Welcome to the 2015 Spring Course Catalog. There are lots of great things happening on campus this semester! In the Office of Human Resources (OHR), we are particularly excited about the launch of ConnectCarolina, the University’s new HR, payroll and finance system. ConnectCarolina is changing how many HR and finance professionals do their jobs – and it has also changed how faculty and staff register for training classes offered through the Office of Human Resources.

Register for our classes by visiting connectcarolina.unc.edu and select Training Enrollment under the Self Services tab.
### CLASS CALENDAR
#### JANUARY - JUNE 2015

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*Denotes a multi-day class; see class description for details

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Professional Development Courses

Courses listed on this page are not more or less important than courses listed in other parts of the catalog; they are listed here for quick reference. Courses may be taken individually or as part of a focused curriculum organized into topic areas. The learning modules cover four areas frequently requested for employee development: Communication, Leadership, Project Management, and Supervisory/Management.

Courses in the Professional Development section are listed alphabetically and are designed to enhance essential workplace skills and knowledge. Each course is focused on creating skills to help increase job effectiveness and advance the quality of work performance. If you have questions about courses or other areas of professional development, contact Training & Talent Development in the Office of Human Resources at 962-2550 or visit connectcarolina.unc.edu.

ACCELERATE YOUR COMMUNICATION SKILLS

Prerequisite: Completion of Fundamental Communication Skills or equivalent knowledge and skills is required.

Based on extensive research on effective communication and influence, this course provides clear, practical principles and skills that participants can immediately put into action to build rapport, create a sense of safety, and set the stage for more successful outcomes in key interactions and business relationships. These skills are especially useful in working with people we perceive to be different from us and in difficult interactions. Through various activities, we will gain knowledge and skills for meeting the challenges of workplace communications and relationships, building on the information presented in Fundamental Communication Skills.

Location: 104 Airport Dr., 1501-A&B
Date: Thurs., Feb. 19
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Training & Talent Development

BEHAVIOR-BASED INTERVIEWING: WEBINAR

Note: This webinar is a prerequisite for Interviewing Skills for Supervisors.

Selecting the right candidates for your team or department is a critical business skill. While you may be certain about the competencies, experiences and abilities needed for the vacancy, you may be less familiar with how to craft a set of questions that meet the needs of the job, separate the candidate from his/her presenting image, avoid questions that could land you in legal trouble, and other related and important components of an effective interview. In this webinar, participants will learn: the fundamentals of Behavior-Based Interviewing, to distinguish between permissible questions and illegal questions, and how to craft questions that will engage candidates and help you determine the best fit for your team’s needs.* Registrants will receive a link to the webinar.

Location: Online
Date: Tues., Feb. 17
Time: 10 a.m. to 11 a.m.
Instructor: Training & Talent Development

BUSINESS WRITING CHALLENGES

Prerequisite: Completion of Business Writing Essentials or equivalent knowledge and skills is required.

PROFESSIONAL DEVELOPMENT COURSES

Producing consistent, professional text for a variety of workplace circumstances can be challenging. You are now achieving the level of thought and practice. Once you’ve learned the essentials of business writing, learn how to broaden and polish your writing skills in this interactive class. Emphasis will be placed on actually writing, editing your text, and producing copy that conveys your intended meaning with clarity, professionalism, and grace. You may want to bring a laptop computer to allow for easier writing and editing. Also, bring some examples of your writing that you can work on and share for feedback during class.

Location: 104 Airport Dr., 1501-A&B
Date: Thurs., May 14
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Training & Talent Development

BUSINESS WRITING ESSENTIALS

Note: This class is a prerequisite for Business Writing Challenges.

When does your writing convey your ideas in a concise and professional manner? When you need to write a business document, do you stare blankly at it, wondering how to start? Have you ever sent a business email that was misinterpreted by the recipient? Join us in this interactive class, where you will review the fundamental processes of writing: from the planning phase to writing drafts and editing the text. You will learn tips for proofreading and formatting business letters and emails. This session will be packed with opportunities to practice business writing skills, and you will leave with a thick packet of detailed information on how to write business writing practices.

Location: 104 Airport Dr., 1501-A&B
Date: Wed. & Thurs., Feb. 19-20
Time: 8:30 a.m. to 1 p.m.
Instructor: Training & Talent Development

CHANGE MANAGEMENT

When facing change in the workplace, do you immediately see it as a negative or challenge? What strategies could you use to help you find the opportunities that are hidden within change situations? In this highly interactive workshop, we will take a look at your understanding of change in the workplace and will learn specific tools targeted to help us understand what is hidden in a changing environment. Through the use of change models, interactive dialogue, and work on a real-time change situation, we will explore together best practices for turning the challenges of a changing workplace into opportunities to excel.

Location: 104 Airport Dr., 1501-A&B
Date: Tues., Feb. 3
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Training & Talent Development

CONVERSATIONS WITH YOUR MANAGER

The role of many employees naturally place them in the middle of opposing forces: appeasing customers and clients while meeting the expectations of their bosses. Yet without appropriate support from above, employees can hinder their efforts to develop the leadership, deliver services, and take responsibility for their overall job satisfaction. Over two mornings, this workshop will explore the practical knowledge and skills of interacting respectfully with your manager, using a proven model for clear and effective communication. You will learn and practice techniques for clarifying purpose, exploring opportunities, committing to mutually agreeable action, and seeking support. You will practice how to make suggestions, how to receive constructive feedback, and how to be personally accountable for your professional development.

This course contains material similar to Managing Interactions with Your Employees and is designed for employees who do not have a formal managerial or supervisory role.

