This Month’s Featured Courses

Records Management 101
Would you like to become a more proactive and informed record keeper and records management “liaison” within your office? This introductory session will give you a basic overview of records management at UNC. We’ll cover how to use the Records Retention and Disposition Schedule, outline some basic steps you can take to avoid or mitigate the loss of essential records due to a disaster, and learn some examples of efficient record keeping systems in use on campus. We’ll conclude the session with strategies for dealing with some of the harder issues that arise in records management, such as managing confidential records, employee separation, and “inherited” files.

Running Effective Meetings
If you lead meetings in your current role with customers, clients, coworkers, employees or individuals you don’t yet know well, then this class is designed for you! Poorly led meetings are cited as one of the biggest time wasters and de-motivators of our work lives. Participants in this course will learn when to call a meeting, how to prepare for a meeting, and how to keep meetings brief and productive. Strategies for using tools such as agendas, minutes and ground rules to maximize productivity will be presented. Participants will also learn tips for managing latecomers, cliques and disruptive participants. In today’s fast paced business environment, we all need to know how to involve dispersed individuals across NC, the country and possibly across the globe. Participants will have the opportunity to explore the use of multi-media and social networking when involving participants at a distance.

Conflict Management for the Workplace
Participants will learn a variety of skills which can be used in different situations where conflicts arise in the workplace (and elsewhere). Participants will identify behavioral styles, perceptions, and stages in resolving conflicts. Emphasis will be placed on effective, compassionate communication. This participatory workshop is appropriate for addressing conflicts between coworkers, with customers, and between managers and their charges.

Register for any of these classes at www.training.unc.edu or by calling 962-2550. All classes are free and open to staff and faculty. Follow us on Facebook and Twitter!