Your Dominion,
Your Choice.

The Department of Human Resources
Organization Development and Training
Team is pleased to announce exciting new
professional development opportunities
for 2019. The Professional Development
Catalog is a resource to help you navigate
your professional development journey at
ODU. These learning experiences are
designed to provide engaging
opportunities to enhance workplace skills
and strengthen your professional
capability. We hope you choose to
Develop your Dominion today!

Best wishes for continued success,
September Sanderlin, SPHR, SHRM-SCP, HRPM
Vice President for Human Resources

CONTACT THE HR PROFESSIONAL
DEVELOPMENT TEAM

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CREATE
Relevant learning opportunities

INSPIRE
Self-directed growth and professional development

PROMOTE
Optimum management of self and others
DEVELOP YOUR DOMINION

EMPLOYEE ELIGIBILITY

Professional Development classes are free and open to all Administrative Professional Faculty, Classified Employees, and Hourly Employees.

CLASS INFORMATION

All HR classes are in person facilitator led classes which are held in Spong Hall Training Room 1505. Additional information on schedules and class descriptions are in the catalog.

CERTIFICATE PROGRAMS

HR offers two certificate programs.

- Leadership and Management Development Certificate
  - Intended for current managers or employees who inspire to be in a leadership position.
- Supervisor Essentials Certificate
  - Designed for new managers or supervisors.

ACCOMMODATIONS

If you require a reasonable accommodation to attend, please contact Human Resources at 683-4316 or 683-5139 at least 10 business days prior to the scheduled class or as soon as possible.
# 2019 Human Resources Professional Development Training Calendar

## July 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Topic</th>
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<tbody>
<tr>
<td>Tue Jul 2</td>
<td>9:00am - 11:30am</td>
<td>Service Behaviors That Matter</td>
</tr>
<tr>
<td>Tue Jul 16</td>
<td>9:00am - 11:30am</td>
<td>Emotional Intelligence I: Manage Self</td>
</tr>
<tr>
<td>Wed Jul 17</td>
<td>9:00am - 11:30am</td>
<td>Coaching for Performance Success</td>
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<td>Tue Jul 30</td>
<td>9:00am - 11:30am</td>
<td>Team Up for Success</td>
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## August 2019

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<tr>
<td>Tue Aug 6</td>
<td>9:00am - 11:30am</td>
<td>Emotional Intelligence II: Lead Others</td>
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<tr>
<td>Wed Aug 7</td>
<td>9:00am - 11:30am</td>
<td>Foundations of Leadership</td>
</tr>
<tr>
<td>Tue Aug 20</td>
<td>9:00am - 11:30am</td>
<td>Effective Communication Skills</td>
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## September 2019

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<th>Date</th>
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<tr>
<td>Mon Sep 16</td>
<td>9:00am - 11:30am</td>
<td>Service Behaviors that Matter</td>
</tr>
<tr>
<td>Tue Sep 17</td>
<td>9:00am - 4:00pm</td>
<td>Supervisor Essentials - Day One</td>
</tr>
<tr>
<td>Wed Sep 18</td>
<td>9:00am - 4:00pm</td>
<td>Supervisor Essentials - Day Two</td>
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<td>Thu Sep 19</td>
<td>9:00am - 4:00pm</td>
<td>Supervisor Essentials - Day Three</td>
</tr>
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<td>Tue Sep 24</td>
<td>9:00am - 11:30am</td>
<td>Civility and Community in Our Dominion</td>
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<tr>
<td>Thu Sep 26</td>
<td>1:30pm - 4:00pm</td>
<td>Coaching for Performance Success</td>
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<tr>
<td>Oct 8</td>
<td>9:00am - 11:30am</td>
<td>Taking Control of Your Time</td>
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<tr>
<td>Oct 9</td>
<td>9:00am - 11:30am</td>
<td>Effective Presentation Skills</td>
</tr>
<tr>
<td>Oct 28</td>
<td>1:30pm - 4:00pm</td>
<td>Foundations of Leadership</td>
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<tr>
<td>Oct 29</td>
<td>9:00am - 11:30am</td>
<td>Team Up for Success</td>
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<tr>
<td>Nov 5</td>
<td>1:30pm - 4:00pm</td>
<td>Civility and Community in Our Dominion</td>
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<tr>
<td>Nov 12</td>
<td>9:00am - 11:30am</td>
<td>Conflict and Conversation</td>
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<tr>
<td>Nov 13</td>
<td>1:30pm - 4:00pm</td>
<td>Emotional Intelligence I: Manage Self</td>
</tr>
<tr>
<td>Nov 14</td>
<td>9:00am - 11:30am</td>
<td>Emotional Intelligence II: Lead Others</td>
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CLASS DESCRIPTIONS

CIVILITY AND COMMUNITY IN OUR DOMINION

It is essential for state employees to recognize the requirement to conduct themselves in a manner that cultivates mutual respect, inclusion, and a healthy work environment. This class will provide participants the ability to:

- Define a civil and respectful workplace
- Discover methods to incorporate civility and respect into our daily actions
- Identify methods to reduce incivility
- Recognize the importance of community

COACHING FOR PERFORMANCE SUCCESS

Be prepared to offer the best to your employees! As a supervisor there are times when coaching techniques can be utilized to correct or improve performance. Participants in this class will:

- Define performance based coaching
- Identify the mindset and skills needed to coach for performance
- Identify coaching models that can be utilized to maximize performance
- Identify powerful coaching questions to foster positive results

CONFLICT AND CONVERSATION

A breakdown in communication can quickly lead to conflict when the issue is a simple misunderstanding. This class will allow participants to:

- Identify the three types of conversations that are prevalent in most conflict situations
- Recognize core concepts of difficult conversations
- Demonstrate how to communicate with care and compassion
- Identify methods to communicate constructively during times of conflict

