



*Congratulations to Nancy Yeroshefsky on her recent retirement*

# UHR | Connect January 2018

Vol. 4 No. 1

## A GREAT PLACE TO WORK

Welcome back and Happy New Year! We are working hard in this New Year to bring you more information, seminars, and courses to make this your most successful and engaged year at the University of Maryland.

This issue is filled with information to help maximize the many benefits offered to you by the University. The Office of Employee Benefits will be continuing its monthly Lunch and Learn series, dates and topics are included in this issue.

Learning Training and Development has published a Professional Development catalog of courses to help guide you in furthering your careers and developing those soft skills needed to be your very best.

Please welcome our newest team members Stephen Toyer, Terrell Garner, and Nicole Mullineaux.

As always, we appreciate each of you and thank you for your service. Keep your questions and comments coming to [uhrconnect@umd.edu](mailto:uhrconnect@umd.edu).



### Skills for 2018

The most important soft skills for 2018 to help you achieve more in your career.

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### Welcome to the Team

Welcome three new members to our team

Page 3



### Lunch & Learn Series

A guided exploration of setting goals for the New Year.

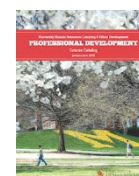
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### Financial Planning

A conversation about financial planning.

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### 2018 Professional Development Catalog

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Indeed's, Director of Recruiting, Mike Steinerd (<https://www.thebalance.com/top-soft-skills-2063721>) notes some of the most important skills to have for the workplace in 2018:

Workplace Skills for 2018	UHR Course(s) to help you to develop these skills
<p><b>Acting as a team player</b> – this means not only being cooperative, but also displaying strong leadership skills when necessary.</p>	<p><b>Keys 1: Creating a High Trust Workplace</b> <a href="#">Details on PAGE 9</a></p> <p>Participants gain tools to help create the ideal work environment – a place where everyone feels accepted, appreciated, respected, valued and connected. Learners practice resolving issues in the workplace to empower them to be part of the solution rather than part of the problem.</p>
<p><b>Flexibility</b> – this is an extremely valuable asset to employees. Those who can adapt to any situation are dependable no matter what's thrown at them.</p>	<p><b>LDI II: Champion Leadership</b> <a href="#">Details on PAGE 12</a></p> <p>This dynamic, highly-participatory program is designed to help supervisors take their leadership to the next level. The objective is to equip supervisors with knowledge and skills to inspire, coach, and empower employees to perform at their best, build high-trust relationships at any level (up, down, or across), make data-driven decisions, and create a positive, flexible, change-friendly culture.</p>
<p><b>Effective communication</b> – this is paramount to almost any job. Communication involves articulating oneself well, being a good listener and using appropriate body language.</p>	<p><b>Keys 2: Communication Essentials</b> <a href="#">Details on PAGE 9</a></p> <p>The objective of this course is to help participants develop communication skills that build trust and give other people the opportunity to be heard and understood.</p> <p><b>LDI 1:2 - Communication Essentials for Supervisors</b> <a href="#">Details on PAGE 10</a></p> <p>The objective of this course is to equip leaders with the communication skills to build trust, improve understanding and elevate performance. Participants gain a deeper understanding of the barriers to effective communication.</p>
<p><b>Problem-solving and resourcefulness</b> – no matter what your profession, these skills are critical when unexpected issues inevitably arise.</p>	<p><b>Supervisor's Engagement Toolbox</b> <a href="#">Details on PAGE 12</a></p> <p>This workshop gives participants the tools to create and lead an engaged workplace- participants will gain insights, tools, techniques and practical experience to manage in ways that are strengths-based, engagement-focused and performance-oriented.</p>

**Accepting feedback** – not only accepting feedback gracefully, but also applying that feedback to foster professional growth.

### **Communicate through Conflict** [Details on PAGE 14](#)

This workshop focuses on engaging & communicating through conflict and offers tools on how to work constructively with people with differing styles. We also offer tools to identify a collective conflict style and work more effectively together.

### **Performance Review (PRD): Process & Tools** [Details on PAGE 6](#)

The PRD course focuses on UMD's performance and development process including tools, tips and resources for engaging in the process. Participants will also review the PRD cycle which includes expectation setting, midway feedback, final review meetings, and the self-assessment tool.

You can find all the course details in our [new catalog](#) and register at [training.umd.edu](http://training.umd.edu).

## Welcome to the Team

### Stephen Toyer

*Employment Compliance Coordinator*

Stephen joins us from the New York State Department of Labor. His career has focused on talent acquisition, compliance, and career advisement. Stephen has been a part of the compliance process within the New York State Department of Labor, Division of Employment and Workforce Solutions and the recruitment process outsourcing industry.



### Terrell Garner

*HR Assistant*

Terrell joins us from Morgan State University where he received his Bachelors of Science in Business Administration. He has worked as a public servant with Washington D.C.'s Government as a Human Resources Assistant for several terms.



