Dear VSU Community & Regional Partners,

We are pleased to announce our professional development courses for 2013 Spring Semester. We hope that you find the courses interesting and beneficial for your professional growth and development. We have an abundance of offerings including certificate programs. These courses are open to all VSU faculty, staff, student employees, and regional partners. We also offer customized classes, departmental retreats, and meeting facilitation upon request.

In addition to the classes offered through the Office of Employee and Organizational Development, we have included information about other departments on campus which provide specialized employee training.

If your department provides workshops or resource information for employees and you would like your information included in future issues, please contact Rebecca Murphy at 259-5105.

Please share this information with others you know who might find it useful. If you need additional copies, you may download this document from our website at www.valdosta.edu/finadmin/training/.

We wish you a productive and fulfilling semester.

Rebecca Murphy
and the Staff of
Human Resources and Employee Development
All courses are listed within a training category, which has been color-coded for easier navigation and reading. The index contains a list of the classes offered in both alphabetical and chronological order.

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Take advantage of the Online Registration process by going to:

www.valdosta.edu/finadmin/training/

and clicking on the Online Registration logo. This database provides you with:

- Instant Registration of Courses
- Ability to Cancel Registrations
- Database to View Completed Courses
- Access to Catalog and Descriptions
**Campus Training Programs**

The programs listed in this catalog are open to all VSU employees, some courses are also available for PDC Regional Partners. Classes are filled on a first come,first served basis. If a class is full, please call Employee Development at 259-5105 to be put on a waiting list. Waiting list registrants are notified of vacancies and placed into classes as cancellations are received. If you register for a class, but are unable to attend, please cancel within 24 hours of the class. Classes are subject to cancellation if registration is low. The minimum required attendees, to promote a positive learning experience in each class can be found when registering using the VSU training registration system.

**Class Attendance**

In order to receive credit for a class, participants must attend 90% of the scheduled class time. Students may miss scheduled class activities only in the event of illness, emergencies, or business-related reasons. The course instructor or facilitator should be notified of planned absences or tardiness. For excused absences during multi-day courses contact the instructor to discuss options available to receive full credit.

**Training Library Materials**

Can't get away to attend a class, we have another option. The Employee and Organizational Development Office has training materials available free of charge to employees for checkout from the Training Library. We have audio, video, and textbook resources on a variety of topics. The list of titles is included at the end of this catalog. Call us at 259-5105 for additional information.

**Customized Programs**

We provide customized training for departments upon request. Our office will work closely with the requesting department to identify the training needs, develop and deliver the course material, and assist with follow-up evaluation to determine its effectiveness. For additional information about services, programs, and resources, contact Becky Murphy at 259-5106 or at rbowes@valdosta.edu.

**Training Transcripts**

Official records of attendance are maintained for training sessions offered or coordinated by our office. Employees or their supervisors needing a transcript for promotion or transfer purposes, or for discussion during the performance evaluation process, may request one by calling 259-5105. Please allow 5 working days to process the request.

**New Employee Orientation**

We provide orientation for full-time benefited staff and administrative employees the last Thursday of every month in the University Center Rose Room. Veteran employees are always welcome to attend and find out about the latest changes on campus.

New Employee Orientation will:

- Welcome employees to the University and acknowledge employees' value.
- Help employees connect with their new workplace by learning the vision, mission, and goals of the University.
- Educate employees about the services provided by various departments on campus and the people who work in those departments.
Diversity U 102

1 Day/2 Hours
The VSU Office of Social Equity presents Diversity U 102. This class is a cultural diversity-training program designed to further enhance the training and interactive skill of Diversity U 101 in an effort to support the campus in the attraction, recruitment, and retention of a positive, culturally-enriching campus environment. You are invited to join the Division of EOP/MA in exploring the implications of cultural diversity on daily interactions.

According to the National Multicultural Institute…
“We are faced with unique and complex challenges in this ever-changing and increasing diverse society. Issues around culture, ethnicity, race, age, gender, physical/mental ability, and sexual orientation continue to evolve, leading us toward new awareness and skills in such fields as workplace diversity, human resources, education, and conflict resolution.”

Instructor: Dr. Maggie Viverette

Schedule / Location:
- Tuesday, May 15, 2013, 9:00 AM - 12:00 PM, Rose Room - University Center
- Monday, January 28, 2013, 1:30 PM - 4:30 PM, Cypress Room - University Center

Listening & Interpersonal Communication

1 Day/3 Hours
Are you confronted with recurring communication issues at work, at home, or at play? Would you like to find fresh, new approaches that could improve your interactions with supervisors, staff members, co-workers, or peers? Attend this seminar and explore techniques for handling everyday communication challenges.

In this session you will:
- Explore your communication style
- Learn effective communication techniques
- Discuss specific challenges
- Practice various communication skills

Instructor: David Schmidt

Schedule / Location:
- Tuesday, March 5, 2013, 9:00 AM - 12:00 PM, Rose Room - University Center

University Policy & Procedures

1 Day/3 Hours
This class is designed to be an open forum discussion with campus policy experts on administrative requirements that confront campus administrative assistants on a regular basis. Once participants have completed this course, they should have a thorough understanding of VSU policies and procedures and their role in ensuring compliance and implementing best practices.

Topics Covered Include:
- Knowledge of purchasing guidelines and use of ePro and P-cards
- Apply best practices to job posting and applicant reviews
- Understand employment laws and VSU procedures in relation to Workers Compensation, Leave policies, HIPAA, FLSA, and other workplace practices.
- Understand policies and procedures related to academic matters such as Georgia Open Records, FERPA, etc.
- Apply good budgeting practices and understand accounts payable guidelines.
- Understand and implement travel processes.

Instructor: EOD

Schedule / Location:
- Monday, January 28, 2013, 1:30-4:30 PM, Cypress Room - University Center
- 10:00 AM - 3:30 PM, University Center - Online
- 10:00 AM - 12:00 PM, University Center - Asynchronous
- 9:00 AM - 11:00 AM, University Center - Asynchronous

Assertiveness Communication

1 Day/3 Hours
Assertive communication skills are an important part of interacting in school, work, and life. To some people, standing up for themselves can be difficult, while for others, it is something that may be done a little too often. Finding the right balance between being passive or aggressive is an assertiveness skill which must be learnt. Being able to master the use of assertive communication is key to maintaining your personal rights and at the same time maintaining professional or personal relationships.

The training will discuss tactics, assumptions, and ways to deal with situations that demand the use of assertive communication skills. Specific learning objectives include:
- Learn about the key attributes of being assertive.
- Recognize aggression, submission, and assertiveness.
- Learn and practice assertive communication techniques.
- Speak up assertively without seeming pushy.
- Assert your authority without being heavy-handed.
- Get the credit you deserve for your ideas.
- Encourage employees to bring you solutions — not problems.
- Deal firmly and professionally with those who question your authority.

