



The Constellation

Developing UCF's network of stars

Organization Development & Training – Human Resources

Summer 2009

Upcoming Events in OD & Training's Future:

ANNUAL EMPLOYEE AWARDS PROGRAM

Student Union-Pegasus Ballroom
Wednesday July 22, 2008 at 3:00 p.m.

Awardees include USPS & A&P employees celebrating years of service, retirees, and USPS Employees of the Month. The Employees of the Year will be announced at the event. Invitations will be sent to all awardees, however ALL employees are encouraged to attend.



Series Recognition Celebration September 2009

Upon completion of one of our professional development series, we gather together to recognize your dedication. Invitations will be sent out via email at the beginning of the fall semester. We hope you'll be able to join us as we celebrate your achievements!

On This Summer's Calendar?

Check out some of our most requested classes, including Customer Service 101 and Coping with Difficult People. You'll also see a new class being offered by the University Marketing Department, LIF113 Marketing, Branding & UCF. **Register early, we expect seats to fill quickly!**



This newsletter is published at the beginning of each semester by Organization Development & Training in Human Resources. We welcome your comments and suggestions.

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Stephanie Jenkins, Sr. Training Specialist
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Workshops are open to all UCF faculty and staff, including OPS employees and student assistants (on a space available basis). If a fee is noted, it pays the cost of materials, such as books or assessments. The monies can be transferred via inter-departmental (ID) transfers, which will be attached to the registration email, and is also available on our website.



Training Workshop Categories

- Certificate Programs
- Human Resources Procedures Workshops
- Professional Development Workshops
- Health, Safety & Wellness Workshops
- On Location Workshops

Certificate Programs

Leadership Development Series (LDS000) – Leaders are always looking for an edge. That often sends many of them looking for the next big thing. But weird leadership approaches and trendy management fads come and go. What remains the same? The qualities of a leader! Study the great leaders from history, and you see that they all shared certain qualities: competence, initiative, vision, commitment, passion... Embody these qualities, and you will become the kind of person others **want** to follow.

In the newest 4 day series, guided by the writings of John Maxwell, we will help you work on becoming the best leader you can be. As a part of the materials fee, you will receive a copy of *The 21 Indispensable Qualities of a Leader*. Employees completing all sessions are recognized at our Series Recognition Celebration.

Facilitator(s): Michael Moniz & Margie Chusmir

Date & Time: June 23, June 30, July 7, **AND** July 14, 8:30-5:00

Location: OD & Training Room

Materials Fee: \$100.00

Prerequisite: LES000 or PER061

Supervisory Skills Series (SUP000) – This series has something for all supervisors at UCF. Whether you're a seasoned leader, or first time supervisor, you will be able to practice and improve your skills in:

- Personalities at work
- Business writing
- HR laws
- Recognition & discipline
- Communication strategies
- Performance appraisals
- Time management
- Customer service
- Interviewing
- Leadership
- Teambuilding
- Coaching

This series meets 4 times, with a variety of guest speakers. As a part of this series, you will complete the DISC personality indicator. Employees completing all sessions are recognized at our Series Recognition Celebration.

****You must currently supervise UCF employees to attend this series.****

Facilitator(s): Stephanie Jenkins & UCF Guest Speakers

Date & Time: May 28, June 4, June 11, **AND** June 18, 8:30-5:00

Location: OD & Training Room

Materials Fee: \$100.00

Health, Safety & Wellness Workshops

CPR (LIF001) – Would you know what to do if you encountered a person who appeared to be unconscious? What would you do before help arrived? This hands-on course (Workplace FA & Safety Adult CPR/AED) follows the guidelines of the American Red Cross in teaching the proper CPR techniques for non-emergency personnel.

Sponsored by UCF's Environmental Health and Safety Office, the class is limited to 16 participants. To purchase your own personal copy of the reference book used in class, call Jose at x3-2605.