### Nicole Mullineaux

*UHR Support Coordinator*

Nicole joins us from Athleta® where she was an Assistant Manager. Prior to that she worked as a Renewal Account Manager for Google and was a Student Assistant in the Student Affairs department at UMD. Her previous customer service experience will definitely be an asset to the Support Center Team.



# January Lunch & Learn



January's Lunch & Learn topic is Goal Setting. You have to have goals! You will be guided through goal setting techniques as you learn how to set S.M.A.R.T goals. The first Lunch & Learn this year will be held on Wednesday, January 17, 2018 in 1101U Chesapeake Building from 12:00 p.m.– 1:00 p.m. Please register at [training.umd.edu](http://training.umd.edu)

## Upcoming Lunch & Learn Topics and dates

February 7, 2018 – Know Your Fats

March 7, 2018 – Herbs & Natural Foods

April 4, 2018 – Yoga in the Chair

May 2, 2018 – Sleep Like a Baby

June 6, 2018 – Men's Health

July 25, 2018 – Healthy Skin

August 1, 2018 – Healthy Backs

September 5, 2018 – Eating on the Run

October 3, 2018 – Flu Awareness

November 7, 2018 – Diabetes Awareness

December 5, 2018 – Dealing with Holiday Stress

## Flexible Spending Accounts

### Deadline for Eligible Expenses

Still have money in your Health Care Flexible Spending Account from last year (2017)? You have until **March 15, 2018** to incur eligible expenses for your Health Care FSA. If you don't use the money remaining in your

Health Care FSA account by the deadline date, you will forfeit the money.

You have until **April 15, 2018** to submit claims for reimbursement of expenses incurred during the 2017 plan year and expenses incurred up to **March 15, 2018**. Any account balances remaining after April 15, 2018 for the 2017 plan year will, by law, be forfeited.

## Pre-Retirement Seminar for members of the Optional Retirement Plan

UHR Benefits Office will be hosting a Pre-Retirement Seminar for Faculty and Staff who are members of the Optional Retirement Plan. Topics to be discussed include:

- Retiring Under the Optional Retirement Program (ORP) presented by TIAA and Fidelity
- What you need to know about Retiree Health Benefits
- Social Security and Medicare Overview

The ORP Pre-Retirement Seminar will be on Friday, January 19, 2018 from 9:00 a.m.– 11:30 a.m. in Edward St. John Learning & Teaching Center (ESJ) Rm. 1224

**\*\*Please note that food and drinks are not allowed in the classrooms or carpeted areas of Edward St John\*\***

To register for this workshop, go to [training.umd.edu](http://training.umd.edu), Select UM Classroom, login, select Course Catalog, select UHR Office of Employee Benefits, and then register for this seminar.



# Pre-Retirement Seminar for members of the State Retirement & Pension System

UHR Benefits Office will be hosting a Pre-Retirement Seminar for Faculty and Staff who are members of the State Retirement & Pension System. Topics to be discussed include:

- Applying for an Estimate of Retirement Allowances
- Retiring Under the State Pension and Retirement System
- What you need to know about your pension options and Retiree Health Benefits
- Medicare Overview

The State Retirement & Pension System Pre-Retirement Seminar will be on Friday, January 12, 2018 from 8:30 a.m.– 11:30 a.m. in Edward St. John Learning & Teaching Center (ESJ) Rm. 1224

**\*\*Please note that food and drinks are not allowed in the classrooms or carpeted areas of Edward St John\*\***

To register for this workshop, go to [training.umd.edu](https://training.umd.edu), Select UM Classroom, login, select Course Catalog, select UHR Office of Employee Benefits, and then register for this seminar.

# Financial Planning Workshop

Financial Planning Workshop Wednesday, January 31, 2018, 12:00 p.m. – 1:00 p.m. 1101U Chesapeake Building. Details and additional information are on the following page.

Please go to [training.umd.edu](https://training.umd.edu) to register.

Locate and hover over the January 31st date. The registration pop-up will appear. In the lower, right corner is the red registration button.

Please call the University Human Resources Office of Employee Benefits at (301) 405-5654 with questions.



Wednesday, January 31, 2018; Noon  
Chesapeake Building Training Room

# FINANCIAL PLANNING

For Terrapins. By a Terrapin.

Join Ben Offit, President-Elect of the Financial Planning Association of Maryland, for a conversation about the University of Maryland's remarkable transformation from small, agricultural institution, to thriving, high-tech university, and how those changes parallel a similar evolution in the world of financial planning.



From humble beginnings...



grew these exciting times,



and an even brighter future.



## About the Speaker

Ben Offit, CFP® is a proud UMD alum (09'). He graduated with a degree in Entrepreneurship from the Robert H. Smith School of Business and also a certificate in Entrepreneurship from Hinman CEOs program in the A. James Clark School of Engineering. He started his own financial planning business upon graduation and is back at the University of Maryland to share some great advice and wisdom around financial planning for fellow Terps. Ben lives in Baltimore with his wife, Amanda, after they met on the 6th floor of Elkton hall during their Freshman year.