Instructor: Tim Yorkey

Schedule / Location:
- Monday, February 18, 2013, 2:00 PM - 5:00 PM, Rose Room - University Center
- Tuesday, March 5, 2013, 9:00 AM - 12:00 PM, Rose Room - University Center
- Wednesday, May 15, 2013, 10:00 AM - 12:00 PM, Rose Room - University Center

Instructor: EOD

Schedule / Location:
- Monday, February 18, 2013, 2:00 PM - 5:00 PM, Rose Room - University Center
- Tuesday, March 5, 2013, 9:00 AM - 12:00 PM, Rose Room - University Center
- Wednesday, May 15, 2013, 10:00 AM - 12:00 PM, Rose Room - University Center
- Thursday, June 6, 2013, 10:00 AM - 12:00 PM, Rose Room - University Center

Instructor: Teja Chalasani

Schedule / Location:
- Monday, February 18, 2013, 2:00 PM - 5:00 PM, Rose Room - University Center
- Tuesday, March 5, 2013, 9:00 AM - 12:00 PM, Rose Room - University Center
- Wednesday, May 15, 2013, 10:00 AM - 12:00 PM, Rose Room - University Center
- Thursday, June 6, 2013, 10:00 AM - 12:00 PM, Rose Room - University Center

Instructor: EOD
**Who Moved My Cheese**

1 Day/3 Hours

*Who Moved My Cheese* will help participants learn how to see change within an organization differently and do the things that will make the biggest positive impact. It also provides practical Change Skills.

- Preparing for Change: Prepares people for organizational change by providing some simple ideas they can use to succeed.
- Gaining Change Skills: Helps students gain specific change skills they can use to benefit themselves and the organization.
- Achieving a Change: Promotes working as a team to achieve faster and more successful transitioning skills to change.

**Instructor**  
David Schmidt

**Schedule/Location**  
Tuesday, March 26, 2013  
EOD  
9:00 AM - 12:00 PM  
Rose Room - University Center

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**How to Turn Conflict into Collaboration**

1 Day/3 Hours

Conflict happens and often times we react poorly or want to avoid it all together. This allows problems to fester and grow. Join us for this half day session and learn how you can increase your effectiveness in conflict situations.

**Learning Objectives:**

- Understand why conflict in the workplace happens
- Change your perspective about conflict and increase your confidence
- Identify the three most common workplace conflict situations
- Identify the five ways people deal with conflict
- Learn communication techniques that decrease conflict and increase collaboration
- Learn what resources are available to you when you can’t resolve your own conflict situation

**Instructor**  
Tim Yorkey

**Schedule/Location**  
Monday, May 20, 2013  
1:30 PM - 4:30 PM  
Rose Room - University Center

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**Secrets to Being Happy at Work**

1 Day/6 Hours

The average adult in the United States spends approximately 1/3 of their adult life at work. Many people spend more time with their coworkers than they do with family members. Interacting with coworkers can be fruitful or frustrating, depending on your approach and mindset. Ask yourself these questions:

- Do you feel mentally "pulled" in two directions while working on a task?
- Do you feel frustrated when working with someone whose way of doing things is radically different from yours?
- Do you feel like you are working out of your element?
- If you answered YES to one or more of these questions, chances are you are not as happy at work as you can be.

**Topics Covered Include:**

- The Four different ways that people approach their work.
- How to determine what motivates your boss, co-workers, and yourself.
- How to predict a person’s behavior.
- The secrets to reading a person like a book.
- Ways to motivate and work with a team or committee.
- How to prevent conflict BEFORE it starts.
- Ways to communicate with challenging people.
- Discover your ideal workplace.
- How to use the "Sunday Night Test" to determine if you are in the wrong job.
- How to increase your happiness at work.

**Instructor**  
Mike Spremulli

**Schedule/Location**  
Tuesday, April 23, 2013  
9:00 AM - 4:00 PM (1hr. Lunch on your own)  
The Chrysalis Corp.  
Rose Room - University Center

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All participants receive:

A detailed 26 page personality report that provides you with general characteristics about your personality and preferred work style, a personalized "checklist" for communication, descriptions of how others perceive you, personal behavioral hierarchy, plus much more valuable information. This tool will help you clarify with pin-point accuracy what makes you tick in the work environment and assist you in tapping into your personal strengths.
Conducting Effective Performance Appraisals

1 Day/4 Hours

Are you responsible for conducting performance appraisals with your staff? Do you know how to make the most of a performance appraisal? Do you understand the legal issues involved? Here is your chance! This session is designed to prepare managers for implementing a performance management system that not only helps you prepare for the annual review, but also provides you with tips and techniques to create an ongoing feedback process.

Topics Covered Include:
- Conduct performance evaluations that drive higher organizational achievement
- Create the environment to conduct successful performance evaluations
- Recognize relevant legal issues and take the appropriate action
- Understand and implement the year round performance management cycle (i.e. goal setting, development, feedback, coaching, recognition & appraisal, follow-up)
- Use communication techniques for various evaluation scenarios

Instructor | Schedule / Location
---|---
Tim Yorkey | Wednesday, January 30, 2013
EOD | 1:00 PM - 5:00 PM
Rose Room - University Center

Effective Meetings

1 Day/2 Hours

Today, with the emphasis upon breaking our traditional paradigm of organizational processes, meetings and how we use and abuse them have come under increasing scrutiny – are meetings just and often counter-productive “fact” of organizational life? How can we assure that they, like other processes are “cost-effective?” And most of all, how can we streamline meetings and make them a productive centerpiece of the new team-based organization? This and more will be answered in our interactive half day training session. Topics include:
- Learn proper meeting preparation, selection of participants, and setting the right tone.
- Examine your role as “chair” to determine whether you are contributing or taking away from the productivity of your meeting.
- Identify various “meeting robbers”, determine how they hurt the productivity of a group, and explore strategies for stopping them.
- Understand the roles and responsibilities of both the participant and meeting leader for keeping meetings on track.
- Learn how to either create or follow an agenda that focuses energies on the task at hand.

Instructor | Schedule / Location
---|---
Tim Yorkey | Thursday, January 24, 2013
EOD | 10:00 AM - 12:00 PM
Cypress Room - University Center

Intro to Leadership

1 Day/2 Hours

This course is designed to develop effective leadership skills by developing communication, motivation and people skills. Today’s leader must learn how to build greater buy-in, trust and loyalty in order for an organization to be as successful as it can be. Topics covered will include:
- How to facilitate, not dictate
- Being honest and ethical
- Letting people do their jobs and enabling others
- Focus on the positive
- How to use mistakes as opportunities
- Inspire a shared vision
- Motivate followers and inspire them to action

Instructor | Schedule / Location
---|---
Tim Yorkey | Wednesday, January 16, 2013
EOD | 2:00 PM - 4:00 PM
Cypress Room - University Center

How to Hire the Right Person

1 Day/6 Hours

Recruiting and selecting the right person for the right job is a critical aspect of employee retention. The cost of replacing a wrong hiring decision can cost as much as twice the person’s salary. This session will cover the vital guidelines for creating and conducting an effective and legally defensible selection interview, so that the next time you hire someone; you will increase the likelihood of finding a successful new employee.

Topics Covered Include:
- Identify essential job functions and determine which of these are best assessed through interview questions or some other selection process
- Increase the predictability power by using behavioral questioning
- Determine appropriate questions to predict “best fit”
- Identify effective methods to evaluate candidates following the interview
Learn how to dissect resumes and applications
Methods to use to get the most out of references
Learn how to get candidates to tell you more

Instructor: David Schmidt
Schedule/Location: Wednesday, March 13, 2013
9:00 AM - 4:00 PM
(1hr. Lunch on your own)
Rose Room - University Center

Presentation Skills
1 Day/2 Hours
Are you one of those people stuck with dread when it comes to standing up and giving a presentation? Or maybe you just feel challenged with getting your message across. This class will offer a variety of practical tips and techniques to further your presentation skills.

