics of management and supervision and in UT policy and procedure. Part 2 is open to UT employees who currently serve in management or supervisory positions. To begin this certification, employees should register for the prerequisite class, “Leading at UT.” After taking “Leading at UT,” employees’ progress in the Part 2 certification is tracked.

As with all of EOD’s certification programs and courses, taking classes in the Part 2 certification is an excellent way to work toward the 32 hours of yearly training that UT suggests for all employees (UT Policy HR0128).

More information about Part 2 is available on the website at: http://humanresources.tennessee.edu/eod/part_two.html

To register for “Leading at UT” or other EOD training classes, please register online by visiting our website at: <http://humanresources.tennessee.edu/eod/registration.html>, or you can call our office at (865) 974-6657.



*Back row: (left to right): Deborah Brown, Michael Roach, Heather Mason, Sandy Dutton, Andrea Bowditch, Eric Brey
Seated (left to right): Deborah Passmore, Toya Cham, Isaac Bader, Sheila McNeil, Mary Bartolini*

UT Knoxville area employees are serious about training!

Employees of UT Knoxville area are taking advantage of the diverse range of training classes Employee & Organizational Development provides each year. In 2009, employees participated in more than 460 training sessions offered by EOD, for a total of more than 15,000 hours of training. EOD's training classes saw a combined total of more than 4,300 participants. EOD offers courses in communication, customer service, supervision, computer skills, IRIS functions, and much more, and we constantly reevaluate our programs in order to deliver the type of training you want! Please visit our website to register for the training classes that appeal to you, or call 865-974-6657.

2009 Training Data:

Total number of training sessions offered by EOD: 468

Total number of participants in all combined training classes: 4,371

Total number of training hours completed: 15,223

E-learning Courses

Do you have a schedule that makes it difficult to attend training classes? Maybe your travel schedule is too hectic, or perhaps your work location makes it difficult to get to classes. No matter what the reason for being unable to attend training classes, you can still participate in outstanding workplace training by taking advantage of e-learning courses!

In partnership with the Office of Information Technology (OIT), Employee and Organizational Development (EOD) accepts a variety of e-learning courses to fulfill credit for UT Policy HR0128. OIT, through a contract with SkillsSoft, offers many different e-learning courses in such topics as communication skills, OSHA compliance, and many more. There are more than a hundred e-learning classes to choose from! In addition, EOD accepts several e-learning classes as substitutions for their own training classes. What does this mean? It means that you can work on many of the required classes for our certifications from your own office! The best part is that any e-learning class you take through OIT counts toward the 32 hours per year of training that UT suggests for all employees. All you have to do is finish the class, fill out an Additional Training Credit form, and send it to our office. We take care of the rest!

In response to participants' feedback, EOD has made changes to the e-learning substitutions in order to reduce the time required.

The e-learning substitutions for our training classes are now much more accessible to employees! To view our new e-learning substitutions, please visit <http://humanresources.tennessee.edu/eod/elearning.html>.

If you are interested in signing up for e-learning classes, please contact Bruce Delaney at bdelaney@utk.edu or at (865) 974-6491.

For all other inquiries, please contact EOD at 865-974-6657.

EOD phases out old certification curricula on January 1, 2010

Effective January 1, 2010, all participants of certification programs will be transferred into the new curriculum for their certification. In November 2008, EOD released a new curriculum for each of its certification programs and gave participants 14 months to fulfill the requirements of the old curricula. EOD anticipates that the transfer process will take a few weeks.

Please be aware that you will not lose credit for courses that have remained in the new curriculum for the certification you are working in. In addition, you will receive credit for courses you have taken previously that were not in the former curriculum but have been moved into the new curriculum for your certification.

If you have questions about your progress in a certification program, please email Johanna Owenby at jowenby@tennessee.edu.

training classes

Please register for training classes online at: http://uthr.admin.utk.edu/TandD/Management_Supervision.shtml

JANUARY



INTRODUCTION TO SUPERVISION

Facilitator: Stefani Mundy

January 12, 8:30-11:30

Section 50084251

238 Conference Center Building

Prerequisite to Part 1 Certification
E-Learning Substitution: Taking on a Management Role (3.5 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.

UNDERSTANDING F&A COSTS

Facilitator: Gail White

January 12, 1:30-4:30

Section 50084252

238 Conference Center Building

This course provides in-depth information regarding Facilities and Administrative (F&A) costs for sponsored projects, including the costs covered by an F&A rate, how and when the rate is applied to sponsored project direct costs, and F&A cost sharing.



CONQUERING WORKPLACE NEGATIVITY

Facilitator: Brian Roe

January 13, 8:30-11:30

Section 50084253

238 Conference Center Building

E-Learning Substitution: Overcoming Organizational Negativity (2 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.

IDENTITY THEFT PREVENTION

Facilitator: UT Police Department

January 13, 12:00-1:00

Section 50084254

605 Hodges Library

This course will cover information, prevention, and resources available so that you don't become a victim of Identity theft.

TAKE THE WHEEL: GET THE BEST CAR DEAL

Facilitator: UT Federal

Credit Union

January 19, 12:00-1:00

Section 50084255

223-224 University Center

Topics covered in this session:

- Educating yourself on the variety of automobiles available

- Selecting the right vehicle for your needs and interests
- Obtaining financing
- Negotiating a reasonable price
- Closing the deal and driving your new car home



CREATING A RESPECTFUL WORKPLACE

Facilitator: Brian Roe

January 20, 8:30-11:30

Section 50084256

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.

training classes

New!

VEHICLE THEFT & PREVENTION

Facilitator: UT Police Department

January 20, 12:00-1:00

Section 50084258

Arena Dining Rooms C & D

This presentation will include statistics and safety tips to help prevent your vehicle from being burglarized.



INTRODUCTION TO COMMUNICATION

Facilitator: Brian Roe

January 21, 9:00-11:00

Section 50084259

238 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.

2

PERFORMANCE REVIEW

Facilitator: Mary Lucal

January 21, 9:00-12:00

Section 50084260

218 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.



CUSTOMER SERVICE 101

Facilitator: Brian Roe

January 26, 9:30-11:30

Section 50084262

8th Floor Conference Room, Andy Holt Tower

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

2

LEADING AT UT

Facilitator: Linda Francisco

January 27, 8:30-11:30

Section 50084263

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.



THE ROTH IRA (INCLUDES THE 2010 ROTH IRA UPDATE)

Facilitator: Daniel Waters
Financial Advisor for Wells Fargo

Advisors in Knoxville, TN

January 27, 11:30-1:00

Section 50084265

221 University Center

Learn about the ROTH IRA, how they work, and who is eligible to contribute to one. Also, the session will discuss the ROTH IRA conversion opportunity for 2010, including a discussion of the special tax treatment of conversions completed in 2010.

This workshop is intended to provide education on the subject matter- no company specific products will be discussed.

Lunch will be provided, courtesy of Wells Fargo Advisors, LLC.



GIVING & RECEIVING FEEDBACK

Facilitator: Brian Roe

January 28, 8:30-11:30

Section 50084268

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.

2

HR PRACTICES

Facilitator: Janice Hodge

January 29, 8:30-11:30

Section 50084269

238 Conference Center Building

Learning a little about many things can be scary, but in this case a little bit may be all you need to steer your employees on the right road. This training course will provide managers a broad overview of the university's critical policies and procedures.

FEBRUARY

2 e

BUILDING CONFLICT MANAGEMENT SKILLS

Facilitator: Mary Lucal

February 2, 8:30-11:30

Section 50084270

238 Conference Center Building

E-Learning Substitution:

Perspectives on Conflict in the Workplace (3.5 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.

CPS INFORMATION SESSION

Facilitator: Cheryl Hodge

February 2, 9:00-11:00

Section 50084271

218 Conference Center Building

The session provides information about the Certified Professional Secretary (CPS) and the Certified Administrative Professional rating. Learn more about the CPS exam; find out who is eligible, what preparation is involved, and what resources are available at UT. For those employees who pass the CPS exam, they will receive a 9 percent salary increase. The CPS rating is the achievement of the internationally recognized standard of proficiency as an administrative professional.

training classes

1

CUSTOMER SERVICE SKILLS FOR SUPERVISORS

Facilitator: Stefani Mundy

February 3, 8:30-11:30

Section 50084272

605 Hodges Library

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.

New!