Location: 104 Airport Dr., 1501-A&B
Dates: Wed. & Thurs., March 18 & 19
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Training & Talent Development

CRITICAL THINKING SKILLS

When challenging problems arise, how do influential leaders and thinkers produce appropriate solutions? Critical thinking is the ability and willingness to assimilate information and make objective-based decisions. This interactive class presents a variety of skills that can be used in different situations where conflicts arise. These skills are appropriate for addressing issues between peers, between managers and direct reports, and with customers. You will identify thinking styles, perceptions, and tools for managing and dealing with conflict. Emphasis will be placed on effective communication that helps both you and the other person approach collaborative solutions.

Location: 104 Airport Dr., 1501-A&B
Date: Thurs., Apr. 20
Time: 8:30 a.m. to 5:30 p.m.
Instructor: Training & Talent Development

COACHING SKILLS 101 (Introduction)

Note: This class is a prerequisite for Coaching Skills 201 (Advanced). Coaching is defined as facilitated problem solving, generally by a manager or mentor, to assist in developing another's skill set. Coaching is not (and is not intended to be) of providing support for someone's development or improvement without removing their responsibility to help themselves. By assisting and supporting people as they work toward gaining awareness of developmental needs, uncovering strengths and improving performance, coaching is an essential skill for managers and supervisors (employees without supervisory responsibilities are also welcome). In this session, participants will gain a working definition of coaching, examine our coaching model, practice coaching skills, and become familiar with coaching resources.

Location: 104 Airport Dr., 1501-C
Dates: Thursdays, Feb. 10 & 17
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Training & Talent Development

CONFLICT MANAGEMENT SKILLS FOR THE WORKPLACE

You can view conflict as a source of anxiety and pain or as an opportunity for growth and development. The management of conflict (not its avoidance) is absolutely essential for healthy team performance. This interactive class presents a variety of skills that can be used in different situations where conflicts arise. These skills are appropriate for addressing issues between peers, between managers and direct reports, and with customers. You will identify thinking styles, perceptions, and tools for managing and dealing with conflict. Emphasis will be placed on effective communication that helps both you and the other person approach collaborative solutions.

Location: 104 Airport Dr., 1501-A&B
Date: Thurs., Apr. 20
Time: 8:30 a.m. to 5:30 p.m.
Instructor: Training & Talent Development

Dominating Organizational Partnerships: Webinar

**Note:** This course is a prerequisite for Supervisory/Management Courses.

Leadership

**Fundamental Courses**

- It Takes All Types: Introduction to MBTI
- Foundations of High Performing Teams
- Leading Change in the Workplace
- Coaching Skills 101
- Conflict Management Skills for the Workplace
- Stress Management
- Making the Workplace More Sustainable

**Advanced Courses**

- *MBTI* & Leadership
- Evaluating Unfair Harmful Harassment in the Workplace
- Coaching Skills 101
- Americans with Disabilities Act (ADA) Training

**Supervisory/Management Courses**

- Managing Interactions with Your Employees
- Interviewing Skills for Supervisors
- Change Management
- Effective Decision-Making
- Recognizing & Rewarding Employees
- Executive Round Circle – Managers
- Coaching Skills 201

**Fundamental Courses**

- Manager as Coach: Workshop
- Behavior-Based Interviewing: Workshop
- Diversity in Hiring
- Performance Management of EPA Employees
- Moving from Peer to Manager
- Preventing Unlawful Harassment in the Workplace
- Coaching Skills 101
- Americans with Disabilities Act (ADA) Training

**Advanced Courses**

- Managing Interactions with Your Employees
- Interviewing Skills for Supervisors
- Change Management
- Effective Decision-Making
- Recognizing & Rewarding Employees
- Executive Round Circle – Managers
- Coaching Skills 201

Communication

**Fundamental Courses**

- *Valuable Presentations Skills*
- *Professional Communication Skills*
- Business Writing Essentials
- It Takes All Types: Introduction to MBTI
- Customer Service Skills
- Critical Thinking Skills

**Advanced Courses**

- *Advanced Presentational Skills*
- *Accelerate Your Communication Skills*
- *Business Writing Challenges*
- *MBTI: the Workplace*
- *MBTI: Leadership*
- MBTI & Stress Webinar: Conversational with Your Manager
- Developing Organizational Partnerships: Webinar

**Project Management**

**Fundamental Courses**

- Managing Projects Successfully
- Foundations of High Performing Teams
- Virtual Presentations Skills
- Time Management

**Advanced Courses**

- *Advanced Project Management*
- Leading High Performing Teams
- Diversity in the Workplace
- Change Management
- Overcoming Team Dysfunctions

**Supervisory/Management**

- Managing Interactions with Your Employees
- Interviewing Skills for Supervisors
- Change Management
- Effective Decision-Making
- Recognizing & Rewarding Employees
- Executive Round Circle – Managers
- Coaching Skills 201

**Leadership**

- It Takes All Types: Introduction to MBTI
- Foundations of High Performing Teams
- Leading Change in the Workplace
- Coaching Skills 101
- Conflict Management Skills for the Workplace
- Stress Management
- Making the Workplace More Sustainable

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employee effectiveness. Fortunately, critical thinking is a skill which can be developed with focused practice. In this interactive class, you will use case studies and exercises to learn how to systematically analyze a specific problem or issue; leverage tools and techniques based on research and experimentation; recognize and remove obstacles to clear thinking; make better decisions through analytical thinking and problem solving.