Instructor: Tim Yorkey
Schedule/Location: Wednesday, May 8, 2013
2:00 PM - 4:00 PM
Rose Room - University Center

Conflict Management for Supervisors
1 Day/4 Hours
Participants enrolled in this course will explore being a collaborative problem solver. Topics include conflict analysis, individual responses to conflict, and strategic managerial intervention in non-productive conflict situations. On-going dialogue as a way to enhance performance management is discussed with attention given to methods for effectively handling both the supervisor's and the supervisee’s emotions during a dialogue.

Objectives include:
- Analyze conflict situation by discerning the sources and dynamics of conflict.
- Identify stages of a collaborative problem solving process.
- Distinguish difference between interest and position.
- Apply a dialogue process as a means to enhancing supervisor-supervisee relationship.
- Generate ways to stay in dialogue when emotions are high.

Instructor: Lin Inlow
Schedule/Location: Tuesday, May 7
1:00-5:00 PM
Location - TBA

Feel free to call us to assist you with customized classes or other training needs.
Employee & Organizational Development - 229-259-5105
Customer Service: Management Issues & Strategies
1 Day/2.5 Hours

A university's ability to build customer/student loyalty and retention significantly impacts its operational goals and objectives. With today's service environment being more complicated than ever with sophisticated products and services, demanding customers, complex technology, costly turnover issues, and the need to keep employees productive in what is often a stressful environment, these challenges increasingly fall on the shoulders of customer service managers, who need to capitalize on the strong link between employee and customer/student loyalty and enable their team to deliver service excellence.

Managing Service Excellence
This block of instruction will teach managers a system and skills for leading, developing, and motivating employees to invest their best. It enables participants to clearly articulate what their customer's value, link employee performance to customer expectations; model and coach impeccable service skills, and strengthen employee commitment and productivity.

Key Content
Using real-work sessions, interactive skill practice, and peer advice exchange, participants in will be able to:
- Identify what their customers value and assess the extent to which customers current experiences meet their expectations
- Define, communicate, and reinforce the critical few service standards that matter most to customers
- Coach employees to provide consistently positive service, in both routine and service recovery situations
- Empower employees to own service issues and use their judgment in solving customers problems
- Create workplace environments that encourage commitment to service excellence

Instructor
Tim Yorkey
EOD

Schedule / Location
Thursday, March 21, 2013
10:00 AM - 12:30 PM
Rose Room - University Center

Fundamentals of Successful Project Management
1 Day/6 Hours

Almost everyone’s job today includes the requirement for successfully managing projects. The need for a straightforward framework for successfully managing a variety of projects has never been greater. Fundamentals of Successful Project Management provides the real-world approach and teaches the fundamental skills that everyone who works on projects can benefit from. Projects involving change, innovation and process improvement initiatives will specifically be addressed.

Topics Covered Include:
- How to plan projects and estimate their cost
- How to establish time lines and select the appropriate scheduling tools (PERT, Gantt, CPM) for a particular project
- How to select members of a project team and win their loyalty and support
- How to use reports and reviews to monitor progress, keep tabs on cost and control schedules
- How to solve problems and overcome resistance to change
- How to stay on top of several projects at once—and resolve the conflict between competing priorities

Instructor
Skill Path Seminar

Schedule / Location
Tuesday, April 9
9:00 AM -4:00 PM (lunch on own)
Location—TBD
Campus Pride

1 Day/2.5 Hours
Campus P.R.I. D.E. (Personal Responsibility in Delivering Excellence) is a new program designed to reintroduce and revitalize our commitment to providing the best service possible to our community. This program will teach advanced service techniques to aid us in successfully dealing with “moments of truth” in a service environment and will enhance our initiative to strive for perfection. The advanced training includes additional focus on stress reduction, improved morale and dealing with the struggles of doing more with less.

Topics Covered Include:
- Best practices to promote service excellence
- Re-thinking stress: Managing me!
- Providing service in a budget friendly manner

Who should attend?
This course is intended for any staff or administrative person who completed the initial Partners for Campus Excellence training.

Instructor
Tim Yorkey & David Schmidt
EOD

Schedule/Location
Wednesday, February 6, 2013
8:30 AM - 11:00 AM
Rose Room - University Center

Dealing with the Difficult Caller

1 Day/2 Hours

“The customer is always right” can be put to the test when you have a challenging encounter on the telephone with a customer who doesn’t want to cooperate in finding a resolution to the problem at hand. These difficult callers can add stress to your day and linger in ways that may affect the interactions with others. Don’t let this challenge get the best of you; position yourself so you know what to do in these demanding situations before they occur.

Topics Covered Include:
- Learn what your personality is over the phone
- Develop techniques that are proven to calm the upset caller
- Deflecting the sting of put-downs, criticism and attacks
- When the answer must be "no"—how you say it is 99% of your success
- How to build rapport—and win respect—in 10 seconds flat
- Tips and techniques for putting the caller on hold and transferring the call that increases your professional edge

Instructor
David Schmidt
EOD

Schedule/Location
Tuesday, April 16, 2013
2:00 PM - 4:00 PM
Rose Room - University Center

Partners for Campus Excellence

2 Day/3 Hours Per Day

Partners for Campus Excellence is a campus-wide training initiative focusing on student and employee retention, positive communication, and teamwork. This initiative began at Valdosta State University in October of 2000, when an advisory committee of 13 individuals was appointed by the President’s Cabinet to represent all areas of campus. These individuals as well as other representatives helped select material and design the format for these classes.

Topics Covered Include:
- Building a campus service culture through personal accountability, empowerment, and teamwork
- Improving face to face and telephone interactions
- Meeting service challenges when it is our mistake, the customer’s mistake, or a system-created mistake

Who should attend?
If you hold a staff or administrative position and have never attended the Partners for Campus Excellence training, then this session is for you. New hires should complete this training within their first year of employment.

Instructor
Tim Yorkey & David Schmidt
EOD

Schedule/Location
Thursday, April 18, 2013
1:30 PM - 4:30 PM
AND
Friday, April 19, 2013
9:00 AM - 12:00 PM
Rose Room - University Center

Register for classes online at www.valdosta.edu/finadmin/training/
Click on the Online Registration icon.
Student Employee Training

1 Day/2 Hours
5 Schedule Options

We are offering our Partners for Campus Excellence Student Employee Training. This class emphasizes the importance of everyone's role in reducing the campus run-around and providing an exceptional experience with every work area contact. The training is designed to provide general information relevant to all student employees. We focus on the following areas:

Topics Covered Include:
- Your role as a professional at VSU
- Creating a positive first impression
- Working with a diverse population
- Face-to-face, telephone and listening Skills
- Reducing campus "run-around" by learning more about the campus
- Dealing with the difficult person/situation

Instructor

Tim Yorkey &
David Schmidt
EOD
Sherri Adams
Student Employment

Schedule/Location

Wednesday, January 23, 2013
3:00 PM - 5:00 PM
Dogwood Rm. - University Center

or

Thursday, January 24, 2013
5:00 PM - 7:00 PM
Dogwood Rm.- University Center

or

Friday, January 25, 2013
10:00 AM - 12:00 PM
Dogwood Rm.- University Center

or

Wednesday, February 13, 2013
3:00-5:00 PM
Dogwood Rm. - University Center

or

Thursday, February 14, 2013
5:00 PM - 7:00 PM
Dogwood Rm. - University Center

Take advantage of the Online Registration process by going to:
www.valdosta.edu/finadmin/training/
and clicking on the Online Registration logo. This database provides you with:
- Instant Registration of Courses
- Ability to Cancel Registrations
- Database to View Completed Courses
- Access to Catalog and Descriptions
Motor Vehicle Use Procedure

Online Only via BlazeVIEW

As per BOR requirements and the DOAS Comprehensive Loss Control Program, Valdosta State University has adopted a new Motor Vehicle Use Procedure. Effective July 1, 2010, all employees, faculty and staff, who drive on institutional business regardless of frequency of driving and/or location of driving (on-campus or off-site) shall be subject to annual compliance training.