THE BEST WAYS TO STICK WITH YOUR NUTRITION PLAN

Facilitator: Magellan Health Services

February 3, 12:00-1:00

Section 50084275

221 University Center

Changing nutrition habits on a long-term basis can be difficult for many of us. Even after we have chosen a plan, it can still be difficult to "stick with it" or even begin following it. Fortunately, there are proven "best practice" ways to greatly increase your chances of starting and sticking with your nutrition plan. This course is based on research showing that people who use these proven methods are more likely to make permanent changes in their lives with regard to their eating choices.



BUSINESS COMMUNICATIONS FOR EVERY DAY

Facilitator: Brian Roe

February 4, 8:30-11:30

Section 50084276

238 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.

New!

INTIMATE PARTNER-STALKING VS NETWORKING

Facilitator: UT Police Department

February 4, 12:00-1:00

Section 50084278

221 University Center

This session will cover laws and safety concerns regarding stalking, networking, and social internet sites.

2

COMPENSATION PRACTICES

Facilitator: Mike Herbstritt

February 5, 8:30-11:30

Section 50084279

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.

1 e

LISTENING SKILLS

Facilitator: Brian Roe

February 9, 8:30-11:30

Section 50084280

238 Conference Center Building

E-Learning Substitution: Listening to Comprehend (4 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.

New!

BUSINESS ETHICS FOR SPONSORED PROJECTS

Facilitator: Gail White

February 9, 1:30-4:30

Section 50084283

238 Conference Center Building

This class includes a description of ethical business behavior on sponsored projects, including a foundation of financial compliance duties. Several examples and real-life scenarios will be discussed by the class.

New!

RESILIENCE: RETHINK, REBUILD, RETIRE

Facilitator: Andrew Craft

Financial Advisor

VALIC Financial Advisors

February 10, 11:30-1:00

Section 50084285

221 University Center

Help is available to rethink your current situation, provide choices on how to rebuild your retirement savings, and guide you toward implementing a plan so that you can still retire comfortably.

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



MEMO & BUSINESS LETTER WRITING

Facilitator: Brian Roe

February 11, 9:00-11:00

Section 50084289

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.

New!

PHISHING DEFENSE: STEALING YOUR INFORMATION

Facilitator: Information Security Office

February 12, 12:00-1:00

Section 50084290

238 Conference Center Building

Criminals want access to your information, and they're sending you email to trick you into giving it up. Learn how to recognize these increasingly complex tricks, and protect yourself and the university. The class includes an introduction to phishing, instruction on how to defend yourself, and review of common examples so you'll know what to expect.

training classes



FUNDAMENTALS OF OUTSTANDING CUSTOMER SERVICE

Facilitator: Therese Leadbetter
February 16, 9:30-12:30
Section 50084292
8th Floor Conference Room, Andy Holt Tower

This session discusses how customers determine their needs and how to offer them more than they expect. Participants will learn how customers have a “mental picture” of expectations before service transactions and also create a mental script for potential customer interactions.

PAYING DOWN YOUR DEBT

Facilitator: UT Federal Credit Union
February 16, 12:00-1:00
Section 50084293
221 University Center

Find out what to do when bills stack up. Develop a debt payment plan for paying back your debt and set priorities.



BEHAVIORAL INTERVIEWING

Facilitator: Tony Givens
February 17, 8:30-11:30
Section 50084294
238 Conference Center Building
E-Learning Substitution: Preparing for the Behavioral Interview (3 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-Recruitment in making your hiring decisions will be covered.

WEALTH BUILDING STRATEGIES PART II

Facilitator: Andy Johnson
Primerica: A Member of Citigroup
February 17, 11:30-1:00
Section 50084295
221 University Center

Ever wonder what types of insurance to buy? In this session you will learn about buying the right insurance! What is the insurance coverage you need? What insurance coverage should you avoid?

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



UNDERSTANDING SOME OF THE MOST COMMON HIDDEN DISABILITIES

Facilitator: Teressa Gregory
February 18, 9:30-12:30
Section 50084296
8th Floor Conference Room, Andy Holt Tower

Having a disability does not necessarily mean that an individual uses a wheelchair, an interpreter, or a guide dog. In fact, most of those 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.



WHAT'S LOVE GOT TO DO WITH IT?

Facilitator: UT Police Department
February 18, 12:00-1:00
Section 50084298
218 Conference Center Building

This session will focus on discussions about teen dating and domestic abuse.



QUESTION, PERSUADE, REFER (QPR)

Facilitator: Mary Lucal
February 19, 9:00-11:00
Section 50084301
238 Conference Center Building

This class will help participants recognize someone at risk for suicide, increase their knowledge of intervention skills, understand referral sources, and learn how to refer someone to help.



WORKERS' COMPENSATION

Facilitator: Susan Bevelhimer
February 19, 9:00-12:00
Section 50084302
218 Conference Center Building
Do you know what to do if you or your employee is injured on the job? This session will concentrate on basic information about how Workers' Compensation works at UT. If you've ever been confused by the paperwork and procedures involved in an on-the-job injury or illness, Workers' Compensation benefits, or Family Medical Leave, this class is for you.

INTERNATIONAL EMPLOYEES AND VISITORS-IMMIGRATION & UNIVERSITY PAPERWORK PART I

Facilitator: Wendy Syer
February 22, 24, & 26, 1:30-4:30
Section 50084205
218 Conference Center Building

This first part of a two-part program is intended for departmental accounting personnel and others who process paperwork related to international visitors and employees. Part one will focus on the I-9 form and employment eligibility, covering different types of immigration status used for international students and scholars. This part is appropriate for any department with international employees or for any person involved in the hiring process. Participants may register for either session or both. For more information about session topics, please call Wendy Syer at 974-3177.



WHAT'S YOUR P.O.? HOW TO DEVELOP YOUR LEVELS OF PATIENCE & OPTIMISM

Facilitator: Therese Leadbetter
February 23, 9:30-12:30
Section 50084206
8th Floor Conference Room, Andy Holt Tower

As individuals, we all differ in our levels of patience and optimism. In the workplace, as well as home, patience and optimism can be in short supply. Recognizing our “P.O. levels” has high importance because they can depict our outcomes and outlooks on life. In this session, we will review techniques for increasing our height of patience and optimism for optimal living.

training classes

INVOICE POLICY & PROCESSING

Facilitators: Cindy Stockdale & Janet West

February 23, 1:30-4:30

Section 50084207

238 Conference Center Building

This class will cover invoice policies and the processing of invoices and other payments. Entry of invoices into IRIS will not be covered. However, a few tips and tricks will be offered.

SAFE ZONE TRAINING: EMPOWERING LGBT ALLIES

Facilitator: James DeVita

February 24, 8:30-11:30

Section 50084208

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.

New!

RETIREMENT PLANNING WITH THE ENVISION PROCESS

Facilitator: Daniel Waters

Financial Advisor for Wells Fargo
Advisors in Knoxville, TN

February 24, 11:30-1:00

Section 50084210

221 University Center

Learn about a planning process with you in mind. The Envision process offers you an opportunity to see where you are now and create an investment plan that is tailored to fit your goals. Envision does not include a detailed analysis of insurance, real estate investment, or savings strategies. It also does not cover estate and tax planning.

This workshop is intended to provide education on the subject matter- no company specific products will be discussed.

Lunch will be provided, courtesy of Wells Fargo Advisors, LLC



WORKING EFFECTIVELY WITH DIFFICULT PEOPLE

Facilitator: Julie Monday

February 25, 8:30-11:30

Section 50084211

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 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.

New!

DEALING WITH DOMESTIC VIOLENCE

Facilitator: UT Police Department

February 25, 12:00-1:00

Section 50084192

218 Conference Center Building

This session will cover the laws regarding domestic violence and resources that are available.

PAYMENT TO INDIVIDUALS AND COMPANIES: MOVING EXPENSES AND W9 DATA

Facilitator: Kelly Horner

February 26, 8:30-11:30

Section 50084194

238 Conference Center Building

This session covers UT Policies & IRS Compliance on paying independent contractors; how to process independent contractors and companies for payment; and collection of proper payment data and documentation needed for processing payments correctly.

The following topics will be covered during this session:

- How to determine who is taxable and why
- Where and how to process payments
- Who needs a contract and who needs to be paid as general?
- Policies on moving allowances, documentation etc
- Payments to foreign vendors
- W9 instructions, importance to comply with IRS and Tax Codes for filing 1099's at year end

2

DEALING WITH EMPLOYEE LEAVE ISSUES

Facilitator: Mike Herbstritt

February 26, 8:30-11:30

Section 50084195

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.