University Human Resources Learning & Talent Development

# **PROFESSIONAL DEVELOPMENT**

## Course Catalog

January-June 2018



**UNIVERSITY  
HUMAN RESOURCES**  
LEARNING & TALENT DEVELOPMENT



# TABLE OF CONTENTS & REGISTRATION

## 06 Fundamentals

These courses focus on various processes, tools, and policies to guide you on the job.

## 08 Work-Life

These courses and workshops will teach skills applicable on-the-job and in life.

## 09 Certificate Programs

These courses are in-depth trainings that give you the skills you need to do your job. Upon completion of the series or class, a certificate of completion will be awarded.

## 13 Non-certificate Programs

These trainings provide specific skills that will prepare you for success in your career.

## 15 Coming in late 2018

A preview of some of the programs that are in development and will be open for registration later in 2018.

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### Register for classroom sessions



1. Visit [www.training.umd.edu](http://www.training.umd.edu)
2. Use the calendar to find the course you are interested in.
3. Follow the prompt to complete registration.

### Register for UHR online courses



1. Visit [umd-hr.catalog.instructure.com](http://umd-hr.catalog.instructure.com)
2. Find the course you are interested in.
3. Follow the prompt to complete registration.



# ABOUT LEARNING & TALENT DEVELOPMENT



## VISION

Ignite a culture of learning & talent development



## VALUES

Bring Passion

Enable Transformation

Inspire Learning

Build Connections

Demonstrate Resourcefulness

Champion Inclusion

Make it Fun



## MISSION

Empower UMD employees by delivering learning programs that elevate performance, inspire personal growth, and generate excitement about working at the University of Maryland.

# COURSES BY AUDIENCE

**New Hires:** Staff with less than 1 year with the University of Maryland, College Park.

**Individual Contributors:** Staff who manage projects and/or programs. Focus is on individual, project and program effectiveness. Titles include coordinator, specialist, project manager, assistant, etc.

**Front Line Leaders:** Leaders who manage staff and team. Focus is on individual and team effectiveness. Titles include supervisor, manager, etc.

**Mid-level Leaders:** Leaders who manage teams. Focus is operational effectiveness. Titles include assistant and associate directors, senior managers, etc.

**Senior Leaders:** Leaders who manage functions and organizations. Focus is strategic and organizational effectiveness. Titles include VP, executive and senior directors, etc.

	New Hires	Individual Contributors	Front Line Leaders	Mid-level Leaders	Senior Leaders
<b>Fundamentals</b>					
New Employee Orientation	<b>X</b>				
Performance Review: Process & Tools		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
FMLA: Using & Administering Family Medical Leave		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Fearless Supervision: Time, Attendance, & Discipline			<b>X</b>	<b>X</b>	
Performance Improvement Plan: Process & Tools		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Emergency Preparedness (online)		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
★ Responding Effectively to Discrimination & Sexual Misconduct (online) - <i>Presented by the Office of Civil Rights &amp; Sexual Misconduct</i>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
★ Disability & Accessibility at the University of Maryland (online) - <i>Presented by the Office of Civil Rights &amp; Sexual Misconduct</i>			<b>X</b>	<b>X</b>	<b>X</b>
I-9 Process & Tools (online)		<b>X</b>	<b>X</b>		
Writing Effective Job Descriptions (online)		<b>X</b>	<b>X</b>	<b>X</b>	
<b>Work-Life</b>					
English Language Classes (Basic to Level 3)		<b>X</b>	<b>X</b>		
Wellness Lunch & Learns		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Benefits Information Seminars		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Lynda.com (online)		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>

# COURSES BY AUDIENCE

	New Hires	Individual Contributors	Front Line Leaders	Mid-level Leaders	Senior Leaders
<b>Certificate Programs</b>					
Keys to an Engaged & Empowered Workplace		<b>X</b>			
Leadership Development Initiatives (LDI I)			<b>X</b>	<b>X</b>	
LDI II: Champion Leadership				<b>X</b>	<b>X</b>
Supervisor's Engagement Toolbox			<b>X</b>	<b>X</b>	
E.D.G.E. - Educate, Develop, Grow, & Excel - <i>Presented by UMD-Smith Leadership</i>			<b>X</b>	<b>X</b>	
<b>Non-certificate Programs</b>					
Master Facilitator		<b>X</b>	<b>X</b>	<b>X</b>	
So you want to be a Supervisor?		<b>X</b>			
Supervising Students & Graduate Assistants		<b>X</b>	<b>X</b>		
Let's Focus on Your Strengths (Based on CliftonStrength Signature Themes Report)		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
The Hype of Personality Type: A Deep Dive (Based on the MBTI®, Interpretive Step II Report)		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Communicate through Conflict (Based on the TKI® Assessment Report)		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Administrative Professionals Conference		<b>X</b>	<b>X</b>		
Thrive Thursdays - <i>Presented by CLOC</i>		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b>Coming Later in 2018</b>					
Fearless Conversations in Supervision			<b>X</b>	<b>X</b>	<b>X</b>
Fearless Leadership Conference			<b>X</b>	<b>X</b>	<b>X</b>
LDI III: Transformational Leadership				<b>X</b>	<b>X</b>
★ Workplace Safety (online)		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
★ Cybersecurity Awareness (online)		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>

★ = Required Learning

# FUNDAMENTALS

## New Employee Orientation

Highlights university policies, resources, and tips to help navigate our large campus community. Includes presentations by campus departments, a campus bus tour, and a visit to the Stamp Student Union.