Annual training began on July 1, 2010 for all university employees who may have work assignments which involve driving a vehicle (personal or state owned) to complete university related business (on campus or off-site). All newly hired employees will have thirty days to complete this training from their date of hire. All employees affected by this policy will need to complete the online training accessed in BlazeVIEW by using this link: blazeview.valdosta.edu/webct/entryPageIns.dowellct.

Employees will see the course listed in the course listing as Motor Vehicle Policy Training. in BlazeVIEW. It can also be accessed by going to the VSU homepage and accessing BlazeVIEW on the left hand side of the page. If the course is not listed, please contact Employee Development at 259-5105 or email Tim Yorkey at teyorkey@valdosta.edu.

All employees who routinely operate a university vehicle will be subject to a Motor Vehicle Records background history check (a.k.a. Driver’s License check) in order to comply with the Motor Vehicle Use Procedure. These employees are also required to maintain their Defensive Driving Certification (renewed every 3 years).

USG Ethics Training

Online Only via BlazeVIEW

The Board of Regents approved a USG Ethics Policy at its November 10, 2008 meeting. This policy establishes unified standards for the entire University System of Georgia. All employees are required to take this online training by accessing it in BlazeVIEW by using this link: blazeview.valdosta.edu/webct/entryPageIns.dowellct.

Employees will see the course listed in the course listing as Ethics - USG Ethics Course. BlazeVIEW can also be accessed by going to the VSU homepage and accessing BlazeVIEW on the left hand side of the page. If the course is not listed, please contact Employee Development at 259-5105 or email Tim Yorkey at teyorkey@valdosta.edu.

As per the policy, each employee is required to participate in USG Ethics Policy training. Please allow 30 minutes of uninterrupted time to complete this requirement. New hires should complete this requirement within the first 90 days of employment.

CEU Credit provided for all classes through Continuing Education at Valdosta State University
PeopleAdmin-Hiring Work Study Students

1 Day/3 Hours
3 Schedule Options
Beginning summer term, the PeopleAdmin system will be used to hire Work Study students. In preparation this course will cover the following:

- Overview of the new process
- How to create the posting in PeopleAdmin for applicants to view and apply
- How hiring managers review applicant pools, filters and search applicant records, view and print documents, reset applicant passwords, and assign an applicant to a posting
- How to create a hiring proposal as the final step in the hiring process

Instructors

Sherri Adams
Student Employment Manager

Rett Moore
Work Study Coordinator

Schedule / Location

Tuesday, March 12, 2013
9:00 AM - 12:00 PM
Pine Hall Lab

Thursday, March 14, 2013
2:00 PM - 5:00 PM
Pine Hall Lab

Friday, March 15, 2013
9:00 AM - 12:00 PM
Pine Hall Lab

Path2College 529 Plan

The Path2College 529 Plan, overseen by the Georgia Student Finance Commission, offers participants a variety of ways to contribute to their savings plan including payroll deduction and automatic draft from a checking or savings account. As an employer that offers payroll deduction, it serves as a great complement to any employers overall benefits package and does not require W-2 adjustments of 5500 administration.

Why should you attend?
This benefit is available to anyone in your family to save for a college education. You can sign up at any time. The vendor for this plan is TIAA-CREF.

Brownbag Session
Bring your own lunch (Drinks will be provided)

Wednesday, February 6, 2013
12:00 PM - 1:00 PM
Location—Cypress Room—University Center

Representatives will be available for individual meetings following the brown bag lunch from 1:30 PM - 3:00 PM to discuss options in more detail.
Location —Live Oak Conference Room—University Center

Internal Control

“They’re Everybody’s Business”

1 Day/3 Hours
1 Schedule Options

Imagine this: your division is running well, you seem to be making all good decisions and no one’s complaining. Things appear to be going well for you. You’re “in the zone” so to speak. Then from seemingly out of nowhere your boss, the auditors, or maybe even the TV cameras are on your doorstep asking “How did this happen?” “Why didn’t you prevent it?” “When did you know about it?”

This scenario may seem alarmist – but it plays out every day in organizations just like ours – to people just like us. Lack of internal controls can implode your life – your career – your family.

Interestingly, one of the core principles of best business practices can prevent scenarios like this one from playing out. That principle is the concept of internal controls, yet it remains an area that gets little attention until something goes wrong.

Time and again, studies cite lack of adequate internal controls as the single most common reason that frauds can occur. The good news is there is something you can do about it. It is much less expensive to implement sound internal controls than it is to investigate and prosecute fraud or to recover from the bad publicity surrounding a fraud.

VSU’s Department of Internal Audits has prepared a training seminar “Internal Controls – They’re Everyone’s Business” with the purpose of helping employees at all levels understand their role in designing and implementing controls, the benefits of strong controls and the pitfalls of weak controls.

We urge all VSU employees to attend – be they VP’s, Directors, Department Heads, Administrative or staff. Everyone has a duty to know and understand the broad ranging effects of internal controls – personal and professional.

Instructor

Jeanne Severns
Internal Auditor

Schedule / Location

Thursday, February 14, 2013
9:00 AM - 12:00 PM
TBA - University Center
Additional Courses
Online Only via BlazeVIEW

Family Educational Rights & Privacy Act-FERPA

Georgia Open Records

Health Insurance Portability & Accountability Act-HIPAA

Utility Cart

Worker’s Compensation for Supervisors

These classes are available through VSU’s online platform BlazeVIEW. Contact Employee & Organizational Development for class availability and to be enrolled into the desired classes.
### American Red Cross

#### CPR/First Aid

**1 Day/4 Hours**

**5 Schedule Options**

Don't wait for a medical emergency to happen. Learn NOW what you need to do in a crisis situation. These classes are developed and sponsored by the American Red Cross. They are designed for the layperson and are taught by a certified instructor.

After each class completion, you will receive an American Red Cross Certification Card. The maximum number of attendees for a class is 10. Classes with less than 4 people registered will be cancelled. It is recommended that you wear comfortable clothes and arrive a few minutes early to fill out paper work.

#### Instructor Schedule/Location

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Schedule/Location</th>
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<tbody>
<tr>
<td>Tim Yorkey</td>
<td>Thursday, January 10, 2013</td>
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<tr>
<td></td>
<td>EOD 8:30 AM - 12:30 PM</td>
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<td></td>
<td>Rose Room - University Center</td>
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<tr>
<td>or</td>
<td>Friday, February 15, 2013</td>
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### Defensive Driving

#### 2 Days/6 Hours (3 Hours Per Day)*

**5 Schedule Options**

* = A special 1 Day/6 Hour “Brown Bag” Session on April 11, 2013. Bring your lunch and we will work straight through to get you out on time.

The "AAA Driver Improvement Course" is designed to help you fine-tune your safe-driving skills. Fortunately, there are guidelines to help you assess conditions more accurately, predict actions of other drivers, and make decisions with a more realistic concept of consequences. You'll learn how to manage risks by controlling visibility, time, and space.