MARCH

INTERNATIONAL EMPLOYEES AND VISITORS-IMMIGRATION & UNIVERSITY PAPERWORK PART II

Facilitator: Wendy Syer

March 1, 2, & 4, 1:30-4:30

Section 50084196

218 Conference Center Building

The second part of a two-part program, this section is mainly intended for departments who invite or hire visiting scholars, researchers, and faculty who are not U.S. citizens or permanent residents. We will review forms used to initiate visa applications, including the J-1 request form and H-1B request forms. Some information will also be provided about U.S. tax laws for international employees, Social Security number applications, and other obstacles encountered by international scholars. Participants may register for either session or both. For more information about session topics, please call Wendy Syer at 974-3177.

training classes



EFFECTIVE PRESENTATION SKILLS I

Facilitator: Suzy Prentiss

March 2, 9:00-12:00

Section 50084197

238 Conference Center Building

E-Learning Substitution: Presenting Successfully (3 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.



BUILDING A TEAM: TEAMBUILDING AT ITS BEST

Facilitator: Brian Roe

March 3, 8:30-11:30

Section 50084198

238 Conference Center Building

E-Learning Substitution: Team Conflict: The Seeds of Dissent (3.5 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.



TRAVELING SAFE

Facilitator: UT Police Department

March 3, 12:00-1:00

Section 50084200

218 Conference Center Building

This course will offer some fundamental safety tips and strategies when traveling both within the US & abroad.



DECISION-MAKING SKILLS

Facilitator: Therese Leadbetter

March 4, 8:30-11:30

Section 50084201

238 Conference Center Building

E-Learning Substitution: Making Decisions Dynamically (2.5 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.



EMOTIONAL INTELLIGENCE

Facilitator: Stefani Mundy

March 4, 8:30-11:30

Section 50084281

218 Conference Center Building

Did you know that IQ accounts for as little as 20 percent 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 will explore the remaining 80 percent 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.

RAPE AGGRESSION DEFENSE (RAD)

Facilitator: UT Police Department

March 8, 10, & 12, 12:30-4:30

Section 50084202

UTPD Community Room

A self defense course designed for women, teaching comprehensive information and physical techniques. (3-day course)



BALANCING YOUR LIFE AND CAREER: WHAT GIVES?

Facilitator: Stefani Mundy

March 9, 8:30-11:30

Section 50084353

238 Conference Center Building

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.



MYERS-BRIGGS TYPE INDICATOR

Facilitator: Linda Francisco

March 10, 8:30-11:30

Section 50084354

221 University Center

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.

PDQ & YOU

Facilitator: Martie Gleason

March 10, 9:00-11:00

Section 50084355

238 Conference Center Building

This course is designed for any employee who would like to understand the connection between the PDQ and position evaluation. This informational session serves as guidance for the completing of the PDQ.



PROJECT MANAGEMENT

Facilitator: Shane Colter

March 11, 9:30-12:30

Section 50084357

8th Floor Conference Room, Andy Holt Tower

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. Participants are encouraged to bring their own projects for practice.

training classes

2

EMPLOYMENT PRACTICES

Facilitator: Tony Givens

March 12, 9:00-11:00

Section 50084358

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. The session will also cover internal and departmental searches as well as exempt and non-exempt search processes.



MEETING PEOPLE: A GUIDE TO EFFECTIVE NETWORKING

Facilitator: Brian Roe

March 16, 8:30-11:30

Section 50084359

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.



UNDERSTANDING YOUR STATE RETIREMENT PLAN

Facilitator: UT Federal

Credit Union

March 16, 12:00-1:00

Section 50084361

221 University Center

Review and discuss the options available to you as a state employee on your retirement fund.

2

TRAVEL REGULATIONS

Facilitator: Cindy Stockdale

March 17, 1:30-4:30

Section 50084363

238 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.



EFFECTIVE PRESENTATION SKILLS II

Facilitator: Suzy Prentiss

March 18, 9:00-12:00

Section 50084364

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

March 23, 8:30-11:30

Section 50084365

238 Conference Center Building

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

Stand up and speak out! Learn how to communicate confidently with co-workers and state what you mean clearly. No longer will you be second-guessed or questioned.

Be certain your message gets across, and register for this class.



YOUR FORGOTTEN CUSTOMERS: INTERNAL CUSTOMER SERVICE

Facilitator: Stefani Mundy

March 24, 8:30-11:30

Section 50084367

238 Conference Center Building

Customers are found beyond and within the walls of your department or organization. Considering the needs and requests of fellow colleagues helps to accomplish our overall mission and strengthen customer service practices within and beyond the scope of the department. This session explores interdepartmental customer service, highlighting best practices for mutually beneficial habits with peers.

2

ENVIRONMENTAL HEALTH & SAFETY COMPLIANCE

Facilitator: Chuck Payne

March 24, 9:00-11:00

Section 50084368

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.

ESTATE PLANNING & TRUSTS

Facilitators: Daniel Waters and David Luhn

March 25, 11:30-1:00

Section 50084369

221 University Center

Estate planning is not just about taxes, and trusts aren't just for the wealthy! Learn about estate planning and how trusts can be used to help you and your loved ones. Topics will include how to create an effective estate plan, strategies to help preserve your assets, and the role a trust can play in estate planning.

This workshop is intended to provide education of the subject matter- no company-specific products will be discussed.

David H. Luhn is an attorney with the Knoxville law firm of Norton Spangler & Cramer P.C. Mr. Luhn is a member of the Tennessee and Knoxville bar associations and practices in the areas of probate, estate planning, and business law.

Daniel Waters is a financial advisor with Wells Fargo Advisors in Knoxville, TN.

Lunch will be provided, courtesy of Wells Fargo Advisors, LLC.

2

MOTIVATION & RETENTION OF EMPLOYEES

Facilitator: Bob Lash

March 30, 8:30-11:30

Section 50084370

238 Conference Center Building

This course summarizes current research on employee retention and offers specific suggestions on how to keep your best employees. Participants will learn how to conduct retention interviews. Case studies will be used to highlight learning concepts.

training classes

1

MANAGING ACROSS GENERATIONS

Facilitator: Stefani Mundy

March 30, 8:30-11:30

Section 50084286

218 Conference Center Building

For the first time in history, UT is experiencing four generations in the workplace. Today's workforce covers four diverse generations, each having unique motivations and expectations. This course will discuss ways to effectively lead multi-generational workforce.

1e

INTRODUCTION TO SUPERVISION

Facilitator: Stefani Mundy

March 31, 9:30-12:30

Section 50084371

8th Floor Conference Room, Andy Holt Tower

Prerequisite to Part 1 Certification
E-Learning Substitution: Taking on a Management Role (3.5 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.

RESPONSE TO LAW ENFORCEMENT OFFICIALS: YOU & THE LAW

Facilitator: UT Police Department

March 31, 12:00-1:00

Section 50084373

Arena Dining Rooms C & D

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

APRIL

CS

CUSTOMER SERVICE 101

Facilitator: Brian Roe

April 1, 9:00-11:00

Section 50084374

238 Conference Center Building

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

2

CAREER DEVELOPMENT FOR YOUR STAFF

Facilitator: Stefani Mundy

April 6, 8:30-11:30

Section 50084375

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.

New!

WEALTH BUILDING STRATEGIES PART III

Facilitator: Andy Johnson

Primerica: A Member of Citigroup

April 6, 11:30-1:00

Section 50084379

238 Conference Center Building

Review the steps to financial independence. Ever wonder what mortgage companies don't want you to know? This class will tell you! You will learn what an equity line of credit really is. You will learn how to beat the rule of 50/25. You will also learn how to identify the right questions to ask when borrowing money. You will also learn how about how to calculate what you need in retirement and how mutual funds work!

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

☆

GIVING & RECEIVING FEEDBACK

Facilitator: Brian Roe

April 7, 8:30-11:30

Section 50084380

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.

2e

ETHICAL CHALLENGES IN THE WORKPLACE

Facilitator: Stefani Mundy

April 8, 8:30-11:30

Section 50084381

238 Conference Center Building

E-Learning Substitution:
Understanding Organizational Ethics (3 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 managers.

☆

INTRODUCTION TO COMMUNICATION

Facilitator: Brian Roe

April 8, 9:30-11:30

Section 50084382

8th Floor Conference Room, Andy Holt Tower

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.

training classes

DIRECT COSTING

Facilitator: Gail White

April 8, 1:30-4:30

Section 50084383

238 Conference Center Building

This course provides guidance in determining costs that may be directly charged to Federal sponsored projects. The discussion will include a description of circumstances where it may be appropriate to directly charge expenses which are normally included in the F&A rate.