**Dates:** Jan. 8, Jan. 22, Feb. 5, Feb. 19, March 5, April 2, April 16, April 30, May 14, June 11, June 25

**Location:** 1101U Chesapeake Building

**Time:** 8:15am-4:30pm

**Learning Fee:** \$0.00

**Audience:** New Hires



## Performance Review (PRD): Process & Tools

All Staff are required to attend the PRD class. It focuses on UMD's performance and development process including tools, tips and resources for engaging in the process. Participants will also review the PRD cycle which includes expectation setting, midway feedback, final review meetings, and the self-assessment tool.

**Dates:** Jan. 10, Feb. 14, March 14, April 11, May 9, June 13

**Location:** 1101U Chesapeake Building

**Time:** 9:00am-10:30am

**Learning Fee:** \$0.00

**Audience:** All University employees

## Fearless Supervision: Time, Attendance, & Discipline

This course provides supervisors with tips on managing tardiness, absenteeism, and the disciplinary process.

**Dates:** Jan. 10, Feb. 14, March 14, April 11, May 9, June 13

**Location:** 1101U Chesapeake Building

**Time:** 2:45pm-4:30pm

**Learning Fee:** \$0.00

**Audience:** Front line leaders, Mid-level leaders

## FMLA: Using & Administering Family Medical Leave

This course helps staff understand Family Medical Leave (FMLA) - the request, approval, and administrative process.

**Dates:** Jan. 10, Feb. 14, March 14, April 11, May 9, June 13

**Location:** 1101U Chesapeake Building

**Time:** 1:00pm-2:30pm

**Learning Fee:** \$0.00

**Audience:** All University employees

## Performance Improvement Plan: Process & Tools

This course helps supervisors understand when and how to write a performance improvement plan (PIP) for your supervisees.

**Dates:** Jan. 10, Feb. 14, March 14, April 11, May 9, June 13

**Location:** 1101U Chesapeake Building

**Time:** 11:00am-12:00pm

**Learning Fee:** \$0.00

**Audience:** Individual contributors, Front line leaders, Mid-level leaders, Senior leaders





# FUNDAMENTALS

## ★ Responding Effectively to Discrimination & Sexual Misconduct

This required online training program provides all university employees with an understanding of their rights, responsibilities, and resources under the university's non-discrimination and sexual misconduct policies. This includes information on how to identify, prevent, and respond to incidents of discrimination and harassment; where to report such incidents; and where to access related confidential support services on campus.

*\*Presented by the Office of Civil Rights & Sexual Misconduct\**

**Dates:** Available anytime online

**Location:** Online

**Time:** Available anytime online

**Learning Fee:** \$0.00

**Audience:** All University employees

## I-9 Process & Tools

The I-9 E-Verify Complete Training online tutorial is designed as a comprehensive resource for the I-9 and E-Verify process at UMD. The tutorial is mandatory for all PHR Creators who are responsible for completing the I-9 for their units.

**Dates:** Available anytime online

**Location:** Online

**Time:** Available anytime online

**Learning Fee:** \$0.00

**Audience:** PHR Creators

## Writing Effective Job Descriptions

The Writing Effective Job Descriptions elearning tutorial is designed to provide UMD staff who are responsible for recruiting and/or hiring with an overview of the university's job description document. The tutorial details how a job description is a critical tool for successful business operations and offers the essential principles needed to craft one to support the employee and the organization as a whole.

**Dates:** Available anytime online

**Location:** Online

**Time:** Available anytime online

**Learning Fee:** \$0.00

**Audience:** Employees who recruit and/or hire

## ★ Disability & Accessibility at the University of Maryland

This online training program is designed to help supervisory staff members identify and respond effectively to requests for reasonable accommodations from employees or students with disabilities, in accordance with the university's Disability and Accessibility Policy and Procedures. This includes employing best practices and available campus resources to help ensure an accessible and inclusive working and learning environment.

*\*Presented by the Office of Civil Rights & Sexual Misconduct\**

**Dates:** Available anytime online

**Location:** Online

**Time:** Available anytime online

**Learning Fee:** \$0.00

**Audience:** Front line leaders, Mid-level leaders, Senior leaders

## Emergency Preparedness

The Office of Emergency Management has teamed up with UHR's Learning and Talent Development to bring emergency preparedness tips to our campus community. From instructional videos, to links, protective actions, and online tools, this information is critical for anyone who wants to improve safety on campus.