**Location:** 104 Airport Dr., 1501-ABB
**Dates:** Thurs., Jan. 29
**Time:** 1 p.m. to 4:30 p.m.
**Instructor:** Training & Talent Development

### CUSTOMER SERVICE SKILLS

Effective customer service, both external and internal, is critical to the success of the University. UNC customers include internal and external faculty and staff, students, alumni, and community partners. This program introduces skills needed to enhance customer relationships, deliver top quality service, handle difficult customers, and say “no” without inflaming the customer. As a result of this class, you will be able to recognize the importance of customer service in retaining customers as well as in building and maintaining relationships; understand the needs of customers and empathize with them; understand difficult customer; project a professional image with customers over the phone and in person; handle challenging service-oriented situations; apologize skillfully; solve customer problems and related customer service issues.

**Location:** 104 Airport Drive, 1501-ABB
**Dates:** Tues., March 17
**Time:** 8:30 a.m. to 12:30 p.m.
**Instructor:** Training & Talent Development

### DEPLOYING ORGANIZATIONAL PARTNERSHIPS: WEBINAR

As a leading public institution, Carolina’s work environment requires department, division, and unit heads to balance multiple stakeholders and competing priorities and, in some instances, to do more with fewer resources. An often overlooked, yet, beneficial tool in this balancing act is the critical thinking process. With all the information you have and need to understand, how do you make the right choices? This class will address critical thinking and how to recognize and use it to make better decisions.

**Location:** ONLINE
**Dates:** Thurs., April 27
**Time:** 9 a.m. to 10 a.m.
**Instructor:** Jennifer Coggins, University Archives

### ELECTRONIC NOTARY

**Prerequisite:** You must be commissioned as a Notary to attend this class.

In this course prepared participants to be certified in the state of North Carolina as an Electronic Notary, and it includes specific instruction as to required materials and policies for this class, General power of limitations of this class, and specific guidance on electronic authentication and other legal requirements.

**Location:** 104 Airport Dr., 1501-ABB
**Dates:** Tues., Mar. 3
**Time:** 8:30 a.m. to 12:30 p.m.
**Instructor:** Training & Talent Development

### EMAIL AND RECORDS MANAGEMENT

Are your filing cabinets bursting with old records? Is your email inbox overflowing with essays? Would you like to become better and more efficient at managing your records and emails? Email and Records Management is a basic overview of the records management policies that govern the retention of email as well as electronic and paper records at UNC. The course will cover the legal ramifications of records management; demonstrate how to use the Records Retention and Disposition Schedule, and present efficient methods for managing paper and electronic records, including emails.

**Location:** 104 Airport Dr., 1501-C
**Dates:** Tues., May 22
**Time:** 9 a.m. to 10:30 a.m.
**Instructor:** Jennifer Coggins, University Archives

### ETHICS IN THE WORKPLACE

How do you handle information that raises your suspicions? How should you navigate the chain of command if you are tempted to go over your boss’s head? How do we know what makes you tick? Are you interested in enhancing your skills in ethical decision making? This class will help you learn how to identify ethical issues, think about them productively, and arrive at ethically sound decisions.

**Location:** 104 Airport Dr., 1501-ABB
**Dates:** Wed., March 25
**Time:** 8:30 a.m. to noon
**Instructor:** Parr Center for Ethics

### EFFECTIVE DECISION MAKING

Every action you take (or avoid) is the consequence of a decision, yet the process for arriving at a decision is often not well understood. In fact, most of our decisions are made unconsciously. The end result may be unjustly evaluated more than the process of how the conclusion was reached, which leaves us students, faculty, staff, etc., to affect future outcomes. In this class you will explore effective decision making processes, as well as the obstacles and biases that can impede your ability to decide more objectively. The class will provide you with the tools and techniques you can apply immediately to improve individual and group decision-making.

**Location:** 104 Airport Dr., 1501-ABB
**Dates:** Thurs., April 27
**Time:** 9:30 a.m. to 11:30 a.m.
**Instructor:** Diversity & Multicultural Affairs

### FOUNDATIONS OF HIGH PERFORMING TEAMS

**Note:** This class is a prerequisite for Leading High Performance Teams

The word “team” has become an overused label for almost any group of people brought together to accomplish almost anything, yet within the University, working with others is a common reality. How does one manage transitions from an extraordinary one? Based on the latest research, this class will provide you with the essential, foundational information for building a team that performs at a high level of competence. You will gain insights into individual and team behavior, and the importance of effective communication and collaborative leadership, and bring energy and engagement to your team. Plan on an engaging, interactive session filled with practical tools.

**Location:** 104 Airport Dr., 1501-ABB
**Dates:** Thurs., Mar. 5
**Time:** 8:30 a.m. to 12:30 p.m.
**Instructor:** Training & Talent Development

### FUNDAMENTAL COMMUNICATION SKILLS

**Note:** This class is a prerequisite for Accelerating Your Communication Skills

Communication is part of your everyday life, yet the chances are you’ve never examined what makes communication more or less effective. From practical conversations with co-workers to how you present yourself to supervisors and customers, learning communication skills is essential to succeeding in the workplace. This class will provide an introduction to key fundamental communication skills. You will leave this class with a deeper understanding of the appropriate uses of type at work.

**Location:** 104 Airport Dr., 1501-C
**Dates:** Thurs., February 12
**Time:** 9 a.m. to 10:30 a.m.
**Instructor:** Jennifer Coggins, University Archives

### FUNDAMENTAL COMMUNICATION SKILLS

**Note:** This class is a prerequisite for Accelerating Your Communication Skills

Communication is part of your everyday life, yet the chances are you’ve never examined what makes communication more or less effective. From practical conversations with co-workers to how you present yourself to supervisors and customers, learning communication skills is essential to succeeding in the workplace. This class will provide an introduction to key fundamental communication skills. You will leave this class with a deeper understanding of the appropriate uses of type at work.

