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## **Performance Management Skill Block**

Sessions will focus on understanding the role and importance of coaching, documentation, and communication necessary to successfully and effectively manage employees

### **Documenting Performance Issues**

Participants will learn to identify the principles surrounding effective discipline, what to document and how to utilize the 5 W's of effective documentation. [1/25/11 \(1:30pm – 3:00pm\)](#)

### **Holding People Accountable**

This session outlines a simple strategy to holding people accountable. Discussion will also include how to link consequences and evaluate the success of the processes. [2/1/11 \(1:30pm – 3:00pm\)](#)

### **Facilitating Effective Performance Reviews**

This session will outline why effective performance reviews are critical to the success of the organization. Participants will learn how to appropriately prepare for performance reviews and implement “best practices” when conducting the performance review. [3/24/11 \(10:30am – 12:00pm\)](#), [3/30/11 \(10:30am – 12:00pm\)](#), [4/12/11 \(1:30pm – 3:00pm\)](#), [4/20/11 \(9:00am – 10:30am\)](#), [5/4/11 \(10:30am – 12:00pm\)](#)

### **Defining Performance Standards**

This session will provide participants with the skills necessary to develop measurable, meaningful performance standards. It will also help participants understand the value of a clear performance standard. [4/5/11 \(1:30pm – 3:00pm\)](#)

### **Termination and Exit Process**

This session outlines things to consider before, during and after the termination occurs and provides resources for managers on how to handle the administrative components of the exit process. [5/05/2011 \(9:00am – 10:30am\)](#)

### **Managing Time and Attendance**

This session outlines how to manage attendance problems through the corrective action process and how to handle the administrative component of attendance. [6/21/2011 \(1:30pm – 3:00pm\)](#)

### **Handling Difficult Conversations**

This session will provide guidance on how to effectively handle difficult conversations. Participants will learn: basic communication skills, the basics of active listening, how to deal with the three conversations that occur in conflict, and what University resources are available to help.

[6/23/2011 \(10:30am – 12:00pm\)](#)

### **Corrective Action**

This session will teach participants the appropriate steps of the corrective action process. Learn how to avoid the most common pitfalls in the corrective action process and how to effectively use a Performance Improvement Plan to provide a blueprint for correcting issues. [7/21/2011 \(10:30am – 12:00pm\)](#), [11/9/2011 \(9:00am – 10:30am\)](#)

### **Complaint and Grievance Process**

This session outlines the basics of the complaint & grievance process and what a leader can expect in working through an employee complaint or grievance. The session outlines the policy and process of each. [8/10/2011 \(10:30am – 12:00pm\)](#)

### **Effectively Managing Employees' Personal Issues at Work**

Although it would make life very simple if employees could actually leave all personal issues at home, the reality is that in many cases this is not possible. This session provides guidance on how to handle these issues and resources employees can access. [8/17/2011 \(10:30am – 12:00pm\)](#)

### **Zen and the Art of Successful Coaching**

This session focuses on how to recognize and apply the five parts of coaching, inquiry and advocacy skills of communicating and preparation and implementation of coaching steps. [10/27/11 \(10:30am – 12:00pm\)](#)

## **Leadership / Change Management Skill Block**

Sessions will assist you in understanding the impact of change, diversity in the workplace, and provide the foundational skills necessary to engage and motivate team members.

### **Managing Generations in the Workplace**

Make the most of your multi-generational team by understanding how each individual's unique strengths can create a positive and productive work environment. A brief video and open discussion will allow us to explore how we can better meet the mission of the University. **Presented by the Office of Equity and Diversity.** [1/20/2011 \(1:30pm – 2:30pm\)](#)

### **Managing with the Big IDEA**

This training will provide participants with information on effective management using Inclusion, Diversity, Equity and Access principles. Participants will learn to use tools to create and maintain a productive and respectful work environment. **Presented by the Office of Equity and Diversity.** [2/10/2011 \(10:30am – 12:00pm\)](#)