**Dates:** Available anytime online

**Location:** Online

**Time:** Available anytime online

**Learning Fee:** \$0.00

**Audience:** All University employees



★ = Required Learning

# WORK-LIFE



## English Language Classes (Basic to Level 3)

UHR offers English language classes from introductory to level 3. The program provides non-native English speaking staff the opportunity to develop proficiency in the English language to aid communication in the work place and as parents and community members. It is a year-long commitment from staff and supervisors and requires practice outside the weekly classes to aid in language development.

**Dates:** Email [traindev@umd.edu](mailto:traindev@umd.edu)

**Location:** McKeldin Library

**Time:** Varies

**Learning Fee:** \$0.00

**Audience:** All University employees



## Wellness Wednesdays Lunch & Learns

Focusing on a different health and wellness topic every month, this monthly lunch and learn provides employees with information to help them be their best self. Topics include, healthy food choices, dealing with stress, chair yoga, and more. Visit [training.umd.edu](http://training.umd.edu) for more information about upcoming topics.

**Dates:** Jan. 17, Feb. 7, March 7, April 4, May 2, June 6

**Location:** 1101U Chesapeake Building

**Time:** 12:00pm-1:00pm

**Learning Fee:** \$0.00

**Audience:** All University employees



## Benefits Information Seminars

The University Human Resources Office of Employee Benefits hosts several seminars and workshops to help employees prepare for retirement and plan for their financial wellness. Topics include State Pension Pre-Retirement Seminars, Optional Retirement Plan Pre-Retirement Seminars, college savings plans, MSRP, and wellness fairs.

**Dates:** See page 17 for specific dates and topics

**Location:** Varies - visit [www.training.umd.edu](http://www.training.umd.edu) for more information

**Times:** Varies - visit [www.training.umd.edu](http://www.training.umd.edu) for more information

**Learning Fee:** \$0.00

**Audience:** All University employees

## Lynda.com

UMD's free elearning tool. Visit [www.lyndatraining.umd.edu](http://www.lyndatraining.umd.edu) and login with your UMD credentials to access online courses and tutorials on almost any topic that is of interest to you. Some of the most popular courses include Microsoft Office, Adobe Creative Cloud, Communication skills, and much more. Lynda.com is a LinkedIn company, so when you finish a course, be sure to share it on your LinkedIn profile.

**Dates:** Available anytime online

**Location:** Online

**Time:** Available anytime online

**Learning Fee:** \$0.00

**Audience:** All University employees



**Lynda.com**  
A LINKEDIN COMPANY

# CERTIFICATE PROGRAMS



## Keys to an Engaged & Empowered Workplace

A three-course series designed for individual contributors (non-supervisors), Keys is a powerful program that gives participants the knowledge and skills to help create an engaged and empowered workplace. Learners are exposed to new ideas and tools which help them recognize that they have the power to create the kind of work environment where everyone feels accepted, appreciated, respected, valued, and connected.

### Keys 1: Creating a High Trust Workplace

Participants gain tools to help create the ideal work environment—a place where everyone feels accepted, appreciated, respected, valued and connected. Learners apply a three-step tool to help them resolve issues in the workplace empowering them to be part of the solution rather than part of the problem.

**Dates:** Feb. 1, May 10

**Location:** 1101U Chesapeake Building

**Time:** 9:00am-12:30pm

**Learning Fee:** \$50

**Audience:** Individual contributors

### Keys 2: Communication Essentials

The objective of this course is to help participants develop communication skills that build trust and give other people the opportunity to be heard and understood. Participants learn and apply a seven-step communication tool to effectively engage and communicate with other employees, managers or even customers.

**Dates:** Feb. 8, May 17

**Location:** 1101U Chesapeake Building

**Time:** 9:00am-12:30pm

**Learning Fee:** \$50

**Audience:** Individual contributors

### Keys 3: Conflict as Opportunity

This course equips employees with insight, knowledge and skills to resolve conflict in the workplace. Instead of viewing conflict as bad or stressful, we explore how to view conflict as a powerful opportunity for personal and organizational change. Participants learn and apply tools that put conflict into perspective and prepare them to resolve it in a healthy, productive way.

**Dates:** Feb. 15, May 24

**Location:** 1101U Chesapeake Building

**Time:** 9:00am-12:30pm

**Learning Fee:** \$50

**Audience:** Individual contributors

**\*\*Please register separately for each session in the series\*\***



# CERTIFICATE PROGRAMS



## LDI I: Foundations of Leadership

A seven-course program that gives supervisors the essential knowledge, ideas and tools to help motivate, inspire and lead others. This highly-interactive program equips supervisors with the skills they need to build high-trust relationships through effective communication, delegation and conflict resolution. Participants also learn essential management skills for running effective meetings, performance management and training.

