

SUPPORTING A CULTURE OF INNOVATION AND HIGH PERFORMANCE

PROFESSIONAL DEVELOPMENT AND WELLNESS EDUCATION



CREATING A SUCCESSFUL

**AMERICAN
UNIVERSITY**

 WASHINGTON, DC

FALL 2014 AND SPRING 2015

AMERICAN UNIVERSITY
IS A PLACE WHERE KNOWLEDGE IS CREATED
WHERE KNOWLEDGE CHANGES LIVES, AND THOSE LIVES GO ON TO

CHANGE THE WORLD

PRESIDENT NEIL M. KERWIN

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On behalf of the Human Resources Workplace and Learning Development (WLD) team, I am pleased to share American University's 2014-2015 Professional Development and Wellness training catalog.

American University's ongoing commitment to professional and personal development is reflected in the broad selection of programs contained in this catalog which includes new courses and additional classroom sessions.

This year, we are excited to offer Stephen Covey's *The 7 Habits of Highly Effective People*®. For more than 15 years, it has been considered to be the premier program in productivity training for thousands of people and organizations worldwide. This three-day course provides insights on how to be more focused, develop strong relationships based on trust, and how to reach a work-life balance.

As part of AU's ongoing commitment to creating a diverse and inclusive community, we have incorporated the very popular, *Unconscious Bias* training to our regular offerings. This course explores neuroscience models and examines how unconscious bias impacts our decision making.

We also have added the *StrengthsQuest* skills assessment that explores a strength-based approach to professional development which can contribute to your success. This assessment was designed specifically for university settings to identify areas where you may excel.

The lunch and learn *Focused Learning Certificate* series will be expanded in the coming year to meet the demands of this popular program time. Focused Learning Certificates are awarded when you attend three workshops in the *Customer Service* or *Productivity* series. We encourage you to continue to develop your skills to achieve higher effectiveness and efficiencies in your current role or prepare for a new one.

The Human Resources Workplace Learning and Development team of training professionals is dedicated to helping you make the most of your skills, regardless of your level, in a positive and supportive work environment. Please let us know how we can help you meet your needs and goals and we welcome your suggestions and comments.

A handwritten signature in cursive script that reads "Beth Muha".

Beth Muha
Assistant Vice President
Human Resources

PROFESSIONAL DEVELOPMENT

Required Courses for Staff, Managers, Faculty Supervisors of Staff, and Part-Time Staff

These courses are offered throughout the year to facilitate the integration of new staff into the university environment and to meet regulatory and policy requirements. Managers and faculty supervisors of staff are required to take several additional courses.

COMPLETE WITHIN 30 DAYS OF HIRE DATE	FULL-TIME STAFF	MANAGERS & FACULTY SUPERVISORS	PART-TIME STAFF
New Hire Orientation	✓	✓	✓*
Performance Management Program: Overview and Goal Setting (process and system)*	✓	✓	
Compensation at AU: An Overview of the Staff Compensation Program*	✓	✓	
Unlawful Harassment Prevention for Higher Ed Staff*	✓	✓	✓
Unlawful Harassment Prevention Supervisor Supplement for Higher Ed Staff*		✓	
COMPLETE WITHIN 4 MONTHS OF HIRE DATE			
Creating a Service Culture		✓	
Fiscal Management Basics		✓	
People Management Basics		✓	
Preventing Discrimination and Sexual Violence: Title IX and the SaVE Act for Staff*	✓	✓	✓
Reducing Your Digital Risk: Security Basics Part I & Part II*	✓	✓	✓
Service Plus	✓	✓	
COMPLETE AS TIMED WITH PERFORMANCE CYCLE			
Performance Management Program: Setting Performance Expectations (skill set for a successful discussion)†		✓	
Performance Management Program: The Mid-year Discussion (process and system)*	✓	✓	
Performance Management Program: Year-end Appraisal (process and system)*	✓	✓	
Performance Management Program: Reviewing Performance Progress (skill set for a successful discussion)†		✓	

†Courses available in instructor-led classes or online.

*Courses only available online.

REQUIRED COURSES FOR ALL STAFF, MANAGERS, AND FACULTY SUPERVISORS OF STAFF

COMPENSATION AT AU*

This 30-minute interactive video provides an overview of the staff compensation program.

