

# Spring 2017 Course Calendar

Below is a schedule of upcoming Training & Development opportunities available to all employees at no cost.

**Interested in attending?** E-mail Holly Sobota at [sobota@uhcl.edu](mailto:sobota@uhcl.edu) with the course and date you would like to attend. Once you are enrolled, you will receive a calendar invitation with location details, etc.

Scroll to the last page to review course descriptions as a reminder of what each session will entail. Courses are open to all levels of employees. Some sessions are directed towards supervisors/managers; these courses are indicated on the schedule.

<b>MARCH 2017</b>				
<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
6	7  1:00-2:00 PM <b>Communicating at Work</b>	8	9  10:00 AM-12:00 PM <b>Performance Management &amp; Feedback – Supervisors &amp; Managers</b>	10
13	14  1:00-2:00 PM <b>Embracing Change</b>	15	16  9:00-10:00 AM <b>Time Management &amp; Stress Relief</b>	17
20  1:00-3:00 PM <b>Dealing with Conflict</b>	21  1:00-2:00 PM <b>Workplace &amp; Business Etiquette</b>	22	23	24
27	28  1:00-3:00 PM <b>Building a Team – Supervisors &amp; Managers</b>	29	30  9:30-10:30 AM <b>Working as a High-Performing Team</b>	31

## April 2017

Monday	Tuesday	Wednesday	Thursday	Friday
3	4  1:00-2:00 PM <b>Supervisor Policies &amp; Procedures</b>	5	6  9:30-11:00 AM <b>Leading Change – Supervisors &amp; Managers</b>	7
10	11  1:00-2:00 PM <b>Effective Meetings &amp; Presentations</b>	12  10:00 AM-12:00 PM <b>Performance Management &amp; Feedback – Supervisors &amp; Managers</b>	13	14
17	18	19  10:00 AM-11:30 AM <b>Customer Service</b>	20  1:30-3:30 PM <b>Building a Team – Supervisors &amp; Managers</b>	21
24  1:00-3:00 PM <b>Dealing with Conflict</b>	25	26	27  9:30-10:30 AM <b>Managing your Career</b>	28

All courses are free of charge; you need only ensure that your supervisor approves your attendance.

**Reminder** – Need training for your department? Seeking a learning opportunity you don't see here? [Contact Holly Sobota](#) to discuss tailored options.

Scheduling is based on feedback from November's survey; classes may be increased or decreased based on response.

Questions? Contact Holly Sobota at 281-283-2303 or [sobota@uhcl.edu](mailto:sobota@uhcl.edu).

# Course Descriptions

## Spring 2017

<p><b>Dealing with Conflict</b></p> <p>Understand what drives conflict and learn how to be proactive and deliberate in diffusing it.</p>	<p><b>Effective Meetings &amp; Presentations</b></p> <p>Learn how to get the most out of your interactions at work.</p>
<p><b>Building a Team – Supervisors &amp; Managers</b></p> <p>Your employees may not magically come together to be productive. In this session, you will learn about the things that may cause your team to succeed or fail, as well as what you can do to encourage cohesion &amp; results from your employees.</p>	<p><b>Working as a High-Performing Team</b></p> <p>Not all people who work near each other are working in a team. We will talk about what things can cause a team to fail, characteristics of high-performing teams, and what you can do to impact your team.</p>
<p><b>Time Management &amp; Stress Relief</b></p> <p>Have too much to do and it's getting to you? Learn techniques to make the most out of your time at work, as well as ways to manage your stress when it's too much.</p>	<p><b>Workplace &amp; Professional Etiquette</b></p> <p>Our behaviors say a lot about us. Learn what yours are saying about you, and how you can make sure you are sending the right signals to other university employees (and your supervisor too!)</p>
<p><b>Communicating at Work</b></p> <p>We work with people from all walks of life...different backgrounds, ages, etc. This course helps you communicate effectively to build trust, strengthen partnerships, and achieve desired results.</p>	<p><b>Experiencing and/or Leading Change</b></p> <p>Nobody likes change, right? Both employees and supervisors will learn about the change assimilation process and acquire tools to embrace change and/or provide leadership through change for employees.</p>
<p><b>Career Management</b></p> <p>Waiting for your supervisor to tell you what your next move is? It's your career, take charge of it! Participants will learn how to take a proactive approach to their development and career growth.</p>	<p><b>Performance Management &amp; Feedback – Supervisors &amp; Managers</b></p> <p>Supervisors and Managers will learn about their responsibilities in the performance review process and tips to give productive feedback to their employees.</p>
<p><b>Customer Service</b></p> <p>Whether they are students or other employees, we all have customers. The satisfaction of our customers, whoever they are, is vital to our success in our jobs. Learn how to manage those situations with difficult internal or external customers.</p>	<p><b>Supervisor Policies &amp; Procedures</b></p> <p>For both new and experienced supervisors/managers. This is mainly a procedural/administrative informational session. We will provide an overview of important policies and procedures vital to your job, as well as concepts to promote leadership success and reduce risk &amp; liability.</p>