### LDI 1:1 - Leading a High Trust Workplace

Gives leaders the skills and ideas for creating a high-trust work environment where employees feel accepted, appreciated, valued, respected and connected. Participants learn and practice a simple, yet powerful three-step tool for engaging and including everyone from basic to more complex situations or opportunities.

**Dates:** Feb. 20, April 24    **Location:** University Golf Course    **Time:** 9:00am-12:30pm    **Learning Fee:** \$65

**Audience:** Front line leaders, Mid-level leaders

### LDI 1:2 - Communication Essentials for Supervisors

The objective of this course is to equip leaders with the communication skills to build trust, improve understanding and elevate performance. Participants gain a deeper understanding of the barriers to effective communication. They learn and practice a seven-step communication tool to clear away misunderstandings and build high-trust relationships.

**Dates:** Feb. 27, May 1    **Location:** University Golf Course    **Time:** 9:00am-12:30pm    **Learning Fee:** \$65

**Audience:** Front line leaders, Mid-level leaders

### LDI 1:3 - Conflict as Opportunity for Supervisors

The purpose of this course is to equip leaders with the insight, knowledge and skills to effectively resolve conflict in the workplace. Instead of viewing conflict as bad or stressful, we explore how to view conflict as a powerful opportunity for personal and organizational change. Leaders learn and apply powerful tools which help them learn to put conflict into perspective and prepare them to resolve it in a healthy, productive way.

**Dates:** March 6, May 9    **Location:** University Golf Course    **Time:** 9:00am-12:30pm    **Learning Fee:** \$65

**Audience:** Front line leaders, Mid-level leaders

**\*\*Please register separately for each session in the series\*\***



# CERTIFICATE PROGRAMS

## LDI 1:4 - Delegation as Empowerment

Delegation is the most essential and misunderstood leadership skill. This course helps leaders understand that delegation is not about assigning work—it's about empowering and developing people to learn, grow and accept increasing amounts of responsibility. Participants learn and practice a delegation tool that encourages employees to do the work because they want to, not because they have to.

**Dates:** March 14, May 15    **Location:** University Golf Course    **Time:** 9:00am-12:30pm    **Learning Fee:** \$65

**Audience:** Front line leaders, Mid-level leaders

## LDI 1:5 - Leading Effective Meetings

A Gallup survey found that American businesses waste an estimated \$37 billion dollars each year in lost productivity due to unnecessary and inefficient meetings. Typically, participants find that they can eliminate half their meetings and free up at least 700 hours of time a year. This course gives leaders the tools to decide when or if meetings are necessary. Participants learn and apply skills for running meetings that are quick, efficient and outcome-focused.

**Dates:** March 27, May 22    **Location:** University Golf Course    **Time:** 9:00am-12:30pm    **Learning Fee:** \$65

**Audience:** Front line leaders, Mid-level leaders

## LDI 1:6 - Leaders as Trainers

One of the most important, yet often overlooked, responsibilities of a leader is to ensure their team is fully trained and cross-trained. This course equips participants with the knowledge and tools to help create and develop employees to ensure the department runs efficiently and effectively. Leaders also explore how Standard Operating Procedures (SOPs) are essential for every position.

**Dates:** April 3, June 5    **Location:** University Golf Course    **Time:** 9:00am-12:30pm    **Learning Fee:** \$65

**Audience:** Front line leaders, Mid-level leaders

## LDI 1:7 - Performance Management Fundamentals

This is the capstone course for the Foundations of Leadership series. This course gives leaders a simple, fair and effective process for ensuring that employees are involved and engaged in establishing and achieving performance objectives. This process also includes a strong emphasis on ensuring everyone has the knowledge, training and skills needed to perform in the current position as well as opportunities to prepare for future positions.

**Dates:** April 10, June 12    **Location:** University Golf Course    **Time:** 9:00am-12:30pm    **Learning Fee:** \$65

**Audience:** Front line leaders, Mid-level leaders



**\*\*Please register separately for each session in the series\*\***

# CERTIFICATE PROGRAMS

## Supervisor's Engagement Toolbox

This full day workshop gives participants the tools to create and lead an engaged workplace - participants will gain insights, tools, techniques and practical experience to manage in ways that are strengths-based, engagement-focused and performance-oriented.

**Dates:** February 23, March 16, April 20, May 25, June 22

**Location:** TBA

**Time:** 9:00am-4:30pm

**Learning Fee:** \$213

**Audience:** Front line leaders, Mid-level leaders

## LDI II: Champion Leadership

This dynamic, highly-participatory program is designed to help supervisors who have a minimum of five years' experience take their leadership to the next level. The objective is to equip supervisors with knowledge and skills to inspire, coach, and empower employees to perform at their best, build high-trust relationships at any level (up, down, or across), make data-driven decisions, and create a positive, flexible, change-friendly culture. During this intensive, two-day program, participants will learn how to lead by principle and why it matters, practice listening skills at any level, apply a change model to create a change-friendly culture, practice making data-driven decisions and conduct a performance and growth coaching session.