Facilitator(s): Jose Vazquez (Office of Environmental Health & Safety)

Date & Time: June 17, 12:30-5:00

Date & Time: August 12, 12:30-5:00

Location: OD & Training Room

Location: OD & Training Room

First Aid (LIF014) – Learn how to determine the signs, symptoms, and treatment of everything from sprains and fractures to bleeding, poisonings, and burns. Please dress comfortably to participate in practice exercises on the floor. Workshop requires a minimum of 6 participants and maximum of 15 participants.

Facilitator(s): Jose Vazquez (Office of Environmental Health & Safety)

Date & Time: July 15, 1:00-4:00

Location: OD & Training Room



Human Resource Procedures Workshops

Human Resources Liaison (PER079 / PER 083) – In an effort to provide better communication between our department and yours, the HR Liaison Program is designed to assist your department with HR procedures. This workshop is for employees (“liaisons”) that currently do HR functions. It will provide a map to guide you through the sometimes complicated HR business processes. Valuable information including guides, checklists and resources will be provided from all offices within UCF Human Resources.

Facilitator(s): Human Resources Staff

Date & Time: **Part I:** October 13, 1:00-5:00 **AND**
Part II: October 20, 1:00-5:00

Location: OD & Training Room

Location: OD & Training Room

Interviewer Certification (PER006) – Do you want to hire the best people? During this workshop we will:

- Introduce the concept of behavioral interviewing
- Examine areas of possible discrimination concerns
- Review hiring procedures
- Offer 100+ interview questions to select from for your interviews
- Provide sample reference check questions



Upon completion of the program, participants earn the designation of “Certified Interviewer,” a requirement for those who sign employment paperwork.

Facilitator(s): Janet Balanoff (EEO) & Patsy Fan (HR Recruitment Services)

Date & Time: July 21, 1:00-5:00

Location: OD & Training Room

New Employee Orientation (PER007) – New Employee Orientation is offered bi-weekly on Fridays. As new employees complete New Employee Sign-In paperwork (generally on their first day of employment), they are given a form notifying them of their orientation date. This automatically enrolls them in the next orientation session.

Orientation includes:

- A benefits summary with Q&A
- UCF’s mission, vision and goals
- A chance to meet other newcomers & guest speakers to help you get “plugged in” to UCF
- A tour of campus
- Important UCF policies and procedures

Facilitator(s): Stephanie Jenkins, HR Benefits & Guest Speakers

Location: OD & Training Room

New Faculty Orientation – Faculty members are afforded an opportunity to enroll in all insurance, retirement and other benefit programs that are available to UCF employees. Most plans/programs have a specific enrollment period. During the fall, a special New Faculty Orientation is held for new faculty and adjuncts who are transferring to an insurance-eligible position. Prior to New Faculty Benefits & Payroll Orientation, employees must complete several forms as part of the new employee sign-in procedure, which must be completed, correct, and submitted to HR-Records before employees can be added to the payroll. Employees are strongly encouraged to print, complete, sign, and bring the interactive forms to their department prior to their New Faculty Benefits & Payroll Orientation session.

Facilitator(s): HR Benefits & Payroll

Location: OD & Training Room

Online Hiring Workshop (PER090) – This newly enhanced workshop offers anyone who will be working in the Peopleadmin online applicant tracking system the training they will need to fill vacant positions. As hiring managers and certified interviewers, your responsibility is to create postings and hire candidates for A&P and USPS positions. This session covers all the steps in the online system from creating a requisition through the final steps needed to approve your hire for both USPS and A&P positions. Laptops are used throughout the session to access the online system for “hands on” practice to familiarize attendees with the system. Class size is limited to 15 people per session, so register now.



Facilitator(s): Janette Ramos (HR Recruitment Services)

Date & Time: June 16, 8:30-11:30 **OR** August 11, 8:30-11:30

Location: UTC 123

PeopleSoft Payroll Workshops (Processor PER052 or Authorizer PER053) – These webcourses are mandatory for PeopleSoft Payroll Processors and Authorizers. Each webcourse takes you through the policies and procedures for entering and/or approving time. **NOTE:** These webcourses are available to all university employees; but to be a Payroll Processor or Authorizer you must take the designated webcourse, be approved by your department, and submit a Human Resources Security Access Form upon completion of the training course:

[http://hr.ucf.edu/web/forms/hris/HR PYRL_EPAF Security Form.pdf](http://hr.ucf.edu/web/forms/hris/HR_PYRL_EPAF_Security_Form.pdf).