RESIDENCE SAFETY PREVENTION

Facilitator: UT Police Department

April 9, 12:00-1:00

Section 50084385

605 Hodges Library

This course will offer prevention and safety tips and show various home safety devices to help prepare and reduce the risks of violence at your home or residence.

MANAGING MULTIPLE PROJECTS

Facilitator: Stefani Mundy

April 13, 8:30-11:30

Section 50084330

221 University Center

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.

WORKPLACE BULLYING

Facilitator: Barry Reeves

April 13, 9:00-11:00

Section 50084331

218 Conference Center Building

Workplace bullying can reduce productivity and the overall well-being of employees. This session will define workplace bullying and will discuss how to deter it.



NONVERBAL COMMUNICATION IN THE WORKPLACE

Facilitator: Brian Roe

April 14, 8:30-11:30

Section 50084341

238 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. Learn how to control your non-verbal communication and to interpret what others are saying with theirs.



FISCAL POLICIES AND BUDGETING & ACCOUNTING OVERVIEW

Facilitator: Charles Peccolo

April 14, 8:30-11:30

Section 50084338

221 University Center

Many UT supervisors are familiar with our personnel policies governing leave, benefits, and compensation. But the fiscal policies, which guide our use of money, often remain somewhat of a mystery. Attend this course to learn how our fiscal policies are originated, why we have certain policies, and what issues cause the most confusion for employees. This class also provides participants an overview of budget (the university's plan for spending)

and an overview of accounting (what the university actually spent). The budget overview will include the funding sources, the external budget process, and the internal budget process. The accounting overview will help participants understand the basic accounting concepts and the accounting reporting process.



AMERICA SPEAKS OUT ON RETIREMENT

Facilitator: Andrew Craft

Financial Advisor

VALIC Financial Advisors

April 14, 11:30-1:00

Section 50084340

218 Conference Center Building

During this session, we will look at today's retirement challenges, discuss the investor study research results, and look at retirement solutions to help get you back on track.

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



TIME MANAGEMENT

Facilitator: Stefani Mundy

April 15, 8:30-11:30

Section 50084342

238 Conference Center Building

E-Learning Substitution: Your Time and You (3 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.



INTERNAL CONTROLS OVERVIEW

Facilitators: Jay Taylor & Brittany Barnett

April 15, 9:00-11:00

Section 50084343

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.



DELIVERING EFFECTIVE RECOGNITION

Facilitator: Therese Leadbetter

April 16, 8:30-11:30

Section 50084344

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.

training classes



SETTING TOP QUALITY CUSTOMER SERVICE STANDARDS

Facilitator: Bob Lash

April 20, 8:30-11:30

Section 50084504

238 Conference Center Building

Setting customer service standards is a crucial step toward promoting excellent customer service among employees. This class covers the importance of service standards and how to identify those that fit your work environment. You will have the opportunity to develop your own set of customer service standards to implement in your department.

BALANCE FINANCIAL FIRST AID

Facilitator: UT Federal

Credit Union

April 20, 12:00-1:00

Section 50084509

221 University Center

There are many circumstances in life that can destroy even the best money management plan. A job loss, unplanned medical expenses, or other personal crisis can financially devastate a family. This workshop is specifically for those in crisis – focusing on regaining control of the financial situation through careful financial assessment, expenses prioritization, and effective negotiation with creditors.



WORKING WITH INDIVIDUALS WHO HAVE SENSORY DISABILITIES

Facilitator: Teressa Gregory

April 21, 8:30-11:30

Section 50084510

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.



SAVE GREEN BY GOING GREEN

Facilitator: Gordie Bennett

April 21, 12:00-1:00

Section 50084512

605 Hodges Library

Many people want to “go green” but put it off because they believe it’s too time consuming and too expensive. Not so! During this presentation, you will learn practical, easy-to-implement tips to save money while helping the environment.



RISK MANAGEMENT

Facilitator: Judy McGhee

April 22, 8:30-11:30

Section 50084519

238 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.

COMMUNITY RESPONSE TO AN ACTIVE SHOOTER

Facilitator: UT Police Department

April 22, 12:00-1:00

Section 50084526

218 Conference Center Building

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.

LONG-TERM CARE: HELPING PROTECT YOUR NEST EGG

Facilitator: Daniel Waters

Financial Advisor with Wells Fargo

Advisors in Knoxville

April 23, 11:30-1:00

Section 50084554

221 University Center

This session will discuss long term care planning, including a look at long term care insurance, the role of Medicare and Medicaid, a brief review of the current LTC group plan offered for UT employees, and the new TN Partnership Program*

*On October 1, 2008, TN became one of several states to participate in the Partnership Program. The Partnership Program encourages individuals to purchase long term care insurance by allowing them to disregard assets equal to the benefits paid from a qualified long term care partnership policy.

Lunch will be provided, courtesy of Wells Fargo Advisors, LLC.



IMPROVING EMPLOYEE CONDUCT

Facilitator: Mary Lucal

April 27, 9:00-12:00

Section 50084556

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.



SEXTEXTING: 21ST CENTURY CHILD SAFETY

Facilitator: UT Police Department

April 27, 12:00-1:00

Section 50084560

Arena Dining Rooms, C & D

The program addresses electronic media violence, cyber bullying, and sextexting as they impact our children.



COMMUNICATING WITH CREDIBILITY AND DIPLOMACY

Facilitator: Therese Leadbetter

April 28, 9:30-12:30

Section 50084562

8th Floor Conference Room,

Andy Holt Tower

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

New!

PARENTING: MAKING FAMILY YOUR PRIORITY

Facilitator: Magellan Health Services

April 28, 12:00-1:00
Section 50084568

221 University Center

From the moment you learn you are going to be a parent, your mind begins to imagine your future. Typical questions prospective parents have: How will my life change? Will I be a good parent? How will my career be affected? Can I really have it all? The moment we take on the role of parent, we take on the responsibility of shaping a human life. Prepare as we may, we rarely feel ready! For many families, making it work means spending a lot of time away from home to work, and we ask ourselves if we are doing the right thing. In most cases, it comes down to educating ourselves and making positive choices.

2

LEGAL ASPECTS OF MANAGEMENT & SUPERVISION

Facilitator: Mike Fitzgerald

April 30, 8:30-11:30
Section 50084569

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.

MAY

2 e

PREVENTING SEXUAL HARASSMENT

Facilitator: Marva Rudolph

May 4, 8:30-11:30
Section 50084571

218 Conference Center Building

E-Learning Substitution: Sexual Harassment Awareness for Employees (2 hrs.)

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

1 e

COMMUNICATION SKILLS FOR SUPERVISORS

Facilitator: Suzy Prentiss

May 4, 9:00-12:00
Section 50084573

238 Conference Center Building

E-Learning Substitution: Interpersonal Communications: The Process (3 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.

WHAT YOU NEED TO KNOW ABOUT ANNUITIES

Facilitator: Daniel Waters
Financial Advisor for Wells Fargo Advisors in Knoxville, TN
May 4, 11:30-1:00
Section 50084574

221 University Center

This session will talk about the different types of annuities, including fixed and variable annuities. Annuity payout options will be discussed, including annuitization options and systematic withdrawals. The advantages and disadvantages of each type of contract will be covered. Employees with 403B plans should especially consider attending (many 403B plans are annuity contracts).

This workshop is intended to provide education on the subject matter- no company specific products will be discussed.

Lunch will be provided courtesy of Wells Fargo Advisors, LLC.

1 e

DEALING WITH CHANGE

Facilitator: Brian Roe

May 5, 8:30-11:30
Section 50084576

238 Conference Center Building

E-Learning Substitution: Preparing for Change (3 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.

2

MEDIATION SKILL BUILDING

Facilitator: Mary Lucal

May 6, 9:30-11:30
Section 50084577

8th Floor Conference Room, Andy Holt Tower

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

FIRO-B

Facilitator: Stefani Mundy

May 11, 8:30-11:30
Section 50084578

238 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.

COST TRANSFERS & CLOSEOUT

Facilitator: Gail White

May 11, 1:30-4:30
Section 50084579

238 Conference Center Building

This course examines the recent UT's fiscal policy regarding cost transfers on sponsored projects, including timeliness and supporting documentation requirements on federal projects.

training classes



E-MAIL ETIQUETTE: STRATEGIES FOR EFFECTIVE COMMUNICATION

Facilitator: Brian Roe
May 12, 9:00-11:00
Section 50084580

238 Conference Center Building
Email is an effective tool for sending information back and forth; however, more thought should go into the emailing process. Attending this course will help to realize the power of email and assist in strengthening your success of this communication tool.