Participants will be able to:

- Understand the pay band structure
- Assign positions to the pay band structure
- Recognize the link between pay and performance
- Identify career growth opportunities

Workshop length: 30 minutes

NEW HIRE ORIENTATION

Get a comprehensive introduction to AU, from the university's history, to policies and procedures, benefits, and payroll. Orientation includes a campus tour and a technology overview. You also will get your photo ID.

Participants will be able to:

- Explain the history and current organization of AU
- Identify technology resources for staff
- Recognize campus locations
- Complete tax and employment verification forms
- Understand AU's benefit options, policies and procedures

Workshop length: Eight hours instructor-led class for full-time staff, 30 minutes online for part-time staff

PERFORMANCE MANAGEMENT PROGRAM: OVERVIEW & GOAL SETTING*

Learn about American University's Performance Management Program, in the AsuccessfulU system.

Participants will be able to:

- Create performance goals
- Assign and link goals
- View the manager dashboard
- Display how to use and print display options

Workshop length: 30 minutes

PERFORMANCE MANAGEMENT PROGRAM: THE MID-YEAR DISCUSSION*

This 30-minute interactive video discusses the process of completing the PMP Mid-year discussion. Additional guidance on how to identify areas for development and create development plans for professional growth is covered.

Participants will be able to:

- Participate in and complete the Mid-year discussion process
- Identify areas for professional development
- Create development plans for professional growth

Workshop length: 30 minutes

PERFORMANCE MANAGEMENT PROGRAM: YEAR-END APPRAISAL*

This 35-minute interactive video reviews the PMP Year-end appraisal process including a focus on year-end ratings.

Participants will be able to:

- Understand the five point rating scale
- Recognize challenges and strategies for rating goals
- Apply tools to rate competencies effectively

Workshop length: 35 minutes

*Courses only available online.

PREVENTING DISCRIMINATION AND SEXUAL VIOLENCE: TITLE IX AND THE SAVE ACT FOR STAFF*

This course meets training requirements for employees mandated by the Campus Sexual Violence Elimination Act (Campus SaVE Act), which is part of the Violence Against Women Reauthorization Act (VAWA), and Title IX (whose training mandates apply to schools that receive federal funding for education programs or activities). The course educates faculty and staff members about sex discrimination and sexual violence, as well as how the school prohibits such offenses, and employee responsibilities to respond.

Participants will be able to:

- Understand the basics of Title IX and AU's policies
- Understand the Campus SaVE Act and AU's policies
- Learn how to recognize stalking and dating violence
- Learn how to file a complaint
- Learn prevention tips and access resources for help

Workshop Length: 60 minutes

REDUCING YOUR DIGITAL RISK: SECURITY BASICS PART 1*

Offered by the Office of Information Technology

This collection of short videos will introduce you to 5 important topics designed to increase your awareness of cyber threats and help you to protect and defend American University's digital resources.

Course topics include:

- You are the Target
- Social Engineering
- Email & Messaging
- Browsing
- Social Networking

Workshop length: 20 minutes

REDUCING YOUR DIGITAL RISK: SECURITY BASICS PART 2*

Offered by the Office of Information Technology

This is the second part of a collection of short videos designed to increase your awareness of cyber threats and help you to protect and defend American University's digital resources.

Course topics include:

- Mobile Device Security
- Passwords
- Data Security
- Data Destruction
- Hacked

Workshop length: 20 minutes

SERVICE PLUS

Learn about the Service Success Loop and strategies for creating strong service-client relationships in a student-centered environment. Exercises will teach you how to identify what your client is requesting and how to meet emotional needs while delivering products and services. Also, learn how to deal with dissatisfied clients and communicate under challenging circumstances.

Participants will be able to:

- Work more effectively with external customers, internal partners, and others
- Demonstrate confidence in handling customer interactions
- Identify the best approach to each customer and situation

Workshop length: Eight hours

*Courses only available online.

UNLAWFUL HARASSMENT PREVENTION FOR HIGHER ED STAFF*

This training is intended to prevent workplace discrimination and harassment – racial, ethnic, sexual, or otherwise – and to promote respect for colleagues. You will learn how to identify harassment in the workplace and become familiar with AU’s policies on discrimination and sexual harassment.

Participants will be able to:

- Identify problematic behaviors relating to discriminatory and sexual harassment
- Explain AU’s policy on discriminatory and sexual harassment
- Identify the steps to take if harassment has occurred
- Identify the resources available to AU employees

Workshop length: One hour

*Courses only available online.