PeopleSoft SA/HR Basic Navigation (PSC001) – This self-paced online training course introduces you to PeopleSoft SA/HR version 8.9. This course is the prerequisite for all Student Administration and Human Resources PeopleSoft training. The course teaches you how to:

- Access PeopleSoft SA/HR
- Set Page Favorites
- Search for Data
- Understand PeopleSoft Terminology

Training participants will not receive security access to the PeopleSoft SA/HR database after completing this course. Security will only be granted as the users complete other PeopleSoft courses that may be required for their particular job. For more information on additional PeopleSoft training courses, please visit <http://training.ucf.edu/>. If you have any questions regarding this course, please contact HR Information Systems at hريس@mail.ucf.edu or x3-2771.



On Location Workshops

Bring training to your team! These workshops are 2 hours in length and can be presented at your location with just your team. If you don't have space for the course, you can even use our training room. There is no minimum number of participants required. The maximum is 40 participants. Each course is a flat fee of \$225, by ID transfer, which includes facilitation and all materials. Call ODT to reserve a spot today! 407-823-0440

Change Management - One of the key "life competencies" required of people in all sorts of different situations today is the ability to anticipate and respond effectively to any change that comes along. These skills are needed where everyone is expected to demonstrate some "change agent" skills. These skills enable us to lead, ourselves, individuals, groups, and ultimately the university, in implementing actions that enable a personal or collective vision to be successfully transformed into reality. In this workshop, we will explore major organizational change components, and learn John Kotter's 8 stage process of creating change.

Facilitator(s): Michael Moniz

Coaching - When you hear the word coaching what do you think of? Sports Teams. The truth is; everyone needs coaches. Even outstanding athletes like Michael Jordan or Tiger Woods proclaim the benefits gained from their coaches. Like athletes, each of you & your employees have some natural talents. Like sports, workplace coaching helps refine & focus the natural talent. In this workshop, we will help you define coaching, and learn the 4 step coaching model you can use to coach yourself and your employees.

Facilitator(s): Margie Chusmir

Conflict Resolution – You know conflict is inevitable, but did you know conflict can be good? If channeled properly, conflict can lead to breakthroughs instead of breakdowns. Employees at every level can transform inevitable workplace conflicts into opportunities for innovation, understanding, and job satisfaction. In this workshop, you will:

- Practice using different conflict modes
- Assess situations & the conflict styles of others
- Improve two-way communication with coworkers

Facilitator(s): Michael Moniz

Effective Communication – This session is designed to strengthen your communication skills so that you may become more skillful at working in our organizations and presenting ourselves in a professional manner. As your communication skills improve, your jobs become less stressful and more satisfying. (as does the rest of your lives!) We will cover the 8 tips to do to be understood, and practice 10 Ways to Improve Listening Skills.

Facilitator(s): Stephanie Jenkins

Finding Your Leadership Style – When moving from the old school management philosophy into the new practice of leadership, we learned that now all leaders are the same. There is not cookie cutter version of a leader; it is all about finding your own personal leadership style. This course allows the participants to dwell on the possibilities of leadership and find their own personal talents as a leader.

Facilitator(s): Margie Chusmir

Register on-line at <http://my.ucf.edu> (Employee Self Service; Learning & Development) or call 407-823-0440.

Persons with disabilities may request accommodation for any of these programs. Advance notice at time of enrollment is encouraged, in order to maximize planning time. Please call 823-0440 for assistance.

Goal Setting – Do you ever look at successful people and wonder... how do they do it? The answer lies within their goals. This interactive workshop will provide you with practical skills to establish and reach your goals at work and at home. Join us to learn the value of knowing what you want, creative brainstorming, how to use the SMART technique for goal setting and how to use the goal planning form.