EXPLORING INVESTMENT OPTIONS AT THE UNIVERSITY OF TENNESSEE

Facilitator: Melanie Wolfenbarger
May 12, 11:30-1:00
Section 50084582

218 Conference Center Building
The University of Tennessee offers many ways to save for retirement. In this session, we will take the mystery out of the numbers and letters in retirement planning, discover differences between plans, and find out how they can work for you.

2

MENTORING FOR MANAGERS

Facilitator: Stefani Mundy
May 13, 9:00-11:00
Section 50084583

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.

1 e

DELEGATION SKILLS

Facilitator: Janice Hodge
May 14, 8:30-11:30
Section 50084584

238 Conference Center Building
E-Learning Substitution: Managing Delegation (3 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.

HOME BUYING 101

**Facilitator: UT Federal
Credit Union**
May 18, 12:00-1:00
Section 50084586

221 University Center
Learn what you need to know to purchase your first home. Knowing the facts before you begin can save you time and money.

2

ORGANIZATIONAL CULTURE

Facilitator: Stefani Mundy
May 20, 8:30-11:30
Section 50084587

238 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.



MAKING MEETINGS WORK

Facilitator: Brian Roe
May 25, 8:30-11:30
Section 50084589

238 Conference Center Building
E-Learning Substitution: Facilitating Meetings and Work Groups (4.5 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.

2

PURCHASING & BIDDING PROCEDURES

Facilitator: Sharon Mount
May 26, 9:00-11:00
Section 50084590

238 Conference Center Building
This course covers all aspects on how to purchase supplies, equipment, and services for your department. General purchasing policies, bid requirements along with types of requisitions, orders, and contracts are just a few things shared in this bi-annual class.

New!

RESILIENCE: RETHINK, REBUILD, RETIRE

Facilitator: Andrew Craft
Financial Advisor,
VALIC Financial Advisors
May 26, 11:30-1:00
Section 50084593

218 Conference Center Building
Help is available to rethink your current situation, provide choices on how to rebuild your retirement

savings, and guide you toward implementing a plan so that you can still retire comfortably.

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

CS **New!** **e**

REBOUNDING FROM CHALLENGING CUSTOMER SERVICE SITUATIONS

Facilitator: Brian Roe
May 27, 9:30-12:30
Section 50084596

8th Floor Conference Room,
Andy Holt Tower

E-Learning Substitution: Resolving Conflict with Communication Skills (3 hrs.)

Do you panic when faced with a challenging work situation? Challenges and mistakes are going to happen, and one can choose to turn them into positive learning experiences. Attend this course and become prepared for those difficult conditions when you cannot simply say "yes."

New!

DEALING WITH EMPLOYEE THEFT

Facilitator: UT Police Department
May 27, 12:00-1:00
Section 50084600

218 Conference Center Building
This session will focus on issues associated with employee theft, reporting waste, abuse, and theft.

training classes

STRESS MANAGEMENT

Facilitator: Tee Ezell

May 28, 8:30-11:30

Section 50084602

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.

JUNE

CPS INFORMATION SESSION

Facilitator: Cheryl Hodge

June 3, 9:00-11:00

Section 50084604

218 Conference Center Building

The session provides information about the Certified Professional Secretary (CPS) and the Certified Administrative Professional rating. Learn more about the CPS exam; find out who is eligible, what preparation is involved, and what resources are available at UT. For those employees who pass the CPS exam, they will receive a 9 percent salary increase. The CPS rating is the achievement of the internationally recognized standard of proficiency as an administrative professional.



WORKING EFFECTIVELY WITH DIFFICULT PEOPLE

Facilitator: Julie Monday

June 8, 8:30-11:30

Section 50084606

218 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 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.

COST SHARING

Facilitator: Gail White

June 8, 1:30-4:30

Section 50084607

218 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.



LEADING AT UT

Facilitator: Linda Francisco

June 9, 8:30-11:30

Section 50084609

218 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.



WORKPLACE VIOLENCE

Facilitator: UT Police Department

June 10, 12:00-1:00

Section 50084613

Arena Dining Rooms, C & D

Information regarding the escalating problem of violence in the workplace and Identification of characteristics of potentially violent individuals, as well as prevention and avoidance strategies will be discussed.

DON'T BE A VICTIM!

Facilitator: UT Federal

Credit Union

June 15, 12:00-1:00

Section 50084615

605 Hodges Library

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.



CUSTOMER SERVICE FOR SUPERVISORS

Facilitator: Stefani Mundy

June 16, 9:30-12:30

Section 50084618

8th Floor Conference Room,

Andy Holt Tower

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.



BUSINESS ETIQUETTE: MORE THAN JUST GOOD MANNERS

Facilitator: Therese Leadbetter

June 17, 8:30-11:30

Section 50084746

238 Conference Center Building

Professional etiquette decisions, at times, can be puzzling and the consequences for making an inappropriate decision can have lasting, negative effects. During this session, a variety of etiquette issues will be addressed. Also, guidelines for making proper choices related to etiquette will be provided.

WEALTH BUILDING STRATEGIES PART IV

Facilitator: Andy Johnson

Primerica: A Member of Citigroup

June 17, 11:30-1:00

Section 50084748

218 Conference Center Building

Review of the steps to financial independence. Ever wonder what it would take to protect your assets in case you needed home care assisted living, or a nursing home? You learn about long term care, and how it works. You will also learn about getting a will, paying cash for cars, and the difference in buying a 130K home or a 150K home.

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

training classes



INTRODUCTION TO SUPERVISION

Facilitator: Stefani Mundy

June 22, 8:30-11:30

Section 50084749

605 Hodges Library

Prerequisite to Part 1 Certification
E-Learning Substitution: Taking on a Management Role (3.5 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.



WHAT'S MY LEADERSHIP STYLE?

Facilitator: Therese Leadbetter

June 22, 9:00-11:00

Section 50084750

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.



PROJECTING A POSITIVE IMAGE: CUSTOMER SERVICE FOR THE FRONTLINE

Facilitator: Julie Monday

June 23, 8:30-11:30

Section 50084752

238 Conference Center Building

The frontline is often the first or only glimpse of an organization that a customer might receive. Maintaining positive lasting relationships with customers is essential for the success of any organization. That responsibility lies in hands of those serving on the frontline. This course will look at the risks and rewards related to frontline customer service. We will also discuss tools for projecting a positive image and representing an organization with pride.

COMMUNITY RESPONSE TO AN ACTIVE SHOOTER

Facilitator: UT Police Department

June 23, 12:00-1:00

Section 50084828

605 Hodges Library

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.



MANAGING ACROSS GENERATIONS

Facilitator: Stefani Mundy

June 24, 8:30-11:30

Section 50084829

238 Conference Center Building

For the first time in history, UT is experiencing four generations in the workplace. Today's workforce covers four diverse generations, each having unique motivations and expectations. This course will discuss ways to effectively lead multi-generational workforce.



LISTENING SKILLS

Facilitator: Brian Roe

June 29, 8:30-11:30

Section 50084830

238 Conference Center Building

E-Learning Substitution: Listening to Comprehend (4 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.



TIME MANAGEMENT

Facilitator: Stefani Mundy

June 30, 8:30-11:30

Section 50084831

238 Conference Center Building

E-Learning Substitution: Your Time and You (3 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.

PERSONAL SAFETY

Facilitator: UT Police Department

June 30, 12:00-1:00

Section 50084832

Arena Dining Rooms, C & D

This class provides realistic approach with realistic safety tips. Optional overview of self-defense devices from whistles to pepper sprays is included.

seminars & conferences

Please register for seminars & conferences online at: http://uthr.admin.utk.edu/TandD/Management_Supervision.shtml

PROFESSIONAL DEVELOPMENT CONFERENCE FOR WOMEN COST: \$95

Coordinator: Stefani Mundy
April 29, 8:00-4:00
Section 50084176
4th Floor, Conference Center
Building

Employee & Organizational Development presents this all-day conference full of exciting topics and speakers. This conference is designed to provide tools to enhance professional and personal lives. The \$95 conference fee covers workshop materials, breakfast, lunch, breaks, and parking.

CAREER DEVELOPMENT EXPO

Coordinator: Brian Roe
May 19, 8:00-12:00
Section 50084171

Shiloh Room, University Center
Learn a new skill and boost your career potential at the Career Development Expo! This half-day seminar is designed to help employees learn more about developing their careers and career planning. Registration is free. Space is limited, so be sure to register early. Watch for more information later this spring!