Customized Training Solutions and Resources

Workplace Learning and Development offers organizational development services to American University staff through:

- | | | |
|-----------------------------------|---|---------------------------------|
| • Online Training Courses | • Meeting Facilitation | • Retreat Handbook for Leaders* |
| • Performance Management Programs | • Staff Retreat Facilitation | • Consulting Services Brochure |
| • Consulting Services | • Creative Problem Solving Facilitation | |

Note: Some custom sessions require extra time to develop, so please plan ahead. For information and to schedule, email the Workplace Learning and Development team at AsuccessfulU@american.edu.

*These courses and resources are provided online through AsuccessfulU via the myAU portal.

ADDITIONAL REQUIRED COURSES FOR MANAGERS AND FACULTY SUPERVISORS OF STAFF

CREATING A SERVICE CULTURE

This course gives you the essential skills and practices to create and promote a service-oriented culture. Examine your role in creating and supporting AU's commitment to student-centered service. Learn to recognize the factors that diminish service and what you can do to create an environment that fosters service-oriented systems, processes, and behaviors.

Participants will be able to:

- Identify opportunities to use authority and influence to improve customer service
- Focus their efforts to achieve the results most important to customers
- Identify actions that create customer loyalty

Workshop length: Four hours

FISCAL MANAGEMENT BASICS

AU's financial health depends greatly on the employees who manage the university's fiscal resources. This course provides information essential to employees who are involved in financial management including budgeting, purchasing, and/or accounts payable.

Participants will be able to:

- Gain a high-level view on the university's budget process and financial standing
- Learn the who, what, and why in planning, managing, and accounting for the university's fiscal resources
- Get a sampling of the technological tools that support fiscal management at AU

Workshop length: Four hours

"This was a good beginning to understand the university financial system."

PEOPLE MANAGEMENT BASICS

This program provides supervisors and managers with a comprehensive overview of American University's policies and procedures needed to perform your managerial duties in compliance with university policy and local and federal regulations. Topics covered include: employment policies and employment law, compensation policies, recruiting, e-actions, timesheet management, managing a flexible workforce, employee probation, and the basics of FMLA, short term, and long term disability.

Participants will be able to:

- Identify their responsibilities regarding AU's employment policies and procedures
- Recognize their responsibility in supporting university policies, and local and Federal regulations
- Identify resources available to them

Workshop length: Eight hours

PERFORMANCE MANAGEMENT PROGRAM: REVIEWING PERFORMANCE PROGRESS†

This course helps managers and leaders drive performance and accountability by replacing the "dread" of performance reviews with the "human touch" that builds trusting relationships with the people who report to you. Learn how to conduct effective discussions that recognize their success and plan for their future development.

Participants will be able to:

- Support good performance and address less than desirable results
- Build responsibility in monitoring, collecting, and analyzing performance data
- Handle challenging situations that can arise during progress review discussions

Workshop length: Four hours instructor-led class or two hours online

†Courses available in instructor-led classes or online.

PERFORMANCE MANAGEMENT PROGRAM: SETTING PERFORMANCE EXPECTATIONS†

This course helps managers and leaders drive performance and accountability by helping people understand what is expected of them and ensuring their commitment to achieving it. When you conduct effective expectation-setting discussions, people feel more motivated to perform well because they see how their efforts make a difference.

Participants will be able to:

- Ensure agreement of performance expectations
- Assist others in identifying performance expectations that align with the organization's goals
- Handle challenging situations that can arise during expectation-setting discussions

Workshop length: Four hours instructor-led class or two hours online

"I thought this was a great course. Everyone should take it. Very interesting and it really makes you think."

UNLAWFUL HARASSMENT PREVENTION SUPERVISOR SUPPLEMENT FOR HIGHER ED STAFF*

Prerequisite: Unlawful Harassment Prevention for Higher Ed Staff

This training covers a manager's responsibilities when issues involving discrimination and harassment arise. You will learn about a manager's obligation to report instances of suspected harassment as well as prohibitions regarding retaliation.

Participants will be able to:

- Recognize the role of the manager during a potential harassment issue

Workshop length: 30 minutes

†Courses available in instructor-led classes or online.

*Courses only available online.

FOCUSED LEARNING CERTIFICATES

The Focused Learning Certificates are offered as a series of three, two-hour lunch and learn sessions. These certificates can be earned by attending three sessions of an individual topic. The sessions will include practical applications and case studies for you to quickly utilize strategies shared in the sessions. We invite you to attend these series of courses to improve your skills and to obtain tips and tools.