Facilitator(s): Stephanie Jenkins

Got Attitude? – This next level customer service class, based on Jeffrey Gitomer's *Little Gold Book of YES! Attitude* will focus on the most important person involved in Customer Service... YOU! This interactive workshop will:

- give you insight to your inside attitude
- show you how to become a person of attitude and how to “walk the talk”
- teach you how to deal with attitude busters
- assess your attitude attributes
- teach you the formula for the YES! Attitude achievement

If you want to provide better customer service, no matter what position or department you are in, there is one thing you have control over - your attitude.

Facilitator(s): Stephanie Jenkins

Meeting Management – Are you new to the world of running meetings, or have you been doing it so long that every meeting blends together? Do you want to learn tips to keep your meetings brief & effective, yet still fun? Meeting management will cover how to run efficient meetings while keeping everyone energized and on task. You'll learn what to do (and not to do) before, during and after meetings.

Facilitator(s): Michael Moniz

Motivating Employees: Not All Fun and Games – When leaders are worried about motivation, they often focus on additional rewards they can provide: bonuses, time-off, retreats, etc. However, in the university environment, these options may not be feasible. In this course, we will think of motivation more holistically and learn to use tools to understand motivational needs and diagnose the root of motivational problems. You will practice identifying practical solutions that you can apply immediately in your work environment. This course is designed for intact work groups.

Facilitator(s): Margie Chusmir

Process Improvement- Do you find yourself saying, “There must be a better way” or “I know we have always done it this way, but I think I have an idea that might work better”? If your answer is ‘yes’, then this workshop will provide you with tools and techniques to make improvements in your daily work. Using a fun and interactive post-it-note activity, you'll learn how to map a current process, define a new or desired process and know what steps to take to make improvements. This class is ideal for intact teams who have a desire to become more involved in making improvements to their own work.

Facilitator(s): Margie Chusmir

Reach for the Stars: UCF's Past, Present & Future – What's the latest on the med school? Convocation Center? Aside from serving as a beautiful focal point on campus, the reflecting pond was originally designed with a very important secondary purpose in mind...do you know what that was? Do you know how many students are enrolled this year? How many regional campuses do we have? Learn the answer to these questions and other fascinating UCF facts during this workshop. Emphasis is on UCF's past, present and future; the mission, traditions and spirit of UCF; and getting “plugged in”. The more you know about UCF's past, present and future, the better service you can provide.

Facilitator(s): Stephanie Jenkins

Salsa: How all the Ingredients Make a Great Conversation – I know you believe you understand what you think I said, but I am not sure you realize that what you heard is not what you meant. Confused? Did you know that the average worker spends 50% of their time communicating? This workshop covers general communication topics, to help you understand and be understood. Timing is everything in communication, and you'll want to take the time to learn!

Facilitator(s): Michael Moniz

Talk to the Animals – We communicate every time we interact with others. How effectively we do this ultimately determines how successful we become. This workshop combines two of our most popular topics – customer service and communication. We'll cover key topics in email, telephone and face to face communication etiquette.

Facilitator(s): Stephanie Jenkins

TeamWork – A team is defined as an energetic group of people who are committed to achieving common objectives, who work well together and enjoy doing so. Effective teams produce outstanding results and succeed in achieving despite difficulties. Members feel responsible for the output of their team and act to clear difficulties standing in their way. Allow us to help you develop into a stronger, more effective team.

Facilitator(s): Margie Chusmir



Time Management/Accomplishing More – Do you find there are not enough hours in the day? Are you busy doing things for others, but can't find the time to do the things that really matter to you? If so, this workshop is for you. Based on the best-selling FranklinCovey Time Management training, you will learn:

- 5 steps for analyzing and mastering your use of time
- How to avoid / minimize office distractions
- How to plan and set SMART goals
- How to prioritize urgent versus important

Facilitator(s): Stephanie Jenkins

Professional Development Workshops

Communication, Teambuilding and the Myers-Briggs (PER061) – Are you irritated by a teammate who doesn't focus on the details but prefers to talk about the big picture? How about the workmate who plays it by ear instead of planning out each detail? You will take an online Myers-Briggs Type Indicator assessment, an indispensable tool for understanding your own strengths, preferred communication style, decision making preferences, and helping your work team function better. It will help you:

- Better understand yourself, and appreciate your teammates who differ from you.
- Develop ideas for using "Type" preferences to make your work life easier and more fun.