STAR ACHIEVEMENT LEVEL 1 COST: \$75 PER MODULE

Facilitator: Carla Parmele
Module 1 – May 21, 8:30-4:30
Section 50084172
Module 2 – June 18, 8:30-4:30
Section 50084173
Module 3 – July 16, 8:30-4:30
Section 50084174
Module 4 – August 13, 8:30-4:30
Section 50084175

238 Conference Center Building
Can you benefit from learning how to:

- Present a powerful professional image?
- Assess your current skill level and identify areas for growth?
- Continuously learn and develop the skills to become better at your job?
- Eliminate unproductive work habits?
- Self-motivate yourself to take action and work to your full potential?

If so, this new program is for you! 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, participants will cover four modules: (1) Be a Star Achiever; (2) Star Achieving Techniques; (3) Building a Star Team; and (4) Reaching Stardom. Please note participants must attend and complete all four modules, in order, before they receive their certificate of completion. There is a limited number for registration, so register as early as possible.

The cost is \$75 per module. The cost covers workbook, course materials, parking, and snacks.

SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE COST: \$249

Facilitator: Stefani Mundy
June 8-10, 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

Dr. Stephen Covey, author and creator of the Seven Habits program, is recognized as one of TIME magazine's 25 Most Influential Americans. 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.

OFFICE PROFESSIONALS SUPER SEMINAR COST: \$95

Coordinator: Brian Roe
October 13, 8:00-4:30
Section 50084222
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 \$95 fee includes materials, lunch, and parking. Space is limited, so call and reserve your seat today!

UT life planning seminars

Please register for life planning seminars online at: http://uthr.admin.utk.edu/TandD/Management_Supervision.shtml

Planning for your Future is important!

Let the Benefits and Retirement Office help you plan for your future!

Thinking of retiring soon? This is the perfect time to attend!

Not retiring anytime soon but still want to attend? That's great; it is never too early to start planning for your future.

For more information, contact Benefits and Retirement Services, (865) 974-6050.

LIFE PLANNING SEMINAR: OPTIONAL RETIREMENT PROGRAM

**April 7, 8:45-10:15
Section 50084239**

Shiloh Room, University Center
Optional Retirement Plan (ORP) general overview and guidelines. Personalized Retirement Booklet is provided for employees with detailed explanation on their available benefits. Guest speaker from one of the ORP vendors will review the many retirement benefit options available. The session also includes a question-and-answer period.

LIFE PLANNING SEMINAR: TENNESSEE CONSOLIDATED RETIREMENT SYSTEM

**April 7, 8:45-10:15
Section 50084240**

Auditorium, University Center
Tennessee Consolidated Retirement System (TCRS) general overview and guidelines. Personalized Retirement Booklet is provided for employees with detailed explanation on their available retirement options. The session also includes a question-and-answer period.

LIFE PLANNING SEMINAR: CIVIL SERVICE RETIREMENT SYSTEM

**April 7, 8:45-10:15
Section 50084242**

226 University Center
Civil Service Retirement System (CSRS), general overview and guidelines. Personalized Retirement Booklet is provided for employees with detailed explanation on their available benefits. The session also includes a question-and-answer period.

LIFE PLANNING SEMINAR: SOCIAL SECURITY

**April 7, 10:30-11:30
Section 50084243**

Auditorium, University Center
A secure, comfortable retirement is every worker's dream. And now because we're living longer, healthier lives, we can expect to spend more time in retirement than our parents and grandparents did. Achieving the dream of a secure, comfortable retirement is much easier when you plan your finances. This session, with a representative from the Social Security Administration, is a brief overview of the Social Security regulations, rules, and benefits you are entitled to. The session also includes a question-and-answer period.

LIFE PLANNING SEMINAR: RETIREE HEALTH INSURANCE

**April 7, 1:00-1:45
Section 50084244**

Auditorium, University Center
Higher education employees who meet the qualifications may continue medical insurance at retirement for themselves and covered eligible dependents (spouse and/or children). Are you eligible to continue your current health insurance in retirement? What are the guidelines, and

how much will it cost? How will the coverage change when you reach Medicare eligibility (age 65). The session also includes a question-and-answer period.

LIFE PLANNING SEMINAR: JOINT CONTRIBUTORY RETIREMENT SYSTEM

**April 7, 2:00-3:30
Section 50084245**

Auditorium, University Center
Joint Contributory Retirement System (JCRS) general overview and guidelines. Personalized Retirement Booklet is provided for employees with detailed explanation of their available retirement options with both the state and TIAA-CREF. The session also includes a question-and-answer period.

LIFE PLANNING SEMINAR: FEDERAL EMPLOYEES RETIREMENT SYSTEM

**April 7, 2:00-3:30
Section 50084246**

226 University Center
Federal Employees Retirement System (FERS), general overview and guidelines. Personalized Retirement Booklet is provided for employees with detailed explanation on their available benefits. The session also includes a question-and-answer period.

LIFE PLANNING SEMINAR: WILLS & ESTATES

**April 8, 9:00-10:15
Section 50084247**

Auditorium, University Center
If something should happen to you, are you ready and will your wishes be carried out? Don't leave a mess behind for your loved ones. Why is a Living Will or an Advance Care Plan important? Why should you designate a Durable Power of

Attorney for Health Care? Do you have a Last Will and Testament, and is it current? Can you avoid Probate with a Revocable Living Trust? These questions and many more are answered during this session. The session also includes a question-and-answer period.

LIFE PLANNING SEMINAR: DEFERRED COMPENSATION

**April 8, 10:30-11:15
Section 50084248**

Auditorium, University Center
Retirement income is like a three-legged stool. Sources of your retirement income are your state defined benefit (or defined contribution) plan, Social Security benefits, and your personal savings. Are you making the most of the retirement benefits available? To aid in ensuring that your financial needs during retirement are adequately met, you may wish to participate in one or more of the deferred income plans available to employees. This session reviews the general rules and guidelines for the deferred compensation plans. The session also includes a question-and-answer period.

LIFE PLANNING SEMINAR: FINANCIAL PLANNING

**April 8, 11:30-12:30
Section 50084249**

Auditorium, University Center
Is your financial plan on track? A guest speaker, who is an independent financial planner, will inform you on what you should know before you retire and how to plan for retirement. The session also includes a question-and-answer period.

computer classes

Please register for computer classes online at: http://uthr.admin.utk.edu/TandD/computer_classes.shtml

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 2.

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.

February 10 & 11, 8:00-12:00
50082804
April 14 & 15, 12:30-4:30
50082806
June 1 & 2, 8:00-12:00
50082808

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.

January 21 & 22, 12:30-4:30
50082809
March 2 & 3, 8:00-12:00
50082810
May 6 & 7, 12:30-4:30
50082811
June 15 & 16, 12:30-4:30
50082812

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.

February 2 & 3, 12:30-4:00
50082813
April 6 & 7, 8:00-11:30
50082814
May 20 & 21, 12:30-4:00
50082815

ACROBAT 9.0~ \$100 **General Computer Skill Level:** **Intermediate**

Prerequisite: An understanding of Windows

In this course, you will use Adobe Acrobat 9.0 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.

February 2 & 3, 8:00-11:00
50082824
April 6 & 7, 1:00-4:00
50082825
June 15 & 16, 8:00-11:00
50082826

DREAMWEAVER CS4 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, creating pages, style sheets, inserting images and tables, libraries, adding design elements to web pages, working with links, working with frames, and uploading a website.

January 19 & 20, 12:30-4:30
50082827
March 10 & 11, 8:00-12:00
50082828
May 24 & 25, 8:00-12:00
50082829

DREAMWEAVER CS4 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.

January 28 & 29, 8:00-11:00
50082830
March 24 & 25, 8:00-11:00
50082831
June 21 & 22, 1:00-4:00
50082832

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.

February 17 & 18, 12:30-4:30
50082833
April 8 & 9, 8:00-12:00
50082834
June 3 & 4, 12:30-4:30
50082835

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.

January 26 & 27, 12:30-4:30
50082841
March 30 & 31, 8:00-12:00
50082842
May 12 & 13, 12:30-4:30
50082843

computer classes

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.

January 14 & 15, 8:00-11:30

50082837

March 16 & 17, 12:30-4:00

50082838

April 28 & 29, 12:30-4:00

50082839

June 17 & 18, 8:00-11:30

50082840

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.

February 22, 8:00-12:00

50082844

April 20, 12:30-4:30

50082845

June 23, 8:00-12:00

50082846

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.