HANDLING CHALLENGING CUSTOMER SITUATIONS CERTIFICATE

Attend all three workshops to receive the certificate

The Art of Saying “No”

Learn how to say, “no” diplomatically and effectively while still giving your customers a sense that they are receiving quality service and a reasonable resolution. This session explores effective ways to say, “no” to customers.

Participants should be able to:

- Identify situations that require saying, “no” to a customer
- Brainstorm language that says, “no” without using the actual word

Workshop Length: 2 hours

Dealing with Out-of-Bounds Customers

This session will help you to identify when customers are truly being difficult and effective solutions to prevent customers from becoming difficult.

Participants should be able to:

- Identify when a customer is out-of-bounds
- Identify strategies for effectively preventing difficult behavior and dealing with irate and irrational customers

Workshop Length: 2 hours

Feedback: A Matter of Give and Take

Feedback is a valuable learning tool although it can be difficult to give and/or receive. This session will help you to identify barriers to feedback and identify actions to take on feedback you receive.

Participants should be able to:

- Identify what helps or hinders acceptance of feedback
- Identify actions to take when feedback is received

Workshop Length: 2 hours

IMPROVING PRODUCTIVITY CERTIFICATE

Attend any three of the four workshops to receive the certificate

Managing Email Effectively

Offered by the Office of Information Technology

In this workshop, you’ll learn to effectively use Lotus Notes to master calendar tasks, prioritize assignments, find more free time in each day, and focus on departmental goals by efficiently filing and finding emails. Also see how WIIFM works in helping you better plan your day, explore three approaches to setting priorities to meet your goals/avoid missed deadlines, and why incorporating a SMART plan can help you accomplish your organizational objectives.

Participants should be able to:

- Learn the three approaches to setting priorities
- Set up a SMART plan for Lotus Notes

Workshop Length: 2 hours

Managing Multiple Projects

Offered by the Office of Information Technology

This workshop provides a methodology for planning out your time (the “supply”) in order to make sure you get the most important things in your life done (the “demand”). Bring a list of all the things you want to tackle (projects, tasks, to do’s, reminders, etc.) and you will have a chance to plan it out according to this methodology. Learn how to focus on the big priorities so that the smaller items don’t take over your time.

Participants should be able to:

- Examine approaches to setting project priorities
- Organize work into urgent and important categories
- Explore project organization tools (SharePoint, Lotus Notes Calendar, MS Project)

Workshop Length: 2 hours

Collaborating with SharePoint

Offered by the Office of Information Technology

Learn some of the features of SharePoint that make it easy to share information. Learn how to work on documents simultaneously with other people.

Participants should be able to:

- Explore SharePoint
- Create a document library, a list, and a discussion

Workshop Length: 2 hours

Leading Effective Meetings

In this workshop, you will learn the three steps to running a successful meeting. This is a hands-on workshop where you will work on a meeting that you are currently leading and would like to improve. You can immediately begin to implement the takeaways at the next meeting you run.

Participants should be able to:

- Learn the three steps to a successful meeting
- Create your individualized plan for maximizing your meetings

Workshop Length: 2 hours

HIGH PERFORMANCE THROUGH PERSONAL SKILLS MASTERY CERTIFICATES

These certificate options are open to staff, managers, and faculty supervisors to explore personal work styles and habits and how to make the best use of your skills, abilities, and preferences to build or enhance your career. Required courses for each certificate are as follows:

Building Commitment to Diversity and Inclusion Certificate

- Exploring Intercultural Communication
- Generations in the Workplace
- Safe Space Workshop
- Valuing Diversity and Inclusion

High Performance Certificate

Prerequisite: Communicating with Impact

- Personal Empowerment: Using Your Initiative
- Improving Personal Productivity
- Taking Charge of Your Career Development

Maximizing Project Impact Certificate

- Process Mapping
- Project Management
- Rational Decision Making

Personal Development Certificate

- Introduction to the Myers-Briggs Type Indicator (MBTI)
- Presenting Yourself with Impact
- Emotional Intelligence for the Workplace

Team Development Certificate

Prerequisite: Communicating with Impact

- Reaching Agreement in Teams
- Working as a High Performance Team
- Maximizing Meeting Effectiveness

Navigating Change Certificate

Prerequisite: Communicating with Impact

- Navigating Beyond Conflict
- Building Trust with Colleagues
- Embracing Change

HOW TO FIND MORE INFORMATION ABOUT A COURSE

To find more information about a course listed in the certificate programs, look them up alphabetically in the following pages under *Courses for All Staff* or search for them in the online AsuccessfulU catalog.