**Location:** 104 Airport Dr., 1501-C
**Dates:** Thurs., February 12
**Time:** 9 a.m. to 10:30 a.m.
**Instructor:** Jennifer Coggins, University Archives

### GROWING YOUR TECHNIQUE IN LaMBDA: MBTI

As an interactive class, MBTI explores the concepts and theories of MBTI and explores the use of the MBTI and how to use it in the workplace. You will learn the importance of understanding and supporting the different personality types, and how to recognize and use these differences in a positive way.

**Location:** 104 Airport Dr., 1501-B
**Dates:** Thurs., Mar. 5
**Time:** 8:30 a.m. to 12:30 p.m.
**Instructor:** Training & Talent Development

### HIGH PERFORMANCE TEAMS—BECOME THE BEST WEBINAR

All teams go through natural stages of development, but not all of them end up being outstanding. Recent research is revealing the secrets of high performance and how teams work can be improved. In this educational, interactive webinar, you will learn how teams develop, what makes a team effective, how to shift from ordinary to extraordinary performance, and what leaders can do to help teams become outstanding. Webinar registrants will receive a link to the live webinar, access to the recording, and a handout.

**Location:** ONLINE
**Dates:** Thurs., June 4
**Time:** 1 p.m. to 2 p.m.
**Instructor:** Training & Talent Development

### INTERVIEWING SKILLS FOR SUPERVISORS

**Prerequisite:** Completion of Behavior-Based Interviewing Webinar or equivalent knowledge is required.

Looking for a candidate with “the right stuff” for a vacant position? Unsure of the right questions to ask in an interview? Worried about legal issues around interviewing? In this workshop, participants will learn the fundamentals of behavior-based interviewing, how to select an interview committee, how to avoid common pitfalls that can derail a successful interview, to distinguish between permissible questions and illegal questions, and how to determine if a candidate is right for the job. Registrants will receive a link to the webinar.

**Location:** 104 Airport Dr., 1501-ABB
**Dates:** Tues., March 3
**Time:** 8:30 a.m. to 4:30 p.m.
**Instructor:** Training & Talent Development

### IT TAKES ALL TYPES: INTRO TO MBTI

**Note:** This class is a prerequisite for attending other classes oriented around the MBTI.

The different behaviors of coworkers may seem surprising or confusing at times. You might question their actions and even wonder at times about your own motives. Why do we do some of the things we do? This interactive class uses the Myers-Briggs Type Indicator (MBTI) to help examine preferred patterns of behaviors in the workplace so that we can better appreciate the diversity of our co-workers. You will learn the strengths and challenges of different personality types, recognize your own patterns of behavior, and acknowledge the appropriate uses of type at work.

**Important Note:** Early registration is required. Instructions for taking the free MBTI assessment online will be emailed to each participant two weeks prior to the associated webinar. The assessment must be completed within the specified time. Participants who do not complete their assessments on time cannot attend that session but may register for the next available session.

**Location:** ONLINE
**Dates:** Thurs., Mar. 5
**Time:** 8:30 a.m. to 12:30 p.m.
**Instructor:** Training & Talent Development
LEADING CHANGE IN THE WORKPLACE
Prerequisite: Completion of Change Management or equivalent skill is required.
The course is for participants who currently have management and/or leadership responsibilities.
Change will always be a critical element (and often a challenge) of department and team management. As a result, managers and leaders are required to lead change initiatives that effect not only the organization’s operations but also significantly impact team members who are charged to carry out and carry on the change. This course is designed to provide practical tools for change leaders to effectively communicate change messages (what, when, why, how, etc.); set clear expectations regarding the phases of change and potential course corrections; consider the practical and psychological elements of change; and understand the stages of change within a team.
Location: 104 Airport Drive, 1501-A&B
Date: Wed., April 8
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Training & Talent Development

MBTI AND LEADERSHIP
Prerequisite: Completion of B Takes All Types: Intro to the MBTI is required.
People have different styles and preferences, which can be a challenge for lead-
ers. The Myers-Briggs Type Indicator (MBTI) is a useful tool that provides leaders with an understanding of how personality can influence leader effec-
tiveness, their own leader style, and strategies for improving their own leader performance. Through short presentations and stimulating group discussions, you will explore how leadership style affects team dynamics, ways of commu-
nicating, and characteristic ways of dealing with colleagues. You will learn the strengths and developmental needs associated with different leadership types, discover how preference styles impact leader behavior, and use problem-solving models that target all styles.
Location: 104 Airport Drive, 1501-A&B
Date: Wed. & Thurs., Feb. 24 & 26
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Training & Talent Development

MBTI AND STRESS: WEBINAR
Prerequisite: Completion of B Takes All Types: Intro to the MBTI is required.
Stress affects not only your physical and mental well-being but also the func-
tioning and productivity of the organization. Realistically we may not be able to eliminate stress, but we can learn many different ways to manage it. Knowl-
edge of your personality type is one source of insight into how you prefer to address stress and what you can do to increase your resourcefulness. This webinar will illuminate different patterns of behavior and the strengths and chal-
enges of the patterns so that we can help better ourselves and understand our coworkers. Webinar participants will receive a link to the live webinar, access to the recording, and a handout summarizing the webinar content.
Location: ONLINE- Registrants will receive a link to the webinar
Date: Wed., May 27
Time: 1 p.m. to 2 p.m.
Instructor: Training & Talent Development