The program is free to all VSU employees. As an added benefit, you may be eligible for a 10% discount on your personal automobile insurance. Check with your agent.

#### Instructor Schedule/Location

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<tr>
<th>Instructor</th>
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<tr>
<td>David Schmidt</td>
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Online Training

The University System of Georgia Environmental Health and Safety office has provided on-line modules for Hazardous Chemical Right-to-Know training, Hazardous Waste Awareness, and Blood borne Pathogens. The links to the training courses are listed below.

In the Right-to-Know section, two courses are available: Basic Awareness, which is required for all faculty and staff that may be exposed to hazardous chemicals in the workplace and Chemical-Specific, which is required for all faculty and staff who use hazardous chemicals as a supplement to training provided by the immediate supervisor.

www.usg.edu/ehs/training/rtkbasic/
www.usg.edu/ehs/training/chemical/

In addition, all faculty and staff members who work with hazardous materials and generate hazardous waste should review and understand the Hazardous Waste Awareness Training.

www.usg.edu/ehs/training/hazwaste/

Any faculty or staff who may encounter blood or other potentially infectious materials while performing their job duties should review the Bloodborne Pathogens Training.

www.usg.edu/ehs/training/pathogens/

Is your work environment safe?

Classes currently available upon request include:
- Asbestos awareness
- Hazardous waste awareness
- Universal waste
- Fire extinguisher training
- Used Oil handling
- Ergonomics and proper lifting
- Utility cart training

Learn more about the many training resources on safety related topics available to you by visiting Environmental and Occupational Safety website.

- www.valdosta.edu/finadmin/safety/

For more information on technology courses visit:
E-learning: www.valdosta.edu/distance/ & Communications and Training: www.valdosta.edu/it/css/wks/
Contribute Basics

1 Day/2 Hours
3 Schedule Options
Are you responsible for maintaining your departments’ web pages, but have not learned how to use the Contribute software? Maybe you have just started using Contribute and would like some additional guidance. Then this class is for you!

Topics Covered Include:
- How to install Contribute on your computer
- Connecting to Contribute and begin editing pages
- Reviewing new web page standards and guidelines
- How to navigate
- Create a new page
- Edit a page
- Add an image
- Add a table
- Create links
- Send a page for review (Writers and/or Publishers)
- Publish a page (Publishers)

Instructor: Kathy Sundin
Schedule/Location:
Wednesday, January 9, 2013
1:30 PM - 3:30 PM
901 North Patterson St.

or
Tuesday, February 12, 2013
1:30 PM - 3:30 PM
901 North Patterson St.

or
Thursday, March 21, 2013
8:30 AM - 10:30 AM
901 North Patterson St.

E-Pro Requester Class

1 Day/3 Hours
4 Schedule Options
This module is designed for VSU employees whose job responsibilities include completing processes to order goods and services for their department or grant. Training will cover how to create electronic requisitions in the eProcurement (ePro) module of PeopleSoft Financials and how to route them for approval. Additionally, it will cover how to use the GeorgiaFIRST Marketplace as an online shopping site that is accessed from PeopleSoft Financials.

Topics Covered Include:
- Review Requester responsibilities for ePro/GeorgiaFIRST Marketplace
- Establish Requester profile in GeorgiaFIRST Marketplace
- Differentiate the two types of requisition in ePro
- Create a Marketplace Requisition from a Personal Shopping Cart
- Identify the steps in creating an ePro Requisition
- Create a Marketplace Requisition from an Assigned Shopping Cart
- Create a Special Request Requisition
- Use the Manage Requisitions page to review, edit, and cancel a requisition
- Receive an item through Desktop Receiving

Instructor: David Schmidt
Schedule/Location:
Thursday, January 24, 2013
9:00 AM - 12:00 PM
Pine Hall Computer Lab

or
Wednesday, February 20, 2013
1:30 PM - 4:30 PM
Pine Hall Computer Lab

or
Monday, March 25, 2013
1:30 PM - 4:30 PM
Pine Hall Computer Lab

or
Tuesday, April 9, 2013
9:00 AM - 12:00 PM
Pine Hall Computer Lab

or
Wednesday, May 22, 2013
9:00 AM - 12:00 PM
Pine Hall Computer Lab

Excel 2010 New Features

1 Day/2 Hours
1 Schedule Options
This class covers the new and enhanced features in Excel 2010. Also covered in this class will be Excel Tips and Tricks for utilizing Excel more effectively.

Topics Covered Include:
- File Tab
- Ribbon Customization
- Sparklines
- Slicer
- Enhanced Conditional Formatting
- Enhanced PivotCharts
- Screenshots and Screen Clipping
Expression Web Basics

1 Day/2 Hours  
2 Schedule Options

Expression Web is Microsoft’s web site design replacement package for FrontPage. At VSU Expression Web is used to create faculty/staff personal web pages. Expression Web cannot be used to edit any VSU departmental web pages - only Contribute can be used.

Topics Covered Include:

- Introduce Expression Web and HTML concepts
- Discuss Expression Web window and task panes
- Identify the url format for faculty/staff personal web pages
- Create, edit, and save a personal web site and web pages
- Preview web pages in browser
- Format web pages
- Create, edit, and remove hyperlinks and bookmarks
- Insert and edit images
- Publish personal web page

Instructor  
Kathy Sundin  
IT Communications & Training

Schedule/Location
Republic of Korea

iPad Basics

1 Day/2.5 Hours  
2 Schedule Options

This class is intended for faculty and staff that currently have an iPad, or are planning a purchase, and would like to learn how to use it more effectively. The iPad can be VSU-issued or your personal iPad. If you currently have an iPad, please bring it with you to class.

Topics covered include:

- Navigating your iPad
  - Turning on/off and sleep options
  - Pinching and zooming functions
  - Using Home button
  - Viewing options
  - Taking screen shots
  - Using the camera
  - Adjusting volume
  - Using multitasking status bar
  - Closing out of running apps
  - Rearranging and deleting apps
  - Creating folders
- Using the Settings Options
- Creating and Syncing iTunes Account
- Backing up and Restoring Data
- Using the App Store
- Discussing Product Safety and Proper Cleaning Methods
- Enhancing Battery Life
- Outlining iPad Limitations
- Sharing Tips and Tricks

Instructor  
Kyle Culpepper  
Information Technology

Schedule/Location
Republic of Korea

Movie Maker Feature Review

1 Day/2 Hours  
1 Schedule Options

The Movie Maker Features Review is a new class for Fall 2011. This class will cover the process of quickly turning your photos and videos into movies.

Instructor  
Kathy Sundin  
IT Communications & Training

Schedule/Location
Republic of Korea
### Topics Covered Include:

- Key Concepts
- Movie Maker Screen
- Insert Photos/Videos
- AutoMovie
- Edit Features such as transitions, rotating photos, effects, adding titles, captions, and credits
- Add music, split music, and adjust audio mix
- Edit and Splice Videos
- Video Snapshots
- Webcam Video
- Import Photos/Videos from Digital Camera, Memory Card Reader, CD, or DVD
- Save Movie Options
- Burn Movie to DVD

### Instructor | Schedule / Location
---|---
Kathy Sundin | Wednesday, January 16, 2013
IT Communications | 8:30 AM - 11:30 AM
& Training | 901 North Patterson St.

### PowerPoint 2010 New Features

#### 1 Day/2 Hours

#### 1 Schedule Options

This class will cover the new and enhanced features in PowerPoint 2010. Also covered in this class will be PowerPoint Tips and Tricks for utilizing PowerPoint more effectively.

