2019
HUMAN RESOURCES
PROFESSIONAL DEVELOPMENT CATALOG

DEVELOP YOUR
DOMINION
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

Marilyn Baylon
Spong Hall
5255 Hampton Blvd.
Norfolk, VA 23529
757.683.4316
mbaylon@odu.edu

Debbie Couch
Spong Hall
5255 Hampton Blvd.
Norfolk, VA 23529
757.683.5139
dcouch@odu.edu
OUR MISSION

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>Course Title</th>
</tr>
</thead>
<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>
</tr>
<tr>
<td>Tue Jul 30</td>
<td>9:00am - 11:30am</td>
<td>Team Up for Success</td>
</tr>
</tbody>
</table>

## August 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tue Aug 6</td>
<td>9:00am - 11:30am</td>
<td>Emotional Intelligence II: Lead Others</td>
</tr>
<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>
</tr>
</tbody>
</table>

## September 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<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>
</tr>
<tr>
<td>Thu Sep 19</td>
<td>9:00am - 4:00pm</td>
<td>Supervisor Essentials - Day Three</td>
</tr>
<tr>
<td>Tue Sep 24</td>
<td>9:00am - 11:30am</td>
<td>Civility and Community in Our Dominion</td>
</tr>
<tr>
<td>Thu Sep 26</td>
<td>1:30pm - 4:00pm</td>
<td>Coaching for Performance Success</td>
</tr>
<tr>
<td>Date</td>
<td>Time</td>
<td>Title</td>
</tr>
<tr>
<td>------------</td>
<td>---------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Tue Oct 8</td>
<td>9:00am - 11:30am</td>
<td>Taking Control of Your Time</td>
</tr>
<tr>
<td>Wed Oct 9</td>
<td>9:00am - 11:30am</td>
<td>Effective Presentation Skills</td>
</tr>
<tr>
<td>Mon Oct 28</td>
<td>1:30pm - 4:00pm</td>
<td>Foundations of Leadership</td>
</tr>
<tr>
<td>Tue Oct 29</td>
<td>9:00am - 11:30am</td>
<td>Team Up for Success</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov 2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tue Nov 12</td>
<td>9:00am - 11:30am</td>
<td>Conflict and Conversation</td>
</tr>
<tr>
<td>Wed Nov 13</td>
<td>1:30pm - 4:00pm</td>
<td>Emotional Intelligence I: Manage Self</td>
</tr>
<tr>
<td>Thu Nov 14</td>
<td>9:00am - 11:30am</td>
<td>Emotional Intelligence II: Lead Others</td>
</tr>
</tbody>
</table>
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 program is to provide participants with tangible knowledge and resources in the areas of leadership, communication, diversity, self-management and civility.

CERTIFICATE REQUIREMENTS

- 5 core classes
- 2 electives

Visit Organization Development and Training to register for classes or view a complete list of required classes.
# LMDC Tracking Log

## Leadership and Management Development Certificate

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>CORE CLASS 1 Foundations of Leadership</td>
<td></td>
</tr>
<tr>
<td>CORE CLASS 2 Service Behaviors That Matter</td>
<td></td>
</tr>
<tr>
<td>CORE CLASS 3 Emotional Intelligence I: Manage Self</td>
<td></td>
</tr>
<tr>
<td>CORE CLASS 4 Coaching for Performance Success</td>
<td></td>
</tr>
<tr>
<td>CORE CLASS 5 Team Up For Success</td>
<td></td>
</tr>
<tr>
<td>ELECTIVE 1</td>
<td></td>
</tr>
<tr>
<td>ELECTIVE 2</td>
<td></td>
</tr>
</tbody>
</table>

*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 LYNDIA.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

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.

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