PROFESSIONAL DEVELOPMENT COURSES FOR ALL STAFF

Offered by the Office of Human Resources

Courses listed in this section are appropriate for any individual contributor, manager, or faculty supervisor who seeks to improve their work performance, communication skills, or collaboration abilities.

BEST PRACTICES IN RECRUITMENT

This customized, interactive course focuses on the recruitment process at AU as well as outlines the different phases of the overall recruitment process. Participants will learn about best practices, standard AU recruitment procedures, legal considerations, and a general overview of how the Recruitment Team can assist you with the recruitment process to make the best hire.

Participants will be able to:

- Recognize best practices in recruitment
- Identify AU recruitment procedures

To schedule: Please contact

TheWorkLine@american.edu, 202-885-3563

BEST PRACTICES IN RECRUITMENT: ONLINE APPLICATION SYSTEM (OLA)

This customized course teaches the step-by-step process for using OLA, American University's online application recruitment system. Learn how to submit job posting requests, review job descriptions and applications, use pre-screen questions, and more for full-time and part-time staff positions, as well as student positions. This course is strongly recommended for hiring managers, faculty supervisors, and department HR representatives. This course can also be customized for individual search committees.

Participants will be able to:

- Demonstrate a step-by-step process for using OLA
- Submit job posting requests, review job descriptions and applications
- Utilize pre-screen questions for full-time and part-time staff positions

To schedule: Please contact

TheWorkLine@american.edu, 202-885-3563

BUILDING TRUST WITH COLLEAGUES

Prerequisite: Communicating with Impact

Trust is the responsibility of each individual – no exceptions. In a trusting environment you see more teamwork, partnering, and productivity. This course gives hands-on, proven strategies for building trust in the workplace.

Participants will be able to:

- Encourage open communication to strengthen trust which contributes to your organization's success as well as your own
- Take specific action daily to strengthen trust in your personal interactions
- Develop an action plan for building trust with your coworkers, team, customers, leaders, and others

Workshop length: Four hours

COMMUNICATING WITH IMPACT*

Prerequisite for Building Commitment to Diversity and Inclusion Certificate, High Performance Certificate, and Team Development Certificate

This course presents the basics on how to work well together, reduce time wasted, minimize conflict, and influence interactions in a positive way.

Participants will be able to:

- Identify the most effective way to interact with others to reduce time wasted and miscommunications
- Maintain strong working relationships and reduce misunderstandings and conflict
- Develop strategies to maximize successful interactions

Workshop length: Two hours

*Courses only available online.

"I thought it was good. I actually completed it in multiple sittings and the story line was fun and made it easy to come back to."

CREATIVE PROBLEM SOLVING FOR INDIVIDUAL INNOVATION

At times you may become blocked or paralyzed when faced with many issues that seem beyond your control. This course gives you some simple and easy-to-use tools and techniques to deal with common work issues to help maximize your creative potential, solve problems, and achieve results.

Participants will be able to:

- Define creativity and innovation
- Demonstrate tools and techniques for creative and innovative problem solving
- Explain innovation as a strategic initiative of American University

Workshop length: Four hours

CRITICAL THINKING FOR PEAK PERFORMANCE

This session defines critical thinking and outlines a useful framework to promote it in both your professional and personal life. You will become familiar with various approaches to clarify issues and arrive at appropriate solutions.

Participants will be able to:

- Define critical thinking
- Outline a framework to promote critical thinking in your professional and personal lives
- Identify approaches to issues to arrive at appropriate solutions

Workshop length: Four hours

EMBRACING CHANGE

This course develops the confidence and skills needed to face change and welcome it as an opportunity to grow and learn.

Participants will be able to:

- Effectively recognize, explore, and overcome personal resistance to change
- Minimize the negative impact on individuals, work groups, and the organization adapting to change
- Demonstrate a change mindset that influences others to embrace workplace change

Workshop length: Four hours

EMOTIONAL INTELLIGENCE FOR THE WORKPLACE

Emotional intelligence is the ability to understand and express emotions constructively, empathize with others' feelings, and establish cooperative interpersonal relationships. Assess your emotional intelligence level and explore how you can better handle emotions more productively and cope with new situations as they arise.

Participants will be able to:

- Define emotional intelligence
- Assess your emotional intelligence
- Explore handling emotions in a productive manner

Workshop length: Four hours

EXPLORING INTERCULTURAL COMMUNICATION

This workshop explores the impact of culture on your work life at AU, a highly diverse environment, and in your day-to-day communications with others. You will be introduced to culture scales of communication, time, power, obligations, and work dynamics through case studies, lecture, and group discussions.