MBTI AND THE WORKPLACE
Prerequisite: Completion of It Takes All Types: Intro to the MBTI is required.
Now that you are beginning to notice the diversity of personality types at work, what do you do with this knowledge? Designed to follow the introduc-
tion to the MBTI, this productive week will give you practical advice for appro-
priately using personality type in the workplace and on teams. You will explore how your own type and the preferences of others are expressed through work and management curriculums by addressing project management realities often over-
looked: the critical skills of leadership, communication and team-building. This multidisciplinary approach to managing projects provides a breadth of knowledge and skill that helps participants become efficient and effective proj-
ect managers. At the end of the session participants will be able to define the characteristics of a successful project and describe the phases of a project life cycle; recognize and manage the challenges of managing in a functional organization structure versus the project management matrix organization;
empoly specific techniques to execute each major phase of a project includ-
ing determining project requirements, planning tools and project control and evaluation methods, and apply effective leadership behaviors in the project to enhance communication, motivation and trust.
Location: 104 Airport Dr., 1501-A&B
Date: Thurs., June 11
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Ray Gianna

MOVING FROM PEER TO MANAGER
When you are a peer and have a good relationship with your co-workers, everything can move along and peak performance can be attained. However, when one peer gets tapped to be the manager or supervisor, all relationships must change. Transitions like this are challenging in ideal situations, but making changes within reporting relationships, even when the change is anticipated, can test a team’s flexibility. Participants will learn about the process of moving from peer to manager and what they and their manager can do to facilitate the most positive transition. You will discuss effective participatory and decision-making processes and the skills that get called on during times of transition. Participants who are anticipating a transition into a management role within the next year, as well as those managers and supervisors who have transitioned within the past year, would benefit from taking this course, especially those who want to reflect on what didn’t work so well and make some necessary changes.
Location: 104 Airport Dr., 1501-A&B
Date: Thurs., Jan. 28
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Training & Talent Develop-
ment

MACHING INTERACTIONS WITH YOUR EMPLOYEES
Managing people in the modern workplace can be challenging. As adminis-
trators, managers, and supervisors, you are asked to lead both individuals and teams, adapt to restructured organizations, assume more responsibility with limited resources, and address the work-related needs of an ever-changing, diverse workforce. This interactive workshop will help you develop skills in communicating with your employees. You will learn and practice techniques for building commitment among your staff, discussing performance problems, administering discipline, and giving effective feedback. Topics to be covered include using a model for managing interactions, coaching for improvement, and coaching for success.
Location: 104 Airport Dr., 1501-A&B
Date: Wed. & Thurs., Feb. 25 & 26
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Training & Talent Development

NOTARY PUBLIC CERTIFICATION
This course prepares participants to be certified in the state of North Carolina to act as a notary public in the state of North Carolina. The course includes legal definitions and qualifications for this office; General power and limitations of the office; oaths and affirmations; and depositions and affidavits.
Steps to Become a Notary Public: 1) Be a high school graduate or equivalent 2) Complete all eight hours of this course and pass the exam, 3) Bond legally in the U.S. 4) Speak, read and write in English. NOTE: Per new State regulations, all class participants are required to present some form of a valid state-issued photo identification upon arriving at class. This can include a driver’s license, state ID with picture, or United States Passport.
STEPS TO BECOME A NOTARY PUBLIC
1) Take class and pass the test
2) Notary Instructor sign Initial Application
3) Applicant complete and sign in the Presence of Notary Public
4) Submit application with $10 to Secretary of State’s Office
5) Take Certificate of Appointment as a Notary Public to your Registrar of Deeds Office (county where you live)
6) Be sworn in and pay $10 fee to Register of Deeds
7) Order stamp or seal and verify name when received
Website: http://www.secretary.state.nc.us/notary/ThPage.aspx
Location: 104 Airport Drive, 1501-A&B
Date: Wed., April 15
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Durham Technical Community College

RECOGNIZING & REWARDING EMPLOYEES
Creating a workplace culture that values employees and consistently recognizes them for their efforts is one of the best ways to reinforce desired behaviors and to inspire improved performance. This program is designed for managers, supervisors and staff who want to learn about recognition programs available at the University and who may be interested in designing low-cost or no-cost recognition and rewards programs for their work groups. In this program, you will understand the value of positive recognition; recognize the two primary ways to recognize employees; capture and implement an ongoing reward and recognition program; and find alternative ways to reward and recognize employees without draining your budget.
Location: 104 Airport Dr., 1501-C
Date: Thurs., May 7
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Training & Talent Development

RUNNING EFFECTIVE MEETINGS
If you lead meetings in your current role, then this class is designed for you! Poorly led meetings are cited as one of the biggest time wasters and de-mot-
ivators of our work lives. In this course, the cost of poorly run meetings will be identified and discussed. Participants will learn when to call a meeting, how to prepare for a meeting and how to keep meetings brief and productive. Strate-
gies for using tools such as agendas, minutes and ground rules to maximize the effectiveness of meetings will be shared. This class is appropriate for team leaders, team members, and whole teams.
Location: 104 Airport Drive, 1501-A&B
Date: Thurs., May 21
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Training & Talent Develop-
ment

STRESS MANAGEMENT
Not: The class is appropriate for team leaders, team members, and whole teams. Teams face a variety of challenges. How does your team perform? Does it invest the ongoing time and energy required to be a successful team? What obstacles does your team enjoy in working together? Great teams don’t happen by accident; they require good intentions, deliberate effort, and persistent collaboration. Fully understanding your stress and coaching for success.
Location: 104 Airport Drive, 1501-A&B
Date: Thurs., April 9
Time: 8:30 a.m. to 12:30 p.m.
Instructor: Training & Talent Development
Professional Development Courses

Life at work is naturally full of challenges which can lead to headaches, sleep disturbances, anxiety, and high blood pressure. Stress management teaches you the skills to relax naturally and to stay focused on healthy responses. You will be introduced to a variety of practices for increased resourcefulness such as noticing your thoughts without judgment, breathing through your emotions, and gentle stretching for home and office. You get to choose which collection of tools will fit your needs. You may not be able to avoid stress, but you can choose more effective ways to manage it.