**Dates:** April 5-6

**Location:** University Golf Course

**Time:** 9:00am-4:00pm

**Learning Fee:** \$425

**Audience:** Mid-level leaders, Senior leaders

## E.D.G.E. Educate, Develop, Grow, & Excel

A cutting edge, nomination based, leadership development program. Students will take courses from Smith School faculty in several subject areas: strategic thinking, project management, customer service excellence, financial acumen, negotiations, leadership, and impactful communications. Participants will also complete an Action Learning Project (ALP), in which small teams of 4-6 people tackle a real-world business challenge. Each individual selected for the program will be a part of a group of peers who aspire to develop and enhance their leadership skills and who are committed to the vision, mission and values of the University of Maryland.

*\*Presented by the Robert H. Smith School of Business\**

**Dates:** Fall 2018

**Location:** TBA

**Time:** TBA

**Learning Fee:** \$500

**Audience:** Front line leaders, Mid-level leaders



# NON-CERTIFICATE PROGRAMS

## Master Facilitator

A two-day program for anyone involved with, or interested in, learning and talent development with weighted benefit for new or experienced facilitators. You will learn adult learning theory and why it matters, experiential learning exercises that involve and excite learners, how to write effective learning objectives, how to create a learning environment that helps participants feel valued, appreciated and connected, the skills needed to be an effective facilitator, how to turn challenging participants into engaged learners, techniques for solving your own facilitation challenges, methods for quickly and effectively designing a learning program using PSA and ROPES, and the "Do's and Don'ts" for public speaking.

**Dates:** April 12-13

**Location:** University Golf Course

**Time:** 9:00am-4:00pm

**Learning Fee:** \$425

**Audience:** Individual contributors, Front line leaders, Mid-level leaders

## Supervising Students & Graduate Assistants

While it's true that leadership is leadership, there are unique aspects to supervising students and graduate assistants. This course is designed for anyone who supervises or oversees students or graduate assistants to accomplish their work. It gives participants foundational leadership skills and it is also a forum for sharing and brainstorming ideas on how best to inspire, motivate and lead our student workforce. Participants will learn best practices and ideas from the people who have experience working with students throughout the university— that's you!

**Dates:** March 8

**Location:** University Golf Course

**Time:** 9:00am-12:30pm

**Learning Fee:** \$65.00

**Audience:** Individual contributors, Front line leaders

## Let's Focus on Your Strengths (Based on CliftonStrength Signature Themes Report)

Are you your best you at work every day? Are you spending your time using your strengths and building upon them to be the best you can be or are you working overtime to improve your weaknesses by a notch or two? Your strengths, as defined by the CliftonStrengths assessment, are what you naturally do best, are your greatest talents, and where the majority of your energy should go for your growth and development.

You will complete the CliftonStrengths assessment to learn your top five strengths. We will offer strategies on how to best use them every day to be more self-aware and improve your performance at work and in life. You will receive your individual Signature Themes Report, Strengths Insight Report, and Strengths Insight and Action-Planning Guide.

**Dates:** March 13, April 12

**Location:** 0110 Seneca Building

**Time:** 2:00pm-4:00pm

**Learning Fee:** \$95.00

**Audience:** Individual contributors, Front line leaders, Mid-level leaders, Senior leaders

## So You Want to be a Supervisor?

Are you thinking about becoming a supervisor but would like a deeper appreciation for what's involved? Then this is the course for you! This course gives aspiring supervisors the knowledge and insight needed to help them decide if a career in leadership is right for them. Participants get a clear picture of what effective supervisors need to learn, know and do to be successful. It is highly recommended that aspiring supervisors take this course!

**Dates:** Feb. 22

**Location:** University Golf Course

**Time:** 9:00am-12:30pm

**Learning Fee:** \$50.00

**Audience:** Individual contributors



"DEVELOP A PASSION FOR LEARNING. IF YOU DO, YOU WILL NEVER CEASE TO GROW."

Anthony J. D'Angelo

# NON-CERTIFICATE PROGRAMS

## The Hype of Personality Type: A Deep Dive (Based on the MBTI®, Interpretive Step II Report)

We know that your personality is more complex than four letters may convey. The MBTI® Step II Report offers additional insight by providing twenty more descriptors, or facets, to help you learn more about your unique type.

We will look at how your reported functions in combination with the facets show themselves through your communication and decision-making styles, your reaction to change, and in how you respond to conflict while offering tips to enhance your style in different situations.

You will receive: MBTI® Step II Interpretive Report regarding your: Communication Style, Decision-Making Style, Conflict Style, Approach to Change

**Dates:** Feb. 16, June 6

**Location:** 0110 Seneca Building

**Time:** 1:30pm-4:30pm

**Learning Fee:** \$105.00

**Audience:** Individual contributors, Front line leaders, Mid-level leaders, Senior leaders

## Administrative Professionals Conference

The 3rd annual conference is a day of professional and personal development, as well as networking. Learn ways you can leverage opportunities for personal, professional and team success with new approaches for mindset, process and systems by attending sessions related to personal wellness, career development, and/or workplace effectiveness.