Participants will be able to:

- Examine the impact of intercultural communication on your work life
- Discuss fundamental concepts related to intercultural communication
- Identify barriers to intercultural communication and ways to reduce or manage them

Workshop length: Four hours

GENERATIONS IN THE WORKPLACE

AU's current workforce is more multi-generational than ever. Learn about the differences and commonalities among generations and their defining experiences and characteristics. Consider generation as an aspect of culture and learn about the World War II, Baby Boomer, Generation X, and Millennial generations. Share strategies for communication with colleagues of all ages.

Participants will be able to:

- Discuss ways in which the work environment can be affected by intergenerational issues
- Recognize how perception impacts attitudes and behaviors
- Identify techniques to support teamwork and productivity in the multi-generational workplace

Workshop length: Four hours

GIVING AND RECEIVING IDEAS: HOW TO INFLUENCE ACCEPTANCE AND REALIZE POTENTIAL

This course looks at “idea apathy” from two perspectives: the creator-giver, and the leader-receiver. Learn how to build a case for an idea, identify how your style affects your approach, and explore the viability of an idea with another person.

Participants will be able to:

- Identify barriers to getting ideas accepted
- Demonstrate a three step planning process for acceptance of your ideas
- Use a structure for discussing ideas that will increase acceptance

Workshop length: Four hours

IMPROVING PERSONAL PRODUCTIVITY

This course, plus a reference book, teaches you work habits to increase your productivity and decrease your stress due to unfinished or late projects, abandoned initiatives, or dissatisfied customers. Gain tools that can make the difference between success and failure in your work.

Participants will be able to:

- Analyze current work responsibilities
- Apply tips and tools to successfully prioritize, handle interruptions, overcome procrastination, and keep yourself motivated
- Develop an action plan for improving your personal productivity

Workshop length: Four hours

“The course motivated me to begin putting processes into place to help me set priorities.”

INTRODUCTION TO THE MYERS-BRIGGS TYPE INDICATOR (MBTI)

MBTI measures preferences in how people perceive the world and make decisions. It has been called “the world’s most widely used personality assessment.” It is based on Carl Jung’s idea that much seemingly random variation in behavior is actually quite orderly and consistent, based on the ways individuals prefer to use their perception and judgment. This course will help you understand and appreciate the value and challenges of working and interacting with different personality types. Participants must complete and submit the MBTI online at least one week before the start of class (information will be provided when you register).

Participants will be able to:

- Discuss a framework for understanding
- Identify your MBTI type
- Recognize ways to interact effectively with different types

Workshop length: Three hours

“It actually made me completely re-look at a lot of my own personality aspects which I had previously taken for granted. Kind of mind blowing!”

MAXIMIZING MEETING EFFECTIVENESS

People at all levels need to know how to run a meeting efficiently and effectively. This course enhances your skills to communicate a clear agenda, resolve personality conflicts with diplomacy, handle an intervention, moderate decision making, and generate an action plan. You also learn how to plan, facilitate, and follow-up to save time and resources.

Participants will be able to:

- Recognize the responsibilities of a meeting leader in planning, facilitating, and following up on meetings
- Use a set of tools and techniques for leading meetings to ensure that meeting results are achieved
- Create and implement a meeting strategy that addresses the practical and personal aspects of meetings

Workshop length: Four hours

NAVIGATING BEYOND CONFLICT

Prerequisite: Communicating with Impact

In this course, you will examine the differences that people bring to the workplace, appreciate the creativity and innovation that it can produce, but also recognize the differences that can lead to misunderstandings, discord, or dispute. Learn how to recognize the warning signs of conflict, take action to prevent situations from escalating, and effectively resolve conflicts.

Participants will be able to:

- Identify the causes and cost of conflict as well as the benefits it can bring
- Analyze a conflict to determine an objective, focused approach to working it out
- Demonstrate conflict resolution skills and tools to navigate through a challenging conflict

Workshop length: Four hours

PERSONAL EMPOWERMENT: USING YOUR INITIATIVE

Learn why empowerment is important, how it can help you grow personally and professionally, and what taking initiative means. Explore the six key empowerment actions and create a plan for personal development to make your job more rewarding and make you a more valuable member of your team.