### Topics Covered Include:

- File Tab
- Ribbon Customization
- Enhanced Transitions
- Enhanced Animations
- Broadcast Slide Show
- Enhanced Compare Feature
- Sections
- Screenshot/Screen Clipping
- Protected View
- Enhanced SmartArt
- On-line Bilingual Dictionary
- Embedded Videos/Trim Audio or Video Clip
- Preview before you Paste
- Opening presentations for comparison
- Tips and Tricks

### Instructor | Schedule / Location
---|---
Kathy Sundin | Thursday, February 7, 2013
IT Communications | 8:30 AM - 10:30 AM
& Training | 901 North Patterson St.
Smart Classroom

1 Day/2 Hours
3 Schedule Options

Do you want to learn more about the tools available in a Smart Classroom? Do you know how to power on and off the Sympodium, but that's about it? If so, then this is the class for you.

Topics Covered Include:

- Power On and Off the Sympodium
- Receive Help
- Use Privacy Features
- Use the PC, DVD, VCR, Laptop and Auxiliary Features
- Use the Interactive Screen, Screen Captures and Aware Tools
- Notebook Software Basics

Instructor: Kathy Sundin
Schedule/Location: Thursday, January 17, 2013
IT Communications & Training
1:30 PM - 3:30 PM
901 North Patterson St.

or

Monday, February 18, 2013
3:30 PM - 5:30 PM
901 North Patterson St.

or

Friday, March 22, 2013
8:30 AM - 10:30 AM
901 North Patterson St.

Wimba Classroom

1 Day/1.5 Hour
2 Schedule Options

This workshop will introduce you to Wimba Classroom. Come learn about the basic structure of the interface, how to deliver a live online session, and how to archive sections for later viewing or as a study tool. Additionally, you will learn how to upload and display PowerPoint presentations, use the eBoard tools, and more.

Instructor: Vince Spezzo
Schedule/Location:
Instructional Technology Specialist
Thursday, March 7, 2013
3:00 PM - 4:30 PM
Pine Hall Computer Lab

or

Wednesday, April 3, 2013
2:00 PM - 3:30 PM
Pine Hall Computer Lab

Vision Software

1 Day/2 Hours
1 Schedule Options

Have you ever wanted to lock out students in a computer lab from surfing the Internet during instruction, take control of a student's machine, or share your screen with your students? If so, this is a must class for you.

Topics Covered Include:

- Manage student computer use
- Share your screen with the class during instruction
- Take control of students machines to help with a problem
- Lock/unlock student computers entirely
- Lock/unlock Internet surfing from student computers
- Start a program on student computers
- Chat with a student
- Send files to student machines
- Wake up and power down student computers

Instructor: Kathy Sundin
Schedule/Location:
Wednesday, February 6, 2013
IT Communications & Training
8:30 AM - 10:30 AM
901 North Patterson St.

Register for classes online at: www.valdosta.edu/finadmin/training/
Click on the Online Registration icon.
Windows 7 Operating System

1 Day/2 Hours
2 Schedule Options

Windows 7 is the newest Microsoft operating systems for windows-based personal computer and laptops. VSU will be migrating to Windows 7 beginning Spring 2011. This overview focuses on the business-related new and enhanced features of Windows 7.

Topics Covered Include:

- Taskbar Redesign
- Program Pin
- Jump List
- Start Menu Redesign
- Aero User Interface
- Windows Library
- Gadgets
- Search Enhancements
- File Preview Enhancements
- Sticky Notes
- Snipping Tool
- Improved Calculator
- Media Player Enhancements

Instructor: Kathy Sundin
IT Communications & Training

Schedule/Location:
Wednesday, January 23, 2013
8:30 AM - 10:30 AM
901 North Patterson St.

Thursday, March 28, 2013
1:30 PM - 3:30 PM
901 North Patterson St.

Word 2010 Features Review

1 Day/2 Hours
1 Schedule Options

This class will cover the new and enhanced features in Word 2010. Also covered in this class with be Word Tips and Tricks for utilizing Word more effectively.

Topics Covered Include:

- File Tab
- Ribbon Customization
- Enhanced Text Effects
- Enhanced Navigation Pane
- Screenshot/Screen Clipping
- Protected View
- Enhanced SmartArt
- On-line Bilingual Dictionary
- Preview before you Paste
- Opening documents for comparison
- Tips and Tricks
- Send Files/Photos

Instructor: Kathy Sundin
IT Communications & Training

Schedule/Location:
Tuesday, February 19, 2013
1:30 PM - 3:30 PM
901 North Patterson St.
Valdosta State University is switching from a Blackboard online platform to a *Desire2Learn* online platform and the **Center for eLearning** is ready to help. The following classes listed in this catalog have been designed to assist you with teaching in this new learning environment. Sessions being offered include:

- Introduction to BlazeVIEW D2L
- Working with Migrated Courses
- Building Courses in BlazeVIEW D2L
- BlazeVIEW D2L Gradebook

Check out our offerings for the times that work best for you!
**Introduction to BlazeVIEW D2L**

1 Day/1.5 Hours

11 Schedule Options

This workshop will provide an introduction to some Desire2Learn basics, including:
- Logging into GoVIEW
- Creating Course Content
- Managing Course Offerings
- Communication Tools
- Managing Students
- Assessment Tools

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**Building Courses in BlazeVIEW D2L**

1 Day/1.5 Hours

5 Schedule Options

This workshop will cover how to use the various Desire2Learn Course Builders to create your course content, walk you through the initial grade book setup, and will introduce you to Instructional Design Wizard. **Participants MUST attend an Introduction to BlazeVIEW D2L session before attending this course.**

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**Working with Migrated Courses**

1 Day/1 Hours

3 Schedule Options

This workshop will cover working with and courses migrated from Blackboard Vista 8 into Desire2Learn. **Participants MUST attend an Introduction to BlazeVIEW D2L session before attending this course.**

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**Icon Key**

- **A** = Administrative Assistant Certificate
- **S** = Supervisory Management Certificate
- **L** = Leadership Series
- **OL** = Available Online
- **PDC** = Professional Development Consortium
Working with Assessment Items in BlazeVIEW D2L

1 Day / 2 Hours
4 Schedule Options
This workshop will cover the basics of creating student assessment items including working with the Dropbox, Quizzes, and Discussion boards. Participants MUST attend an Introduction to BlazeVIEW D2L session before attending this course.

**Instructor**
Vince Spezzo
Instructional Technology Specialist

**Schedule / Location**
Monday, February 18, 2013
2:00 PM - 4:00 PM
Odum Library 3270

or
Thursday, February 28, 2013
3:00 PM - 5:00 PM
Odum Library 3270

or
Tuesday, March 12, 2013
1:00 PM - 3:00 PM
Odum Library 3270

or
Wednesday, March 20, 2013
9:00 AM - 11:00 AM
Odum Library 3270

Leveraging the Power of Feedback in BlazeVIEW D2L

1 Day / 1 Hour
3 Schedule Options
This session will cover some of the new feedback tools that are found in BlazeVIEW D2L including intelligent agents (automated feedback), using the record voice option, and receiving additional student feedback. Participants MUST attend an Introduction to BlazeVIEW D2L session before attending this course.

