Your Dominion, Your Choice.

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

Warm regards,
September Sanderlin, SPHR, SHRM-SCP, HRPM
Vice President for Human Resources
OUR MISSION

WE CREATE RELEVANT LEARNING OPPORTUNITIES TO INSPIRE SELF-DIRECTED GROWTH AND PROMOTE OPTIMUM MANAGEMENT OF SELF AND OTHERS.
DEVELOP YOUR DOMIONION

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

CLASS INFORMATION
Currently all HR classes are in person facilitator led classes which are held in Spong Hall Training Room 1505. Class descriptions and a class schedule can be found inside the catalog.

CERTIFICATE PROGRAMS
HR offers two certificate programs. If you are a new manager or supervisor then Supervisor Essentials is just right for you. If you are a current manager or inspire to be in a leadership position, then the Leadership and Management Development Program has something to offer you.

ACCOMMODATIONS
If you require a reasonable accommodation to attend, please call 683-4316 or 683-5139 at least 10 business days prior to the scheduled class or as soon as possible.
<table>
<thead>
<tr>
<th>Month</th>
<th>Date</th>
<th>Time</th>
<th>Course Title</th>
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<td>Emotional Intelligence II: Lead Others</td>
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CIVILITY AND COMMUNITY IN OUR DOMINION

As a Monarch, 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
- Recognize the importance of community

COACHING FOR PERFORMANCE SUCCESS

Do you want the best for your employees? As a supervisor there are times when coaching techniques may be applied 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 and quite often the only issue is just a simple misunderstanding of another employee's expectations or perceptions. 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 strong 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
# Class Descriptions

## Effective Presentation Skills

Presenting is a skill that can be developed with experience, the right tools and training. If you were not born with natural eloquence or have a fear of public speaking, this class is for you. Participants will learn to:

- Use structured methodology to create and deliver engaging and informative presentations
- Identify useful and effective presentation technology and tools
- 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. It is a critical ability when it comes to 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. If you have a desire to evolve into a leader that inspires, motivates, and is self-aware during times of constant change, this is the class for you. Participants in this class 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

Great customer service needs to come from all of us at all levels - internal and external. At its core, quality customer service is about making sure our customers feel they are valued, heard, respected, treated fairly, and appreciated. Participants will be able to:

- Identify common customer expectations
- Identify behaviors that constitute fantastic service
- Practice 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
- Describe 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 some strategies on how to minimize these distractions. Participants will be able to:

- Assess personal time management skills
- Identify common distractions that get in the way in getting things done
- Identify strategies on how to minimize distractions
- Apply tools and techniques of time management
REGISTER ONLINE!

Human Resources now offers self-directed, on-line registration for professional development classes. CLICK HERE TO REGISTER TODAY!
LEADERSHIP AND MANAGEMENT DEVELOPMENT CERTIFICATE PROGRAM

The Leadership and Management Development Certificate Program [LMDC] is a self-directed certificate program which 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.
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Would you like to have a positive and productive working relationship between you and your classified staff? If so, then come join the HR Employee Relations Team as they provide you with valuable hands-on information and focus on a myriad 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 LYNDACOM 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

LEARN ONLINE WITH Lynda.com

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