Section 1

Location: 104 Airport Drive, 1501-C
Date: Tues., Feb. 3
Time: 9 a.m. to 11:30 a.m.
Instructor: Training & Talent Development

VALUABLE PRESENTATION SKILLS

Note: This class is a prerequisite for Advanced Presentational Speaking.
Imagine delivering a presentation with ease, success, and enjoyment. Yes, but... Where do you begin? How do you communicate effectively? How can you address nervousness? This course provides tangible, practical tools to handle these questions and many others. Upon completing this program, participants will be able to prepare a presentation by identifying clear goals and objectives, research and organize content effectively, gain tools to effectively interact with an audience; identify methods to improve public speaking skills, and improve their presentation skills through self-evaluation and evaluation of other presenters.

Location: 104 Airport Drive, 1501-C
Date: Thurs., April 30
Time: 9 a.m. to 11:30 a.m.
Instructor: Training & Talent Development

IT/Online Learning Resources

The ITS Software Acquisition office is pleased to announce two new online technical training opportunities for faculty and staff. Both can be reached from LearnIT Online, a site that is a repository of links to online learning for the majority of licensed software available from ITS. Some of the links are internal to UNC and others are linked directly to the software vendors’ websites.

Microsoft IT Academy: The Microsoft IT Academy site is an e-learning site that provides over 2000 online courses. Courses include online training on Microsoft Word, Excel, PowerPoint, and other parts of the Microsoft Office suite, as well as more specific courses aimed at IT professionals.

The courses are broken down into 13 libraries based on the different product families that Microsoft offers (i.e. Office 2010 or Windows Client). An Oney and password are necessary to access the library, and a specialized access code is required for each of the 13 libraries.

Lynda.com: Lynda.com is a licensed online video-training library that has more than 1,900 software, career development, and technology training titles that faculty and staff can access from anywhere using an internet browser and Oney login. Lynda’s video courses are taught by industry experts, working professionals, and veteran teachers. The library features software from Adobe, Apple, Autodesk, Blackboard, Facebook, Google, HTML, Microsoft, Open Source, SPSS, Twitter and many more that allow users to learn the latest tools and techniques in business, social media, digital media, design, and development.

For more information or to access all of the online technical training available from ITS, visit http://software-sites.unc.edu/learnit-online.

NEW PRINCIPAL INVESTIGATOR (PI) TRAINING

The Principal Investigator (PI) on research grants and contracts holds ultimate responsibility for the design, conduct, and management of a research study. The New PI Training will introduce faculty who are new PIs to a number of research compliance issues that they need to know about, as well as human resource issues that deal with hiring, firing, grievance policies, and performance evaluations for SPA, EPA non-faculty, and Postdoctoral employees. For more information about this program, contact:

Sohani Sengupta, Research Coordinator, Center for Faculty Excellence, at 966-1741 or e-mail ssengupt@unc.edu.

HR On Demand Seminars

The Office of Human Resources is offering three courses that are available for departments, schools or division upon request. Classes will be provided by HR specialists on each topic. For more information or to schedule a class, call Training & Talent Development at 962-1930. Consultations can be scheduled by departmental management or the HR Facilitator. Minimum class sizes may apply.

ADMINISTERING DISCIPLINARY ACTION FOR CONDUCT & PERFORMANCE

This program will focus on the components of the disciplinary process and will provide guidelines for documenting the issue appropriately and for determining the appropriate disciplinary action to take.

APPLYING COMPENSATION IN CAREER BANDING

This program reviews compensation policy, the four pay systems that allow to create, internal equity and setting salaries in career banding. For HRPs, managers, supervisors and SPA employees.

EMPLOYEE RECOGNITION & REWARDS

This program is designed to assist departments with developing a low-cost or no-cost recognition program to further employee engagement. Learn the value of positive reinforcement; recognize the two kinds of employee recognition and develop a program or “reinforce” a program in your department.

Equal Opportunity and Compliance Office

The Equal Opportunity and Compliance Office provides support for the university community to ensure that all university members have opportunities to participate in University-sponsored activities.

Program and training offered through EO and Compliance Office:

Online training for “Preventing Unlawful Harassment in the Workplace” and “Preventing Employment Discrimination.”

Equal Employment Opportunity Institute (EEOI), which helps managers understand important employment discrimination laws and how they impact day-to-day managerial decisions.

For more information about these programs, contact the Equal Opportunity and Compliance Office at 966-3576.

Communication & Talent Development

Contact Information

Communications & Talent Development 962-2550 wwwctraining.unc.edu Training_development@unc.edu
Kathy Bryant Senior Director, HR Communications & Talent Development Phone: 962-0266 kathy_bryant@unc.edu
Will Frey (interns) Senior Manager, Training & Talent Development Phone: 962-9685 will_frey@unc.edu
Christie Davis Public Communications Specialist Phone: 962-9682 christie_dav@unc.edu
Jen Baker Professional Development Specialist Phone: 962-9681 jennifer_baker@unc.edu
Linda Smith Professional Development Specialist Phone: 942-2178 linda_smith@unc.edu
Laura Gonzalez Programs & Projects Specialist Phone: 962-2349 lgonzalez@email.unc.edu

WRITING JOB DESCRIPTIONS

This course reviews the different requirements and aspects of writing successful job descriptions and examples of writing descriptions that are reflective of the job duties. For HRFs, managers, supervisors and SPA employees.