Register for this effective and fun workshop (or better yet, bring your whole team).

Facilitator(s): Michael Moniz

Date & Time: June 10, 1:00-5:00

Materials Fee: \$30.00

Location: OD & Training Room



Coping with Difficult People (LIF100) – Can you think of a customer you would rather avoid than work with because they are so difficult? This workshop can help! We will:

- Identify the styles of difficult behavior & the underlying psychology
- Use 6 key steps in coping with difficult situations
- Apply a proactive communication approach to prevent future issues
- Practice your newly-learned skills in a safe zone using role-play scenarios

Facilitator(s): Michael Moniz

Date & Time: July 8, 2:00-5:00

Materials Fee: \$25.00

Location: OD & Training Room



Customer Service 101 (AES009) – Customers are not an interruption to our job, they are the PURPOSE of it. We will cover the 5 essentials of quality service, and the 10 tips for Customer Service Magic. We will prepare you for better communication with both your internal and external customers. This is an interactive workshop where you will be able to put these new skills into practice.

Facilitator(s): Stephanie Jenkins

Date & Time: June 3, 1:30-5:00

Materials Fee: \$25.00

Location: OD & Training Room

Marketing, Branding & UCF (LIF113) – Sponsored by University Marketing, we'll discuss UCF's "brand," and give a primer in marketing and branding basics that will allow you to apply these concepts to your own department/program. This informational workshop is free to all employees of the University, and offers valuable information to help ensure that the image of your department matches the image of the University.

Facilitator(s): Tom Hope, University Marketing

Date & Time: June 9, 3:00-5:00

Location: OD & Training Room



Constellation Calendar

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May

Monday	Tuesday	Wednesday	Thursday	Friday
18	19	20	21	22 Orientation 8:15-5
25	26	27	28 SupSkillsSer 8:30-5	29

June

Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3 CustomerSrvce 1:30-5	4 SupSkillsSer 8:30-5	5 Orientation 8:15-5
8	9 Marketing, Branding & UCF 3-5	10 Myers-Briggs 1-5	11 SupSkillsSer 8:30-5	12
15	16 OnlineHrng 8:30-11:30	17 CPR 12:30-5	18 SupSkillsSer 8:30-5	19 Orientation 8:15-5
22	23 LdrshpDvlpmnt 8:30-5	24	25	26

July

Monday	Tuesday	Wednesday	Thursday	Friday
(29)	(30) LdrshpDvlpmnt 8:30-5	1	2	3
6	7 LdrshpDvlpmnt 8:30-5	8 CopingDiffPeople 2-5	9	10
13	14 LdrshpDvlpmnt 8:30-5	15 First Aid 1-4	16	17 Orientation 8:15-5
20	21 InterviewerCert 1-5	22	23	24
27	28	29	30	31 Orientation 8:15-5

August

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6 NewFac. Orien. 8-12 NewFac. Orien. 1-5	7 NewFac. Orien. 8-12 NewFac. Orien. 1-5
10 NewFac. Orien. 8-12 NewFac. Orien. 1-5	11 OnlineHiring 8:30-11:30	12 CPR 12:30-5	13	14 Orientation 8:15-5

Register online at <https://my.ucf.edu> (Employee Self Service; Learning & Development) or complete this form:

NAME _____ EMPLOYEE ID # _____
 DEPT. _____ PHONE _____ E-MAIL _____
 Please enroll me in the following program(s):
 COURSE _____ DATE/TIME _____
 COURSE _____ DATE/TIME _____

Persons with disabilities may request accommodation for any of these programs. Advance notice at time of enrollment is encouraged, in order to maximize planning time. Please call 823-0440 for assistance. Please mail completed form to Human Resources-OD & Training, Zip +4: 32816