**Dates:** Summer 2018

**Location:** TBA

**Time:** TBA

**Learning Fee:** TBA

**Audience:** Individual contributors, Front line leaders

## Communicate through Conflict (Based on the TKI® Assessment Report)

The Thomas-Kilmann (TKI®) Conflict Mode Instrument is an assessment tool to help you to learn about the five conflict-handling modes: competing, collaborating, compromising, avoiding, and accommodating and which one best describes your conflict style. TKI® results can help you to develop a situational approach to conflict resolution in effective communication, leadership, and managing change to name a few.

This workshop focuses on engaging and communicating through conflict and offers tools on how to work constructively with people with differing styles. We will also provide tools on how to identify a collective conflict style and work more effectively together.

You will receive: Your Individual Conflict Style Report and a copy of the Introduction to Managing Conflict Booklet (PDF format)

**Dates:** Jan. 16, May 11

**Location:** 0110 Seneca Building

**Time:** 2:00pm-4:30pm, 1:30pm-4:00pm

**Learning Fee:** \$115.00

**Audience:** Individual contributors, Front line leaders, Mid-level leaders, Senior leaders

## Thrive Thursdays

Free 90-minute learning sessions to build your thriving workplace knowledge and skills. Topics include setting and meeting goals, diversity and inclusion, having tough conversations, and more. Register by sending your name, department, and dates to [thrivingworkplace@umd.edu](mailto:thrivingworkplace@umd.edu).

*\*Presented by The Center for Leadership & Organizational Change\**

**Dates:** Jan. 25, Feb. 22, March 1, April 19, May 24, June 7

**Location:** 0102 Seneca Building

**Time:** 9:00am-10:30am

**Learning Fee:** \$0.00

**Audience:** All University employees





## **STAY TUNED**

### **MORE COURSES COMING LATER IN 2018**

- Fearless Conversations in Supervision
- Fearless Leadership Conference
- LDI III: Transformational Leadership
- Workplace Safety (online & required)
- Cybersecurity Awareness (online & required)
- Workshops for Spanish Speaking Employees



## CUSTOM TRAINING

The most effective learning takes place when an entire department goes through the program together.

Custom training can be a workshop, online course, or team building event, to positively support engagement.

For more information about custom training options contact LTD at 301-405-5651 or [traindev@umd.edu](mailto:traindev@umd.edu)



## CAMPUS TRAINING PARTNERS

**If you work with training initiatives on campus contact 301-405-5651 to join the training partners community.**



# OFFICE OF EMPLOYEE BENEFITS SEMINARS & WORKSHOPS

All dates are confirmed - visit [www.training.umd.edu](http://www.training.umd.edu) for times and locations.



## UNIVERSITY HUMAN RESOURCES

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### EMPLOYEE BENEFITS

### Wellness Wednesdays Lunch & Learns

*For all faculty and staff*

January 17 - Goal Setting

February 7 - Know Your Fats

March 7 - Herbs & Natural Foods

April 4 - Yoga in the Chair

May 2 - Sleep Like a Baby

June 6 - Men's Health

### Maryland Supplemental Retirement Plans (MSRP)

*For all faculty and staff*

January 26 - Get Your Financial House in Order & Avoid Money Traps

February 13 - Age 35 & Younger: Tips for Achieving Financial Independence

March 12 - Steps to Success with a Supplemental Plan Membership: Overview of Plans

April 20 - How Much Will Be Enough for MY Retirement?

May 18 - Your Payout Options for Retirement

June 15 - Stretch Those Dollars!

### State Pension Pre-Retirement Seminars

*For faculty and staff who are members of the State Retirement & Pension System*

January 12

April - TBA

### Optional Retirement Plan (ORP) Pre-Retirement Seminars

*For faculty and staff who are members of the Optional Retirement Plan*

January 19

April - TBA

### College Savings Plan

*For parents of college bound kids*

January 16

### Financial Planning

*For all faculty and staff*

January 31

### Annual Open Enrollment Fair

*For all faculty and staff*

Fall 2018 - Date & Time TBA - Stamp Student Union

### Wellness Fair

*For all faculty and staff*

March 13, 9:00am-11:00am, Stamp Student Union

### April is National Financial Literacy Month

*All faculty and staff are invited to attend workshops on the following topics.*

*Dates and locations to be announced - visit [www.training.umd.edu](http://www.training.umd.edu)*

Budgeting

Estate Planning

Retirement Income

Financial Planning

Social Security

College Savings Plans

Pre-Retirement Seminars

## CONTACT US

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301.405.5651

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[training.umd.edu](http://training.umd.edu)

1101 Chesapeake Building



UNIVERSITY  
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LEARNING & TALENT DEVELOPMENT