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Courses in the HR Policy and Processes section are designed to provide a robust and solid understanding of the various Human Resource functions that are required at Carolina. Updated regularly with new information and the latest updates, these courses will keep you informed and prepared to handle all your supervisory and/or HR needs, including HR systems training. Most of these opportunities are designed for managers, supervisors and HR facilitators; however, with supervisory approval, they are open to all employees.

AMERICANS WITH DISABILITIES ACT (ADA) TRAINING
This session is designed to provide an overview of the ADA and ADAAA. It will also help remove negative stereotypes regarding employees with disabilities and separate ADA myths from facts. It highlights the need for us to appreciate the Ability in disability. It will also increase awareness of the University’s Reasonable Accommodations in Employment Policy and familiarize employees and supervisors with their responsibilities and available resources. 

LawLogix Electronic I-9 System Training
LawLogix electronic I-9 system training for HR Representatives and others who manage the Form I-9 process. LawLogix electronic I-9 system training for HR Representatives and others who manage the Form I-9 process.

DIVERSITY IN HIRING
Diversity and Multicultural Affairs (DMA), in collaboration with the Equal Opportunity and Compliance Office, offers this seminar targeted towards capacity building for those who are tasked with responsibilities related to recruitment and retention of a more diverse workforce. The workshop will explore national trends, peer institution practices, understanding, breaking down issues of incorporating inclusive language, encouraging open communication and ways to address barriers such as intolerance, sexism, homophobia and racism in all its forms. The workshop discussions aim to create a culture that values diversity amongst its employees, increases productivity and satisfaction. The workshop also equips participants with strategies and resources to build an inclusive hiring experience for both the hiring committee and the prospective employee.

Outstanding Encouragement of Learning and Development Award (OELD)
The Outstanding Encouragement of Learning and Development (OELD) Award is given annually to a supervisor or manager who facilitates the participation of staff members in learning activities as fully as possible. An eligible supervisor may encourage employees to attend classes and programs that are relevant to the employees’ professional development, and the University recognizes supervisors who support a more engaged, productive workforce.

The University Managers Association (UMA) was established in 1983 to support leadership development and networking at UNC-Chapel Hill and NCCU. UMA benefits all university managers and leaders by being a forum for a variety of important, relevant, and timely issues. Informal lunches for networking are held monthly and educational programs are held quarterly. UMA also hosts two annual awards for managers: the Manager of the Year and the Outstanding and Encouraging of Learning and Development Award (in conjunction with OHR). For more information, membership fee details, and a list of events, please visit the UMA website at http://uma.unc.edu.

For additional learning opportunities at Carolina, as well as other local schools and organizations, visit hr.unc.edu and search for “Educational Opportunities for Employees.”
University Leadership Education and Development (ULEAD)

The ULEAD program prepares highly skilled and motivated leaders to meet the challenges of the University’s changing environment. Participants gain the practical insights, knowledge, skills, and confidence needed for sustained effectiveness through classroom sessions conducted by our world-renowned faculty, assessments of leadership characteristics, and participation in a real, innovative project that addresses a major campus issue. Applicants are emerging leaders who are nominated by their managers and are responsible for at least one lower-level supervisor or a University-wide program. Applications are submitted each spring, prerequisites are completed during the summer, and program sessions are conducted throughout the fall. For more information about ULEAD, please contact Training & Talent Development at 962-2550 or visit the Training website at http://hr.unc.edu.

Work/Life & Wellness

The Office of Human Resources is committed to providing a work environment that is healthy, supportive and considerate of employees’ work and personal obligations. The University’s work/life and wellness programs help integrate programs, policies, and services to help you better manage your professional and personal life and to help you feel more productive, engaged and satisfied in your work environment.

The Office of Human Resources presents a variety of courses, representing numerous topics brought to us through relationships with our community and campus partners. All courses are provided to the University at no cost. Courses will be scheduled throughout the year, so please look for our latest offerings at http://www.training.unc.edu (select the “Work/Life and Wellness” category). The courses noted below are just a sample of our offerings and will be scheduled in spring 2015.

We have made every effort to offer a variety of these seminars at or near the lunch hour to better accommodate employees’ schedules. These classes are expected to be taken on employees’ personal time, unless noted in the online description.

Teachers’ & State Employees’ Retirement System

Benefits Services periodically offers a half-day retirement workshop which provides comprehensive information. This workshop provides information on when employees are eligible to retire, how to calculate their payment, which payment option will be best suited for an employee and what other benefits are available in retirement. This workshop is ideal for employees who are considering retirement and want to explore their options.

A Baby! What Do I Do? A one-hour lunch and learn. SHIP – Seniors’ Health Insurance Information Program will present information regarding Medicare and Social Security. They will also cover long term care insurance information for comparisons.

Having a new child can be overwhelming. This session is intended to provide you with some basic processes to follow to ensure continuation of your benefits, how FMLA works and what work/life programs are available to new parents.

Medicare Workshop

A one-hour lunch and learn. SHIP – Seniors’ Health Insurance Information Program will present information regarding Medicare and Social Security. They provide information and services to people to compare Medicare Plans and information for people on Medicare with limited income and assets, as well as long term care insurance information for comparisons.

The Finance Division

For resources and training information related to ConnectCarolina, visit ccinfo.unc.edu/training. For other financial training information, visit finance.unc.edu/training.

LGBTQ Center Safe Zone

The Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ) Center works to foster a welcoming and inclusive environment for UNC-Chapel Hill community members of all sexual orientations, gender identities and gender expressions. The LGBTQ Center is committed in policy, practice, environmental design, and staff/volunteer behavior to providing an inclusive and welcoming environment to community members of all sexual orientations, gender identities, gender expressions, socio-economic or educational backgrounds, cultural or ethnic backgrounds, ability/disability statuses, and religious/spiritual affiliations or non-affiliations. Our staff engages in ongoing diversity education, training, and self-reflection to ensure that our programs, services, materials, and policies are broadly inclusive of all forms of diversity.