**Instructor**
Vince Spezzo
Instructional Technology Specialist

**Schedule / Location**
Tuesday, February 26, 2013
1:00 PM - 2:00 PM
Odum Library 3270

or
Wednesday, March 20, 2013
1:00 PM - 2:00 PM
Odum Library 3270

or
Friday, April 26, 2013
10:00 AM - 11:00 AM
Odum Library 3270

BlazeVIEW D2L Gradebook

1 Day / 1.5 Hours
3 Schedule Options
This workshop covers setting up and using the Gradebook in BlazeVIEW D2L. Participants MUST attend an Introduction to BlazeVIEW D2L session before attending this course.

**Instructor**
Vince Spezzo
Instructional Technology Specialist

**Schedule / Location**
Tuesday, March 12, 2013
1:00 PM - 2:30 PM
Odum Library 3270

or
Wednesday, April 10, 2013
9:30 AM - 11:00 AM
Odum Library 3270

or
Monday, April 22, 2013
2:00 PM - 3:30 PM
Odum Library 3270

CEU Credit provided for all classes through Continuing Education at Valdosta State University
Online Training Software
Valdosta State University also offers Online Software Training! Thousands of online tutorials provide quick answers to all your software questions. Some of the tutorials available to you include:

- Computer Basics
- Excel, Word, Outlook and PowerPoint 2003, 2007 and 2010
- Outlook 2003, 2007
- Project 2003, 2007
- QuickBooks 2005
- Word 2004 (for Mac)
- Windows XP, Vista and 7

Go to http://login.customguide.com/ValdostaStateUniversity

Select the Create Account button. Enter your first name, last name, VSU email address (including@valdosta.edu) and enter your password twice. Then select the Register button.

For more about IT Trainings go to www.valdosta.edu/it/css/wks/

For more about E-learning go to www.valdosta.edu/distance/
**Master Academic Advisor Series**

### Working with At-Risk & Probation Students

**1 Day / 2 Hours**  
**1 Schedule Options**

The transition from high school or the workforce to college is not an easy one for many students. Students come from a multitude of various backgrounds and therefore the skill sets and needs of each student are equally diverse. It is vital to understand that not all students begin college with the same level of knowledge and experiences and this greatly determines their academic success. It is the job of the academic advisor to be able to assess the needs of their students as well as assist them in meeting those needs in whatever way they can. This session will help advisors to determine the role and responsibilities of advisors to students on probation and will equip them with the knowledge, tools, and resources to ensure the achievement of greater academic and personal success among their advisees.

**Topics Covered Include:**

- Clearly define the different terms and levels of academic probation and institutional policies regarding academic probation and suspension
- Identify the numerous risk factors or indicators that can lead to academic probation
- Utilize multiple tools and advising techniques purposed to assess the academic, emotional, and social needs of students on academic probation
- Connect students to various campus resources to assist in academic or personal matters
- Develop programming to work with students on probation, at-risk, or being reinstated on an individual as well as group level (i.e. interventions, conferences, workshops, etc.)

**Instructor**

OASIS/Student Success Center Staff

**Schedule / Location**

Friday, January 18, 2013  
9:00 AM – 11:00 AM  
Location—UC Rose Room

### Working with Academic Transcripts & Transfer Students

**1 Day / 1.5 Hours**  
**1 Schedule Options**

An integral part of advising a transfer student is to be aware of as much information as possible regarding the past academic history of the student and all the institutional policies regarding the transfer procedure. Except for the rarest occasion will the transfer student know more about this topic than you will. This session is designed to help you as an advisor to become more confident in evaluating a student’s past academic history as well as explaining institutional policies regarding transfer credit so that the student will leave an advising session knowing that he/she is on the right track for their prospective degree.

**Topics Covered Include:**

- Understand the transfer acceptance process
- Recognize, plugin, and substitute CORE courses and transfer courses according to the VSU CORE curriculum
- Understand basic transcript language and symbols
- Understand the basic functions and uses of Degree Works

**Instructor**

Admissions Staff

**Schedule / Location**

Wednesday, February 13, 2013  
9:30 AM - 11:00 AM  
Location—UC Rose Room
VSU’s International Students &
Discovering International
Opportunities
1 Day/1.5 hours
1 Schedule Option

Valdosta State University is home to over 300 international students who represent over 60 countries from around the world. A long way from home, these students travel to VSU in the pursuit of an education and a memorable college experience. This session will help advisors understand (we hope) the reality of being an international student studying in the United States.

Topics Covered Include:

- Understand the differences between regular international students (F-1 visas) and international exchange students (J-1 Visas)
- Understand what it means to be IN STATUS/Maintain immigration status
- Define culture shock and understand the stages of cultural adjustment
- Identify how the Center for International Programs serves as a valuable resource for international students on campus
- Identify international programming opportunities available to all VSU Students (Study Abroad)

Instructor
Lauren Braun & Irina McClellan
Center for International Programs

Schedule/Location
Friday, March 1
9:00 AM - 11:00 AM
Location-UC Rose Room
Communication Skills

- Communicating with People on the Job (Communication Briefing) Video 25 Mins
- The Power of Effective Listening (National Seminar Publication) Audio
- Communication Skills for Managers (American Management) Textbook
- Talk Isn't Cheap (America Media Inc.) Video 19 Mins
- The Business of Listening (Crisp Publications) Textbook
- How to Sharpen Your Business Writing Skills (American Management) Textbook
- How to Speak, Set Limits and Say No Without Losing Your Job or Friends CareerTrack) Video 60 Mins
- Communicating to Reduce Stress (Communication Briefing) Video 13 Mins
- Conversation That Works (American Management) Book/Video 29 Mins
- Be Prepared to Speak (Kantola Productions) Video/Workbook 27 Mins
- The Grammar and Usage Seminar (Pryor Resources) Audio
- Be Prepared to Sell (Toastmaster International) Video/Book 23 Mins

Computer Skills

- Writing Effective E-mail (Crisp Publications) Book
- Using the Internet Smarter & Faster (Crisp Publications) Book

Customer Service

- How to Give Exceptional Customer Service Vol. 1, 2, 3, 4 (CareerTrack) Video 120 Mins
- Calming Upset Customers (Crisps Publications) Textbook
- Customer Satisfaction: The Other Half of Your Job (Crisp Publications) Textbook
- Developing a Customer Retention Program (CareerTrack) Audio 16 Mins
- What's Wrong With This Picture (Telephone Doctor) Video 16 Mins
- 50 Powerful Ways to Win New Customers (Career Press) Textbook
- Delivering Knock Your Socks Off Service (AMACOM) Textbook
- The Good, The Bad, and The Customer (Fried Egg Production) Video 45 Mins
- Five Forbidden Phrases (Telephone Doctor) Video 15 Mins
- Measuring Customer Satisfaction (Crisp Publications) Textbook
- Why Customers Leave and How to Get Them to Stay (CareerTrack) Video 38 Mins

Interpersonal Skills

- Negaholism: Volume 1, 2, 3 (National Press) Video 60 Mins each
- The Art of Resolving Conflicts in the Workplace (Kantola Productions) Video 37 Mins
- How to Resolve Conflict on the Job (Communication Briefing) Video 15 Mins
- Solving People Problems on the Job (Communication Briefing) Video 25 Mins
- How to Deal With Difficult People Vol. 1, 2, and 3 (CareerTrack) Video 60 Mins each
- How to Manage Conflict in the Organization (American Management) Textbook

Leadership Skills

- Be Prepared to Lead (Toastmasters International) Video/Book 26 Mins
- Joel Barker’s Leadershift (American Media Inc.) Video/Workbook 30 Mins
- The Leadership Challenge

This self-study material is available to employees free of charge. There is a 2-week checkout period that can be extended if no one else has requested the material.