### **Leading and Communicating Change**

Change is an important part of any leader's job. This session focuses on how to lead change and communicate it to employees. The session provides guidance on topics such as: inspiring a shared vision, generating quick wins, getting buy in, and aligning organizational practices. [2/15/2011 \(1:30pm – 3:00pm\)](#)

### **Coping with Change**

This session focuses on understanding the change cycle and applying positive approaches for coping with change. Participants will learn to recognize change related stress and to evaluate typical attitudes toward change. [3/2/2011 \(10:30am – 12:00pm\)](#)

### **Employee Motivation**

This session is based on the bestselling book by Adrian Gostick and Chester Elton. Topics will include how to: communicate recognition, address some do's and don'ts in recognition and present recognition. The session will help participants understand the link from recognition to motivation and provide suggestions on recognizing employees. [5/17/2011 \(1:30pm -3:00pm\)](#)

### **Effects and Responses to Change**

This session will touch on the impact of change. Participants will be able to identify different reactions to change and learn how to deal with different levels of resistance. It will also provide insight on how to avoid common mistakes with change initiatives. [5/25/2011 \(9:00am – 10:30am\)](#)

### **Employee Recognition/Engagement**

This session provides information on employee recognition and employee engagement and how the two are intertwined. It also provides some guidance on how to increase employee engagement. It will address issues such as: Why recognize? How does this impact the bottom line? What can managers do? What programs are already in place at UNT? [11/15/2011 \(1:30pm – 3:00pm\)](#)

### **Profiling Top Performers to Enhance & Develop the Team**

This session provides tools to start formally defining the knowledge, skills, abilities and characteristics of top performers. Developing a profile of these skills and abilities can help to successfully recruit great candidates and provide a roadmap for succession planning. [11/17/2011 \(10:30am – 12:00pm\)](#)

### ***Hiring / On-boarding Skill Block***

Sessions will help you identify best practices to implement during interviewing, hiring and on-boarding phases and develop technical acumen when utilizing PeopleAdmin.

#### **On-boarding New Employees**

Bringing new employees on board is an investment. Learn how to protect your investment by providing a strong foundation in the first 6 months on the job. This session discusses different levels of on-boarding, the benefit of relationship building, and on-boarding resources at UNT. [2/17/2011 \(10:30am – 12:00pm\)](#), [7/19/2011 \(1:30pm – 3:00pm\)](#)

#### **Behavioral Interviewing**

This session will help participants understand the basics and benefits of behavioral interviewing. Topics will include how to: identify competencies, understand the STAR process of drilling down in the interview, avoid common legal pitfalls and evaluate the candidate's responses to help make a hiring decision confidently. [4/13/2011 \(10:30am – 12:00pm\)](#)

#### **Making a Good Hire**

This session is more than recruiting 101. It provides participants insight on how to make sure they have identified the needed competencies, established a solid selection process, incorporated behavioral interviewing techniques, and avoided common recruiting pitfalls. [6/29/2011 \(9:00am – 10:30am\)](#)

#### **Hiring with PeopleAdmin**

PeopleAdmin is the applicant tracking system utilized by the University for hiring staff positions. Participants will receive instruction on PeopleAdmin hiring procedures and will work through a hiring simulation. [7/20/2011 \(9:00am – 10:30am\)](#)

### **Working Relationships Skill Block**

Sessions will address communicating effectively and confidently, handling conflict, identifying team issues and strategies to build strong working relationships.