January 14, 1:00-3:00

50082847

March 30, 1:00-3:00

50082848

May 4, 9:00-11:00

50082849

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.

February 23, 8:00-12:00

50082850

April 21, 12:30-4:30

50082851

June 29, 12:30-4:30

50082852

PHOTOSHOP CS4

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.

February 8 & 9, 1:00-4:00

50082853

April 20 & 21, 8:00-11:00

50082854

June 7 & 8, 1:00-4:00

50082855

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.

January 19 & 20, 8:30-11:00

50082856

February 22 & 23, 1:00-3:30

50082857

April 14 & 15, 8:30-11:00

50082858

May 24 & 25, 1:00-3:30

50082859

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.

January 26 & 27, 8:30-11:00

50082860

March 10 & 11, 1:00-3:30

50082861

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

50082862

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

50082863

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!

February 17 & 18, 8:00-11:30

50082864

March 16 & 17, 8:00-11:30

50082865

May 18 & 19, 8:00-11:30

50082866

computer classes

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.

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

50082867

March 22 & 23, 8:00-12:00

50082868

May 18 & 19, 12:30-4:30

50082869

June 29 & 30, 8:00-12:00

50082870

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.

February 24 & 25, 12:30-4:30

50082871

April 22 & 23, 8:00-12:00

50082872

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

50082873

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.

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

50082874

May 4 & 5, 12:30-4:30

50082875

June 21 & 22, 8:00-12:00

50082876

iris classes

Please register for IRIS classes online at: http://uthr.admin.utk.edu/TandD/Iris_Classes.shtml

APPROVALS

Prerequisite: None

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

January 26, 1:30-4:30

50082884

February 25, 1:30-4:30

50082885

March 25, 1:30-4:30

50082886

April 29, 1:30-4:30

50082887

May 27, 1:30-4:30

50082888

June 23, 1:30-4:30

50082889

ASSET MANAGEMENT

OVERVIEW

Prerequisite: Valid production user ID, IRIS Overview

This class covers the creation and maintenance of asset records, the handling of sensitive minor equipment, and the running of equipment inventory and other asset reports.

This class will also cover navigation between asset records and other IRIS records, such as requisitions and purchase orders. You MUST have a valid user ID for the IRIS production system AND know your cost center to participate in this class.

January 27, 8:30-11:30

50082890

February 18, 1:30-4:30

50082894

March 16, 8:30-11:30

50082895

April 20, 1:30-4:30

50082896

May 19, 8:30-11:30

50082897

June 15, 8:30-11:30

50082898

BASIC REPORTING FOR FUNDS

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

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 (ZD-EPT_LEDGER and ZE_LEDGER), the annual budget versus actual report

(ZFM_BCS001B), and an actual line item report (FMRP_RFFMEPIAX – 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.

February 11, 8:30-11:30

50082899

April 15, 8:30-11:30

50082900

June 17, 8:30-11:30

50082901

iris classes

BASIC REPORTING FOR HUMAN RESOURCES

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

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.

February 16, 8:30-11:30

50082902

May 18, 8:30-11:30

50082953

BASIC REPORTING FOR WBS ELEMENTS

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

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 (CJ13). 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 Production 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.

February 18, 8:30-11:30

50082954

April 22, 8:30-11:30

50082955

June 24, 8:30-11:30

50082956

CASH DEPOSITS

Prerequisite: IRIS Overview

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

February 2, 1:30-4:30

50082957

April 7, 1:30-4:30

50082958

June 2, 1:30-4:30

50082959

CONTRACT MANAGEMENT

Required prerequisite:

IRIS Overview

Recommended prerequisites:

Invoices, Non-Competitive Justification

This class is an introduction to the IRIS Contract Management System. Topics covered include entering contracts, entering contract amendments, generating the Contract Review Form, and searching for previously entered contracts. To get the greatest benefit from class, you must have a basic understanding of UT Contract Fiscal Policy, familiarity with the vendor transactions in IRIS, and familiarity with the Non-Competitive Justification transaction. Please note, however, that class will only focus on the Contract Management System and Fiscal Policy will not be discussed.

January 8, 8:30-11:30

50084738

January 15, 8:30-11:30

50084739

January 22, 8:30-11:30

50084740

February 19, 8:30-11:30

50084741

March 26, 8:30-11:30

50084742

April 23, 8:30-11:30

50084743

May 21, 8:30-11:30

50084744

June 18, 8:30-11:30

50084745

DOCUMENT TRACKING

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

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.

January 19, 1:30-4:30

50082960

March 23, 1:30-4:30

50082962

May 18, 1:30-4:30

50082963

EFFORT CERTIFICATION REPORTS

Prerequisite: None

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.

February 17, 9:00-11:00

50082964

FUNDS RESERVATIONS

Prerequisite: IRIS Overview

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.

January 20, 8:30-11:30

50082965

April 20, 8:30-11:30

50082966

HUMAN RESOURCES TRANSACTIONS

Prerequisite: IRIS Overview

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.

January 14, 8:30-11:30

50082967

March 11, 8:30-11:30

50082968

May 6, 8:30-11:30

50082969

INTERNAL ORDERS

Prerequisite: IRIS Overview

This class covers the use of internal orders in IRIS. Internal orders can be powerful tools for managing funds within cost centers or WBS elements. Topics include creating and managing internal orders, reporting on internal orders, and the posting an/or re-posting of IRIS transactions to internal orders.

February 23, 8:30-11:30

50082970

iris classes

INTERNAL TRANSFERS

Prerequisite: IRIS Overview

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).

January 20, 1:30-4:30
50082971

February 9, 1:30-4:30
50082972

March 9, 1:30-4:30
50082973

April 6, 1:30-4:30
50082974

May 11, 1:30-4:30
50082975

June 8, 1:30-4:30
50082976

INVOICES

Prerequisite: IRIS Overview

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

January 21, 1:30-4:30
50082977

February 3, 1:30-4:30
50082978

March 4, 1:30-4:30
50082979

April 8, 1:30-4:30
50082980

May 6, 1:30-4:30
50082981

June 3, 1:30-4:30
50082982

NON-COMPETITIVE JUSTIFICATIONS

Prerequisite: Overview of IRIS

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.

January 19, 8:30-11:30
50082983

March 25, 8:30-11:30
50082984

May 20, 8:30-11:30
50082985

OVERVIEW OF IRIS

Prerequisite: None

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).

January 12, 1:30-4:30
50082986

February 2, 8:30-11:30
50082987

March 2, 8:30-11:30
50082988

April 13, 8:30-11:30
50082989

May 11, 8:30-11:30
50082990

June 8, 8:30-11:30
50082991

PAYROLL ENCUMBRANCES

Prerequisite: IRIS Overview

This class covers how to interpret the reports and manage the encumbrances of your WBS elements.

February 16, 1:30-4:30
50082992

PROCUREMENT CARDS

Prerequisite: IRIS Overview

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

January 21, 8:30-11:30
50082993

February 4, 1:30-4:30
50082994

March 4, 8:30-11:30
50082995

April 8, 8:30-11:30
50082996

May 5, 1:30-4:30
50082997

June 3, 8:30-11:30
50082998

PURCHASING

Prerequisite: IRIS Overview

This class covers how to complete purchase requisitions in IRIS. It also covers the creation of asset records for equipment that is being purchased via the requisition process.

January 14, 1:30-4:30
50082999

February 11, 1:30-4:30
50083000

March 11, 1:30-4:30
50083001

April 15, 1:30-4:30
50083002

May 13, 1:30-4:30
50083003

June 10, 1:30-4:30
50083005

TIME ENTRY

Prerequisite: IRIS Overview

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

January 12, 8:30-11:30
50083006

February 9, 8:30-11:30
50083007

March 9, 8:30-11:30
50083008

April 6, 8:30-11:30
50083009

May 4, 8:30-11:30

50083010

June 1, 8:30-11:30

50083011

TRAVEL

Prerequisite: IRIS Overview

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.

January 13, 8:30-4:30
50083014

February 10, 8:30-4:30
50083015

March 10, 8:30-4:30
50083016

April 14, 8:30-4:30
50083017

May 12, 8:30-4:30
50083018

June 9, 8:30-4:30
50083019

research classes

Please register for research classes online at: <http://research.utk.edu/training/calendar.shtml#c>

The Office of Research Faculty and Staff Professional Development program offers the following workshops and online courses. HR128 credit is available for both online and classroom sessions. There is no charge for UT faculty, staff, or graduate students.

