

Summer 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 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.**

May 2017				
Monday	Tuesday	Wednesday	Thursday	Friday
1 2:00-3:30 PM Communicating at Work CLASS FULL	2 1:30-2:30 PM Time Management & Stress Relief CLASS FULL	3	4	5
8	9 1:30-3:00 PM Embracing Change	10 10:00-11:30 AM Goal Setting/Be a High Performer CLASS FULL	11	12 9:00-11:15 AM Building a Team (Supervisors & Mgrs.)
15	16	17 1:15-3:30 PM Leading Change (Supervisors & Mgrs.)	18	19 9:00-10:30 AM Supervisor Policies & Procedures
22	23 1:15-3:30 PM Coaching & Discipline (Supervisors & Mgrs.)	24	25 9:15-11:45 AM Dealing with Conflict CLASS FULL	26
29 MEMORIAL DAY	30	31 9:30-10:30 AM Microsoft Outlook — Tips & Tricks CLASS FULL	1 1:30-3:30 PM Working as a High-Performing Team CLASS FULL	2

June 2017

Monday	Tuesday	Wednesday	Thursday	Friday
			1 1:30-3:30 PM Working as a High-Performing Team	2
5 1:15-2:45 PM Supervisor Policies & Procedures	6	7	8 2:00-3:00 PM Microsoft Outlook Tips & Tricks CLASS FULL	9
12	13	14	15 1:00-3:30 PM Mediating Conflict (Supervisors & Mgrs.)	16
19 2:00-3:15 PM Goal Setting/Be a High Performer	20	21 9:30-11:45 AM Coaching & Discipline (Supervisors & Mgrs.) <hr style="width: 20%; margin: 5px auto;"/> 2:00-3:00 PM Time Management & Stress Relief	22	23
26	27 2:00-3:00 PM Career Management CLASS FULL	28	29 9:00-11:00 AM HR Info Bootcamp	30

July 2017				
Monday	Tuesday	Wednesday	Thursday	Friday
3	4 July 4 Holiday	5	6	7
10	11	12 10:00 AM-12:00 PM Problem Solving	13 1:30-2:30 PM Microsoft PowerPoint Tips & Tricks CLASS FULL	14
17 1:30-3:30 PM Customer Service	18	19 9:30-11:30 Succession Planning	20	21
24	25 1:15-2:15 PM Microsoft PowerPoint Tips & Tricks	26	27 1:30-3:30 PM Problem Solving	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.

Questions? Contact Holly Sobota at 281-283-2303 or sobota@uhcl.edu.

Course Descriptions

<p>Dealing with Conflict</p> <p>This course is a very interactive and hands-on module. Attendees will learn the causes of conflict, identify common resolution roadblocks, and tips and tricks to take conflict from damage to discovery.</p>	<p>Mediating Conflict (Supervisors & Managers)</p> <p>This course is a very interactive and hands-on module. Attendees will learn the causes of conflict and tools to defuse conflict before it escalates. Finally, we will explore your roles as mediators when conflict amongst your employees reaches the level of discord.</p>
<p>Building a Team (Supervisors & Managers)</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 & results from your employees.</p>	<p>Working as a High-Performing Team</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>Time Management & Stress Relief</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>Workplace & Professional Etiquette</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>Communicating at Work</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 manage productivity and personal needs.</p>	<p>Experiencing and/or Leading Change</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>Performance Management & Feedback (Supervisors & Managers)</p> <p>Supervisors and Managers will learn about tools to help employees be empowered and productive, as well as feedback tools. We will also cover the UHCL process and form.</p>	<p>Coaching & Discipline (Supervisors & Managers)</p> <p>This module goes further beyond our first Performance Management session to discover and practice tools to coach better performance and thinking with employees. We will also explore – if this approach fails and an employee is not engaged in improvement, where do we take the process next?</p>
<p>Customer Service</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>Supervisor Policies & Procedures</p> <p>For both new and experienced supervisors/managers. This is mainly a procedural/informational session. We will discuss all those things that never get talked about when you take on supervisor roles – important policies, new responsibilities, and your added liability.</p>

<p>Goal Setting/Be a High Performer</p> <p>This module is geared towards all levels of employees. Our aim during this session is to learn about good goal setting practices to develop skills and achieve high performance. We will explore employees' role in the performance management process and learn how to take ownership of our results.</p>	<p>Succession Planning (Supervisors & Managers)</p> <p>As we all know, our workforce is aging. We are seeing a large exodus of seasoned employees into retirement, and employees younger in their career are moving into new roles & responsibilities. We will explore the process of planning for these movements. Attendees will learn how to create a personalized matrix for their departments, preserve institutional knowledge, and get the next group ready.</p>
<p>Career Management</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>Problem Solving</p> <p>Stuck in the same old habits when problems arise? Learn processes to be thorough and objective in identifying the causes of work/process issues and steps to identify solutions.</p>
<p>HR Process Bootcamp</p> <p>During this session, we will review important university policies and procedures for employees to know. We will cover "What do I do if...?" situations that employees frequently need to know. (Ex: reporting unethical/harassing behaviors, life changes, leave/FMLA procedures & policies, etc.)</p>	<p>Effective Meetings & Presentations</p> <p>Learn how to get the most out of your interactions at work. We will explore common pitfalls when planning meetings & presentations, as well as skills to ensure productive outcomes.</p>
<p>Microsoft Outlook</p> <p>This session will be geared towards learning tricks and tools available in Outlook to organize your e-mail and calendar.</p>	<p>Microsoft PowerPoint</p> <p>This session will be geared towards tips for making your presentations readable and easy on the eyes, as well as learning the functionality of the program.</p>
<p>Available by request only...e-mail Holly Sobota for more information.</p>	
<p>Tailored Team Building</p> <p>Need a new mindset or direction for your team? Contact Holly Sobota to discuss tools we can use to create an inclusive and strategic vision for your department.</p>	<p>DiSC Workplace Profiles</p> <p>This department profile is available by request and has an associated cost for the profiles. Based on your needs, you and specific members or your full group can complete workplace profiles, which can be the basis for an analysis of the strengths and weaknesses of the team. The profile can also be used to analyze one-on-one supervisor-employee relationship dynamics and tips to work better together.</p>