Icon Key: A = Administrative Assistant Certificate, S = Supervisory Management Certificate, L = Leadership Series, OL = Available Online, P = Professional Development Consortium
Management Skills
- Project Management (Crisp Publications) Video/Audio/Book 50 Mins
- Fair, Square & Legal (AMACOM) Textbook
- How to Run a Meeting (Video Arts) Video 30 Mins
- More Bloody Meetings (Video Arts) Video 30 Mins
- How to Legally Document Employee Discipline (Business Advantage) Video 23 Mins
- Managing Employee Performance Problems (Crisp Publications) Book
- First-Line Supervision (American Management) Textbook
- Interviewing: More Than a Gut Feeling (American Media Publication) Video 10 Mins
- You Be the Judge (American Media Inc.) Video 27 Mins
- Delegating for Results (Crisp Publications) Workbook
- Interview and Hire the Right Person (CareerTrack) Audio
- Leadership Skills for Managers (American Management) Textbook
- Coaching and Counseling: A Practical Guide for Managers (Crisp Publication) Workbook
- Managing Disagreement (Crisp Publication) Book/Audio/Video 50 Mins.
- Dealing With Conflict & Confrontation (CareerTrack) Workbook
- How to Supervise People (National Press Publication) Video/Book 60 Mins

Organizational Skills
- Measuring Organizational Improvement Impact (Richard Chang Associates) Textbook
- How to See Opportunity in a Changing Workplace (Communication Briefs) Video 15 Mins
- Organized Files and Records (National Press Publication) Video/Book 60 Mins

Personal Skills
- Controlling Anger: How to Turn Anger into Positive Action (CareerTrack) Audio
- Taking Control of Your Work Day (CareerTrack) Audio
- Psycho-Cybernetics 2000 (Prentice Hall) Textbook
- 21 Days to Self Discovery (CareerTrack) Tapes/Workbook
- Winning Against Stress (National Press Publication) Audio
- The Art of Investing (TIAACREF) Video 60 Mins
- The Science of Understanding People, and the Art of Influencing Them (CareerTrack Video 58 Mins)
- Personal Time Management (Crisp Publications) Textbook
- Financial Strategies for a New Century (TIAA-CREF), Video 60 mins
- First Things First (Stephen Covey), Textbook

Teambuilding Skills
- Nine Traits of Highly Successful Work Teams (CareerTrack) Audio 230 Mins
- Team Building 1, 2, & 3 (CareerTrack) Videos 29 Mins each
- Success Through Teamwork (Richard Chang Association) Workbook
- How to Build High Performance Teams (American Management) Textbook
- An Exercise in Leadership (Crisp Publications) Workbook
- Measuring Team Performance (Richard Chang Association) Workbook
- Building a Dynamic Team (Richard Chang Association) Workbook
- Together Each Achieves More Success (Dartnell) Textbook
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<td>Student Employee Training</td>
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<td>3:00 PM</td>
<td>2 Hrs</td>
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<td>2 Hrs</td>
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<td>2:00 PM</td>
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<td>1:30 PM</td>
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<td>1 Hr</td>
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<td>PeopleAdmin - Hiring Work Study Students</td>
<td>3/12</td>
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<td>3 Hrs</td>
<td>Pine Hall Lab</td>
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<td>Defensive Driving</td>
<td>3/18</td>
<td>2:00 PM</td>
<td>3 Hrs</td>
<td>UC - Rose Room</td>
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<td>Working with Migrated Courses</td>
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<td>1 Hr</td>
<td>Odum Library 3270</td>
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<td>3/19</td>
<td>3:00 PM</td>
<td>1.5 Hrs</td>
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<td>iPad Basics</td>
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<td>1:30 PM</td>
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<td>Expression Web Basics</td>
<td>3/20</td>
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<td>9:00 AM</td>
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<td>Who Moved My Cheese</td>
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Chronological by Date

April

Working with Migrated Courses  
4/2  1:00 PM  1 Hr  Odum Library 3270  23

Wimba Classroom  
4/3  2:00 PM  1.5 Hrs  Pine Hall Computer Lab  20

E-Pro Requester  
4/9  9:00 AM  3 Hrs  Pine Hall Lab  17

Introduction to BlazeVIEW D2L  
4/9  1:00 PM  1.5 Hrs  Odum Library 3270  23

American Red Cross CPR/First Aid  
4/10  8:30 AM  4 Hrs  UC - Dogwood Room  15

BlazeVIEW D2L Gradebook  
4/10  9:30 AM  1.5 Hrs  Odum Library 3270  24

Fundamentals of Successful Project Management  
4/9  9:00 AM  6 Hrs  TBA  9

Defensive Driving  
4/11  8:30 AM  6 Hrs  UC - Rose Room  15

Dealing with the Difficult Caller  
4/16  2:00 PM  2 Hrs  UC - Rose Room  10

Introduction to BlazeVIEW D2L  
4/17  1:00 PM  1.5 Hrs  Odum Library 3270  23

Partners for Campus Excellence  
4/18  1:30 PM  3 Hrs  each day  Odum Library 3270  23

& 4/19 & 9:00 AM & UC - Rose Room & 10

Building Courses in BlazeVIEW D2L  
4/19  10:30 AM  1.5 Hrs  Odum Library 3270  23

BlazeVIEW D2L Gradebook  
4/22  2:00 PM  1.5 Hrs  Odum Library 3270  24

Secrets to Being Happy at Work  
4/23  9:00 AM  6 Hrs  UC - Rose Room  6

Working with Migrated Courses  
4/25  3:00 PM  1 Hr  Odum Library 3270  23

Leveraging the Power of Feedback in BlazeVIEW D2L  
4/26  10:00 AM  1 Hr  Odum Library 3270  24
## Index

### Chronological by Date

#### May/Online/TBD

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<td>Defensive Driving</td>
<td>5/14 &amp; 5/16</td>
<td>9:00 AM</td>
<td>3 Hrs each day</td>
<td>UC - Rose Room</td>
<td>15</td>
</tr>
<tr>
<td>Diversity U 102</td>
<td>5/15</td>
<td>10:00 AM</td>
<td>2 Hrs</td>
<td>UC - Rose Room</td>
<td>5</td>
</tr>
<tr>
<td>How to Turn Conflict Into Collaboration</td>
<td>5/20</td>
<td>1:30 PM</td>
<td>3 Hrs</td>
<td>UC - Rose Room</td>
<td>6</td>
</tr>
<tr>
<td>E-Pro Requester</td>
<td>5/22</td>
<td>9:00 AM</td>
<td>3 Hrs</td>
<td>Pine Hall Lab</td>
<td>17</td>
</tr>
<tr>
<td>American Red Cross CPR/First Aid</td>
<td>5/23</td>
<td>1:30 AM</td>
<td>4 Hrs</td>
<td>UC - Cypress Room</td>
<td>15</td>
</tr>
<tr>
<td>Motor Vehicle Use Policy</td>
<td>Online</td>
<td></td>
<td></td>
<td></td>
<td>12</td>
</tr>
<tr>
<td>USG Ethics Training</td>
<td>Online</td>
<td></td>
<td></td>
<td></td>
<td>12</td>
</tr>
</tbody>
</table>
NOTES!
University Center; Entrance 1
1500 N. Patterson Street
Valdosta, Georgia 31698

Phone: (229) 259-5105
Fax: (229) 245-6491

www.valdosta.edu/finadmin/training