To view a complete listing of training courses visit our website: <http://research.utk.edu/training/>.

Several courses are available online through Online@UT. You may register online at: <http://research.utk.edu/training/online.shtml>.

Contact Office of Research for further questions at: ortraining@utk.edu or call (865) 974-9310.

NIH AND THE GRANTS.GOV APPLICATION PACKAGE

January 14, 1:00-2:45
February, 1:00-2:45
March 11, 1:00 -2:45
April 7, 1:00 -2:45
May 6, 1:00-2:45
June 9, 1:00-2:45

1534 White Avenue, Room 113

This class focuses on proposal preparation and submission for National Institutes of Health (NIH) grants. It covers document formatting requirements and guidance on completing the grants.gov application package.

DOCUMENT REVIEW/APPROVAL SHEET ("YELLOW SHEET")

January 21, 1:00-2:00
February 17, 1:00-2:00
March 18, 1:00-2:00
April 14, 1:00-2:00
May 13, 1:00-2:00
June 16, 1:00-2:00

1534 White Avenue, Room 113

This class is for support staff, P.I.s, or Co-P.I.s, and Business Managers who submit proposals for sponsored research.

It covers the details of completing the Document Review/Approval Sheet ("Yellow Sheet") used for proposal submission.

PROPOSAL BUDGET BASICS

January 28, 1:00-2:00
February 24, 1:00-2:00
March 25, 1:00-2:00
April 21, 1:00-2:00
May 20, 1:00-2:00
June 23, 1:00-2:00

1534 White Avenue, Room 113

This class is for support staff, P.I.s, Co-P.I.s, and Business Managers who create and submit proposal budgets. It covers the basic information required for completion of your proposal budget.

PROPOSAL WRITING WORKSHOPS

These two-hour workshops are for faculty, staff, and advanced graduate students who write and submit proposals for sponsored research. Light refreshments are available.

WRITING SUCCESSFUL GRANTS, PARTS I AND II

Facilitator: Dr. Robert Porter,
Director of Research
Development

This two-part introductory workshop (total 4 hours) covers basic principles of good grant writing, starting with the phrasing of a compelling research theme to the actual construction of the proposal itself. Special attention will be paid to the perspectives of grant reviewers and how to write in ways that will meet their expectations.

FINDING FUNDING WITH ONLINE DATABASES

Facilitator: Dr. Robert Porter,
Director of Research
Development

The search for funding can be both time consuming and frustrating. Online databases are becoming increasingly important in helping scholars to quickly identify potential sponsors for their research. This "hands on" workshop will focus on the use of powerful tools such as Community of Science, the Foundation Center, and Grants.gov. (Note: This workshop requires a laptop computer with wireless capability).

STRATEGIES FOR SUCCESS IN SPONSORED RESEARCH

Facilitator: Dr. Robert Porter,
Director of Research
Development

For those with some experience in grant writing, this advanced session will focus on three key strategies to assure success in sponsored research.

BUILDING THE NSF GRANT PROPOSAL

Facilitator: Dr. Robert Porter,
Director of Research
Development

Competition for National Science Foundation (NSF) grant awards is especially intense, as increasing numbers of proposals have clashed with the agency's budget constraints. This workshop will focus on critical aspects of interacting with the agency as well as proven techniques for effective writing in each section of the NSF grant proposal. Samples from successful proposals will be cited to illustrate key points.

BUILDING THE NIH GRANT PROPOSAL

Facilitator: Dr. Robert Porter,
Director of Research
Development

The complex requirements of a National Institutes of Health (NIH) grant proposal place extreme demands on the grant writer. This workshop will focus on key principles for effective writing in each major component of the proposal. Samples from successful proposals will be cited, with special attention to a model R01 proposal, annotated by NIH staff.

BUILDING THE NEH GRANT PROPOSAL

Facilitator: Dr. Robert Porter,
Director of Research
Development

Major National Endowment for the Humanities (NEH) funding tracks will be reviewed, together with eligibility requirements, funding levels, and lists of projects recently funded by each program. A major emphasis will be placed on how successful grant writers meet the requirements of specific NEH program announcements.

research classes

CAREER DEVELOPMENT GRANTS FOR POST-DOCS

Facilitator: Dr. Robert Porter,
Director of Research
Development

This session will focus on NSF and NIH grants that support postdoctoral fellows as they transition through critical career stages, from the initial postdoc fellowship to faculty status and on to becoming an independent investigator.

BUILDING AN INTERDISCIPLINARY RESEARCH TEAM

Facilitator: Dr. Robert Porter,
Director of Research
Development

The emphasis on interdisciplinary research keeps growing, as more grant programs focus on complex problems that can only be addressed by teams of investigators from multiple disciplines. This mega trend poses serious challenges to researchers accustomed to a single disciplinary focus, from writing the grant proposal to managing the team once the grant is awarded. This workshop will focus on practical strategies that principal investigators can use to form a successful multidisciplinary team. A key feature will be lessons learned by senior UT faculty who have faced these challenges and are now managing interdisciplinary research projects. Copies of their successful proposals will be made available.

NSF CAREER AND BRIGE AWARDS

Facilitator: Dr. Robert Porter,
Director of Research
Development

CAREER is a prestigious five year award that supports outstanding young teacher-scholars who can combine the excitement of research with inspired teaching and enthusiastic learning. All untenured, tenure track faculty in disciplines supported by NSF are eligible. This workshop will present an overview of CAREER's purpose and structure, with emphasis on proposal requirements and review criteria. A special feature will be presentations by UT faculty who have won CAREER awards recently, with emphasis on their grant writing strategies. Copies of their successful proposals will be made available. The workshop will conclude with a brief overview of NSF's BRIGE program, an early career grant aimed at increasing the diversity of new researchers in engineering disciplines, including those from underrepresented groups, engineers at minority serving institutions, and persons with disabilities.

COMPLIANCE WORKSHOPS ARE AVAILABLE IN THE FOLLOWING AREAS:

BIOSAFETY TRAINING SESSIONS

Biological Safety Principles
Training for Biological Safety Level 2 (BSL-2) lab personnel

OSHA Bloodborne Pathogens Training for research personnel handling human-derived materials;

DOT/IATA Training for shipping biological materials

Regulated Medical Waste Training for individuals preparing biohazardous wastes for disposal by contractor (Stericycle)

Biological Materials Permits Training

Other biosafety/biological research compliance-related topics as necessary. Please contact the Biosafety Office at (865) 974-1938 or (865) 974-9836 for training times or further details.

EXPORT CONTROL

The Office of Research/Export Control is currently scheduling educational sessions on export controls for researchers, research administrators, departments, and any other UT group interested in knowing more on this topic. This introductory training presentation covers basic information regarding export controls, the types of research activities that may be impacted by export controls, and information regarding how you can ensure compliance with the regulations. In depth export control topics are also available. For more information contact: Robin Witherspoon (865) 974-0232 or rwith@utk.edu to schedule a session.

IACUC/ANIMAL SAFETY

For specific questions or assistance in regard to completing an animal use form or specific hands-on procedures in animals, please contact the IACUC office (865) 974-3631 or OLAC (865) 974-5634.

IRB/HUMAN SUBJECTS

Workshops provide the information required to perform Human Subjects research at UTK. Both the "Form A" and "Form B" will be covered. For specific scheduling information please contact Brenda Lawson at blawson@utk.edu or (865)974-7697.

RADIATION SAFETY

For information and scheduling on Radiation Safety training workshops contact the Radiation Safety Department at radiationsafety@utk.edu or (865) 974-5580.

RESPONSIBLE CONDUCT IN RESEARCH - RCR (AVAILABLE ONLINE ONLY)

Courses available for NSF-mandated ethics training

Faculty and student training in the responsible conduct of research are now available in two options through the UT Office of Research web site.

Researchers can access research ethics courses either through a subscription arrangement between the university and CITI, the Collaborative Institutional Training Initiative, or through a 12-module course developed by Glenn Graber, the chair of UT's Institutional Review Board.

The CITI training includes modules on protection of human research subjects in both biomedical and social/behavioral projects, as well as ethics courses in clinical practice, health information privacy and security, lab animal welfare, and the responsible conduct of research. It can be accessed by following instructions on the Office of Research website: <http://research.utk.edu/training/citi.shtml>

Each program provides a certificate of completion for researchers who take the coursework. For details on Responsible Conduct of Research contact Lesli Rowan ortraining@utk.edu. (865) 974-9310 or <http://research.utk.edu/training/>.

TRAINING

PAGES