#### **Prevention of Sexual Harassment**

This session will define sexual harassment and provide participants with appropriate and effective means of dealing with sexual harassment in the workplace. Attendees will learn how to prevent this type of behavior by creating and maintaining a respectful workplace. Presented by the Office of Equity and Diversity. [2/22/2011 \(1:30pm – 3:00pm\)](#)

#### **Effective Communication**

Participants in this session will learn skills to enhance communication by: improving listening skills, building rapport, understanding non-verbal messages, and understanding how to communicate in difficult situations. [3/29/2011 \(1:30pm – 3:00pm\)](#), [6/14/2011 \(1:30pm – 3:00pm\)](#)

#### **Listening Skills**

This session will help participants learn how to actively listen to help improve communication. The session outlines the four steps for active listening, provides guidance on barriers to listening, and highlights some bad habits to overcome. [4/7/2011 \(9:00am – 10:30am\)](#)

#### **Social Networking: Friend or Foe?**

This session explores how social networks affect the workplace and provides tips on how to stay safe from the potential personal and professional perils. Participants will also learn what UNT policies relate to use of social networks in the workplace. [4/27/2011 \(10:30am – 12:00pm\)](#)

#### **Giving and Receiving Feedback**

This session focuses on how to provide feedback that people can truly hear and how to listen to feedback that is provided back. For giving feedback, participants will learn a 5 step process that incorporates both verbal and body language. For receiving feedback, participants will learn different techniques on how to avoid defensive reactions and effectively evaluate feedback. [5/18/2011 \(9:00am – 10:30am\)](#)

#### **Positive Approaches to Resolving Conflict**

This session focuses on how to effectively manage conflict in a positive manner. Topics will include: steps of conflict resolution, communication in conflict, and handling challenging personalities. [6/7/2011 \(1:30pm – 3:00pm\)](#)

#### **5 Dysfunctions of a Team**

This training is based on the best-selling book by Patrick Lencioni. This session will discuss the overview of the model of dysfunction and discuss the practical tips provided in the book for overcoming them. [7/27/2011 \(9:00am – 10:30am\)](#)

#### **Emotional Intelligence**

Participants in this session will learn about emotional intelligence based on Goleman's model. Focus will be placed on the personal and organizational impacts of emotional intelligence. [8/11/2011 \(9:00am – 10:30am\)](#)

#### **Business Etiquette and Professionalism**

Successful completion of this course will increase your knowledge and ability to: use basic courtesy and manners, practice common business etiquette to build and maintain relationships, be resilient in difficult situations, interact in a respectful manner with coworkers, and maintain relationships with strong communication skills. [8/18/2011 \(9:00am – 10:30am\)](#)

#### **Managing Workplace Negativity**

This session provides managers hints and tips on how to manage the negativity in a positive productive way. Participants will learn to identify attitudes that cause negativity, promote positive attitudes, and influence behavior changes. [10/13/2011 \(9:00am – 10:30am\)](#)

#### **Speed of Trust**

This session is based on the bestselling book of the same name by Stephen MR Covey. It explores how trust affects the workplace and provides tips on how to improve trust. The session defines types of trust, the cores of credibility and its impact on trust. [12/7/2011 \(10:30am – 12:00pm\)](#)

## ***Work / Life Management Skill Block***

Sessions will focus on promoting balance between life and work and provide information to assist you in planning for your future.

### **Financial Sessions**

The financial seminars provide a variety of helpful financial information to help employees understand the basics of investing. Different financial providers facilitate each session. [Building a Portfolio - 2/23/2011 \(12:00pm – 1:00pm\)](#), [The Number Needed for Your Retirement - 4/27/2011 \(12:00pm – 1:00pm\)](#), [Cash Management - 10/26/2011 \( 12:00pm – 1:00pm\)](#), [Tax-Smart Ways to Save and Invest - 11/30/2011 \( 12:00pm – 1:00pm\)](#)

### **Stress Management**

This seminar provides information on the different sources and causes of stress and provides various techniques to help participants managing stress that they encounter. [10/4/2011 \(1:30pm – 3:00pm\)](#)

### **Self-Discipline and Anger Management**

Managing one's own anger is an important skill in life and at work. This session will provide participants with tips on how to manage anger effectively. Ideas are discussed about how to harness anger for positive life change as well as the emotional, cognitive and psychological components that frame the anger pathway. [10/5/2011 \(9:00am – 10:30am\)](#)