Participants will be able to:

- Define personal empowerment and its role in empowering you and others
- Recognize personal and common barriers to taking initiative
- Identify appropriate personal empowerment actions and plan how to use them

Workshop length: Four hours

POLITICAL SAVVY

This course will help you to recognize the games and power plays that members of teams and organizations often utilize to obtain information, influence relationships, and gain power and authority. Learn strategic influencing approaches to counteract these often destructive actions.

Participants will be able to:

- Recognize territorial games that can negatively affect individual and organizational performance
- Develop effective strategies for minimizing the effect of territorial games in your work life
- Explore the different strategic influencing approaches appropriate for different audiences

Workshop length: Four hours

PRESENTING YOURSELF WITH IMPACT

Based on the book *Life Is a Series of Presentations*, this workshop helps you communicate more effectively in conversation, presentations, seminars, and workshops. At the end of the course, you will be able to express yourself more confidently in any situation.

Participants will be able to:

- Discuss how life is a series of presentations
- Analyze ways in which you present yourself verbally (written/oral) and visually (appearance, physical gestures, actions, etc.)
- Apply techniques to future interactions

Workshop length: Four hours

PROCESS MAPPING

Process mapping is a visual tool that aids in analyzing department processes (e.g., recruiting, onboarding, event reservation, and imaging system implementation). Process mapping allows you and your team to identify variances in your processes and problem solve to correct them.

Participants will be able to:

- Recognize the value of mapping your department processes
- Apply the mapping process to a simple department process

Workshop length: Two hours

“I’m so excited to put what I learned in this course to use in my role and for my team – it definitely helped identify some areas we can make processes for.”

PROJECT MANAGEMENT

Offered by the Office of Information Technology

This course prepares you to implement the principles and techniques of project management immediately within your organization or team. By applying effective skills, tools, and techniques you will deliver projects within the constraints of time, cost, quality, and scope. In addition, you will learn to develop realistic project schedules, use the critical path method, manage project risks, and respond to real-world scenarios.

Participants will be able to:

- Identify the concepts, terminology, and methodology of project management
- Recognize the importance of project management in achieving outcomes
- Develop project schedules

Workshop length: Eight hours

RATIONAL DECISION MAKING

Learn how to make unbiased decisions using a structured methodology for gathering information, prioritizing, and evaluating it. By limiting conscious and unconscious biases that draw attention away from the outcome, you can make the best possible choice to achieve favorable results with minimal negative consequences.

Participants will be able to:

- Demonstrate a process for making defensible decisions based on the evaluation of specific, established criteria
- Prioritize criteria for success
- Identify risks associated with options

Workshop length: Four hours

STRENGTHSQUEST

Discover how your talents can help you develop personally and professionally to do your best every day. StrengthsQuest will help you learn ways to leverage your talents at work – which can help you be more engaged, productive, and successful. You will review and analyze your assessment results and explore how a strengths based approach to skill development can work to contribute to your success. Participants must complete the StrengthsFinder assessment online as pre-work for the course (information will be provided when you register).

Participants will be able to:

- Analyze a strengths-based and positive psychological approach
- Utilize a common language to describe human strengths
- Consider possibilities for direct application at AU

Workshop Length: Two hours

TAKING CHARGE OF YOUR CAREER DEVELOPMENT

Prerequisite: Communicating with Impact

Reflect on your career at the university, and consider how your skills and interests can guide your professional decisions and career development. You will be asked to submit a completed Strong Interest Inventory one week prior to the start of class for reference (information will be provided when you register).

Participants will be able to:

- Identify a framework for making career changes
- Explore your preferences and needs to identify potential career development goals
- Develop strategies for setting and meeting career development goals

Workshop length: Four hours

“Very interesting training. It has helped me set my career goals.”

THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE

Problems caused by ineffectiveness cannot be solved with the same ineffective thinking that created them. For more than 15 years, *The 7 Habits of Highly Effective People*® has provided the ultimate in productivity training for thousands of people and organizations worldwide. Learn the power of effectiveness and feel more satisfied with what you accomplish each day. Know where you are going and discover the secrets to success and fulfillment within you. This three day course will provide you with insights on how to be more focused, develop strong relationships based on trust and how to reach a work-life balance. Participants must complete online pre-work prior to the start of the course (information will be provided when you register).