EFFECTIVE COMMUNICATION SKILLS

Effective communication is an essential tool in achieving productivity and maintaining resilient working relationships at all levels of an organization. Participants in this class will:

- Describe communication
- Identify the common barriers of communication
- Practice one-and two-way communication
- Practice active listening
- Identify the role of body language and voice tone in effective communication
- Assess their communication style
- Develop a personal action plan
EFFECTIVE PRESENTATION SKILLS

Presenting is a skill that can be developed with experience and the right tools and training. Participants will learn to:

- Use structured methodology to create and deliver engaging and informative presentations
- Identify useful and effective presentation technology and tools
- Employ techniques to engage the audience
- Discover ways to overcome nervousness

EMOTIONAL INTELLIGENCE I: MANAGE SELF

Emotional intelligence refers to a person’s ability to recognize, understand, manage, and reason with their emotions. This is a critical ability for positive interpersonal communication. Participants in this class will:

- Recognize the journey of an emotion
- Identify the competencies of self-awareness
- Identify the competencies of self-management
- Execute self-management strategies to develop and practice emotional intelligence

EMOTIONAL INTELLIGENCE II: LEAD OTHERS

Leaders with emotional intelligence have the ability to monitor their own and others' feelings and emotions and use them to make beneficial decisions. Participants in this class will:

- Identify the competencies of social awareness
- Identify the competencies of relationship management
- Recognize how to use empathy to manage social interactions successfully
- Discuss the benefits of emotional intelligence in relation to leadership skills

FOUNDATIONS OF LEADERSHIP

Leadership is a journey and not a destination. Consider this class if you have the desire to become a leader who inspires, motivates, and is self-aware during times of constant change. Participants will:

- Discuss leadership theories and styles
- Identify the difference between manager and leader
- Recognize that leadership development is a life long process and identify areas of focus for continued learning
SERVICE BEHAVIORS THAT MATTER

Superior customer service should be practiced by all Monarchs. At its core, quality customer service is making sure everyone feels they are valued, heard, respected, treated fairly, and appreciated. Participants will:

- Identify common customer expectations
- Recognize behaviors that constitute excellent service
- Acquire effective listening skills
- Use positive language
- Practice problem solving
- Demonstrate the Fantastic Service Equation

TEAM UP FOR SUCCESS

The difference between success and failure is a great team. This class will enable participants to learn the importance of teamwork to workplace success and the specific role each individual on a team may play. Participants will be able to:

- Describe characteristics of effective teams
- Ascertain individual strengths and positive traits within the team
- Practice effective communication skills
- Assess personal abilities using 3 Virtues of The Ideal Team Player
- Develop an Action Plan to improve virtues of the Ideal Team Player

TAKING CONTROL OF YOUR TIME

Time management can have an enormous impact on your performance and productivity in the workplace. This class will help participants identify the common distractions that get in the way of getting things done and identify strategies on how to minimize these distractions. Participants will:

- Assess personal time management skills
- Identify common distractions
- Identify strategies to minimize distractions
- Apply the tools and techniques of time management
Human Resources now offers self-directed, on-line registration for professional development classes.

CLICK HERE TO REGISTER TODAY!
The Leadership and Management Development Certificate Program [LMDC] is a self-directed certificate program that provides the opportunity to learn and collaborate by sharing experiences and knowledge with other colleagues. The goal of the program is to provide participants with tangible knowledge and resources in the areas of leadership, communication, diversity, self-management and civility.

CERTIFICATE REQUIREMENTS
- 6 core classes
- 2 electives

Visit Organization Development and Training to register for classes or view a complete list of required classes.
<table>
<thead>
<tr>
<th>Requirement</th>
<th>Date Completed</th>
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<tr>
<td>CORE CLASS 1 FOUNDATIONS OF LEADERSHIP</td>
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<td>CORE CLASS 5 TEAM UP FOR SUCCESS</td>
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<tr>
<td>CORE CLASS 2 SERVICE BEHAVIORS THAT MATTER</td>
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<td>CORE CLASS 6 CIVILITY AND COMMUNITY IN OUR DOMINION</td>
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<tr>
<td>CORE CLASS 3 EMOTIONAL INTELLIGENCE I: MANAGE SELF</td>
<td></td>
<td>ELECTIVE 1</td>
<td></td>
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<tr>
<td>CORE CLASS 4 COACHING FOR PERFORMANCE SUCCESS</td>
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<td>ELECTIVE 2</td>
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USE THIS LOG TO TRACK COMPLETION OF LMDC CERTIFICATE REQUIREMENTS
Would you like to have a positive and productive working relationship between you and your classified staff? If so, come join the HR Employee Relations Team as they provide you with valuable hands-on information and focus on a variety of topics essential for your success.

Sign up now for our new 3 day workshop!
LIMITLESS LEARNING,
LIMITLESS POSSIBILITIES.

GET STARTED TODAY AND LEARN AT LYNDAD.COM AT ODU!

Lynda.com is an online training library that teaches the latest software, creative and business skills through high-quality instructional videos taught by recognized industry experts. ODU students, faculty and staff have FREE access to the entire lynda.com training library (over 4,000 courses, and more are added every week) through ODU's site license.
NEW MANAGER FOUNDATIONS

LEARNING TOPICS
- Establish your identity as a manager
- Identify best practices for clarifying performance expectations
- List effective communication tips
- Articulate the main elements of effective feedback
- Define rapport
- Distinguish types of decision-making styles.
- Signal fairness and integrity

EMBRACE YOUR ROLE

This Lynda.com on-line class provides practical advice to help you establish your identity as a leader, connect with your team, and become a successful first-time manager.