Safe Zone Training

The Safe Zone program is a symbol of this University’s commitment to diversity and inclusiveness. The purpose of Safe Zone is to create a network of allies for lesbian, gay, bisexual, transgender, intersex, queer, and allied (LGBTQIA) students. The desired goal for the Safe Zone program is ultimately to make the University community a safer and more supportive place for people of all sexual orientations, gender identities, and gender expressions.

All UNC faculty, staff, and students are eligible to become Safe Zone allies. Training takes place several times a semester. At the end of the training, you will be asked if you wish to become an ally, if you are willing to have your name published on the website and other publications, and if you wish to join the Safe Zone ally listerv.

To attend Safe Zone training, you must register beforehand and must be able to attend the full training. To preserve the integrity of the training, participants cannot arrive late or leave early. To register, visit http://lhtx.unc.edu/programs-services/safe-zone.

General Information

The Office of Human Resources’ (OHR) goal, “to make the University an employer of choice for current and future employees,” is carried out through the following functional areas: Benefits & Work/Life Programs, Classification & Compensation, Employee & Management Relations, Employment & Staffing, EPA Non-Faculty Human Resources, HR Information Management, and Communications & Talent Development. Our vision is that all faculty and staff recognize the value of Carolina, feel a part of its mission, and are appreciated for their contributions. OHR is committed to supporting and influencing a culture of excellence, respect, and inclusiveness by delivering valuable and innovative services to the University community, creating an environment in which both faculty and staff thrive.

Training Programs

Professional development classes are open to the following employees:

- Full time SPA employees
- Full time EPA employees
- Regular Temp
- Fellow Trainers
- Residents
- Postdocs Trainers
- Postdocs Research Associates
- Clinical Fellows
- Direct Pay Postdocs

For all others, please contact Training & Talent Development at 962-2550.

Registration Information: Register online at https://connectcarolina.unc. edu/login using your Onyen and password. You will be notified of registration status and class location.

When attending training:
- All full-day courses will break for a one-hour lunch. A café is onsite, with additional restaurants a short drive from the AOB. The AOB has wireless access, a phone and computer kiosk.

Parking and directions: Directions to the building can be found at www.he.unc.edu/directions: Limited parking is available in the building lot. Additional parking is available across the street. Vehicles with a University Permit can park in any unmarked parking space. Those without a permit can come to OHR's main reception area the day of class for a temporary permit. Please allow sufficient time to find parking.

Class Cancellations: On occasion, classes may be canceled or rescheduled due to circumstances outside our control (such as instructor illness or low enrollment). In those circumstances, we will notify participants as soon as possible. T&TD will announce any scheduling changes due to adverse weather by 7:15 a.m. on our voicemail.

Finance Trainings

For resources and training information related to ConnectCarolina, visit ccinfo.unc.edu/training. For other financial training information, visit finance.unc.edu/training.

The UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL
The implementation of ConnectCarolina’s learning management system allows faculty and staff to easily enroll online in course sessions using the self-service option found on the portal home page. The system provides email notifications of enrollment, course and course session updates, waitlist placement, and more. It also sends email notifications of enrollment, cancellations, and other changes to the participant’s supervisor. As part of the implementation, employee training history was converted from the University’s legacy system so that complete training records are also available.

Self Service

The self-service function on the home page provides three functions for faculty and staff with access to the system. These links are the starting points to enroll in a course session, cancel a course enrollment, or view individual training summaries.

Training Enrollment

Individuals can search for available training classes by course name, course number, training location, or training date. A complete list of open sessions is displayed. This includes information about the date, time, and location for a particular course. Users can see the number of people registered and immediately know if there is space available.
Cancel Course Enrollment

This self-service function on the home page allows users to easily cancel their registration for a class. This link displays a complete list of classes a person has enrolled in and their individual status. Simply click on the cancel button next to the class in question and your name will be removed from the class roster. Notifications will be sent to your and your supervisor to confirm your cancellation.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course Start Date</th>
<th>Course End Date</th>
<th>Status</th>
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<tbody>
<tr>
<td>Diversity In Hiring</td>
<td>11/18/2014</td>
<td>11/18/2014</td>
<td>Enrolled</td>
</tr>
<tr>
<td>SFA Orientation</td>
<td>02/25/2013</td>
<td>02/25/2013</td>
<td>Completed</td>
</tr>
<tr>
<td>Behavior-Based Interviewing</td>
<td>08/12/2014</td>
<td>08/12/2014</td>
<td>Enrolled</td>
</tr>
</tbody>
</table>

Notifications

When you submit a cancellation as well as a request for training enrollment, notification is sent to you and your supervisor. If space is available in the course session, a request is approved and you are registered. If the maximum number of students, as defined in the course description, has been met, you have the option to be added to the waitlist. As space becomes available, the first person on the waitlist is automatically registered for class and additional notifications are sent to you and your supervisor.

Training Summary

Clicking on the Training Summary link displays a complete list of courses, including the date and status of the class you have signed up for. Possible status options include enrolled, waitlisted, completed, no show, and cancelled.

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<tr>
<td>Fund. Communication Skills</td>
<td>03/05/2013</td>
<td>03/05/2013</td>
<td>Completed</td>
</tr>
<tr>
<td>Managing Interactions</td>
<td>02/27/2013</td>
<td>02/28/2013</td>
<td>Completed</td>
</tr>
<tr>
<td>SFA Orientation</td>
<td>02/25/2013</td>
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