Participants will be able to:

- Identify the 7 Habits that will trigger individual change and better habits
- Define vision and values, set measurable goals and obtain desired outcomes
- Use effective planning tools to focus on important activities and execute strategic mission-related goals

Workshop Length: Three days

UNCONSCIOUS BIAS

Unconscious bias is our natural preferences that influence our decision making each day. Whether you're making decisions around hiring, purchasing, promotions, and job assignments, or just interacting with peers and colleagues, your unconscious bias is influencing your thoughts, actions, interactions, and decisions.

Participants will be able to:

- Understand the affects and realities of unconscious bias
- Identify the challenges and opportunities we face in the workplace through the lens of our natural preferences
- Identify techniques to increase self-awareness and better management of biases

Workshop length: Four hours

VALUING DIVERSITY AND INCLUSION

The differences people bring to the workplace can promote tremendous creativity and innovation. Those same differences, however, can also contribute to misunderstandings as you work with others who have different styles and work ethics. This course creates awareness of how to recognize and appreciate differences leading to more options and better problem solving.

Participants will be able to:

- Discuss the role of perception in your attitude towards differences
- Identify biases and how it affects your interactions with others and personal productivity
- Explain the connection between valuing diversity and inclusion to AU's strategic plan for future success

Workshop length: Four hours

WORKING AS A HIGH PERFORMANCE TEAM

For a team to achieve its goals, each member must do more than just carry their own weight. They must involve, support, and share information with their teammates. Explore team success factors to improve the performance of your teams to achieve goals. Learn how to promote collaboration, share information, and support each other to be an effective team.

Participants will be able to:

- Recognize the characteristics that all effective teams share
- Discuss the stages of team development
- Identify critical team success factors

Workshop length: Four hours

"I learned the formal stages of team development which will help me when organizing future teams."

HIGH PERFORMANCE THROUGH LEADERSHIP CERTIFICATES

These certificate options are open to managers and faculty supervisors to explore personal work styles and habits and how to make the best use of your skills, abilities, and preferences to build or enhance your career. The certificate options in this series focus on improving your management and leadership skills. Required courses for each are as follows:

Launching as a New Manager Certificate

Prerequisite: Essentials of Leadership

- Getting Started as a New Leader*
- Maximizing Meeting Effectiveness
- Delegating for Results

Leading for Engagement and Inclusion Certificate

- Essentials of Leadership†
- Building an Environment of Trust for Leaders
- Delegating for Results
- Managing for Respect in the Workplace: We Need to MEET

Leading for High Performance Certificate

- Project Management
- Building an Environment of Trust for Leaders
- Critical Thinking for Peak Performance
- Improving Personal Productivity

Leading Innovative Thinking Certificate

- Leadership: Creating the Climate for Innovation
- Creative Problem Solving for Individual Innovation
- Giving and Receiving Ideas: How to Influence Acceptance and Realize Potential

HOW TO FIND MORE INFORMATION ABOUT A COURSE

To find more information about a course listed in the certificate programs, look them up alphabetically in the following pages under *Courses for Managers and Leaders* or search for them in the online AsuccessfulU catalog.

†Courses available in instructor-led classes or online.

*Courses only available online.

Leading with Impact Certificate

Prerequisite: Essentials of Leadership

- Coaching for Improvement†
- Leading Change†
- Coaching for Success†

Leading with Insight Certificate

- Situational Leadership
- Emotional Intelligence for the Workplace
- Building an Environment of Trust for Leaders
- Political Savvy

Leading for Results Certificate

Prerequisite: Essentials of Leadership

- Developing Others
- Setting Performance Expectations†
- Reviewing Performance Progress†

PROFESSIONAL DEVELOPMENT COURSES FOR MANAGERS AND LEADERS

Offered by the Office of Human Resources

There are many roles at the university which require the ability to provide leadership to others. These courses are appropriate for any staff member who lead full-time, part-time, or student staff, as well as those who play leadership roles in committees, cross-departmental initiatives, and as technical experts.

ASUCCESSFULU: GOAL REPORTS FOR MANAGERS*

Go further with AsuccessfulU and explore the goal reports available to you as a manager. Monitor your staff goals via the AsuccessfulU reports tab.

Participants will be able to:

- View your staff's goals from your goal plan
- View goal data from the reports dashboard
- Export goal data to Microsoft Excel

Workshop Length: 10 minutes

ASUCCESSFULU: PERFORMANCE FORM REPORTS FOR MANAGERS*

Learn how to monitor the progress of Mid-year and Year-end performance forms through AsuccessfulU.

Participants will be able to:

- View your staff performance forms available through the performance tab
- View your team's performance data in the reports dashboard
- Export performance form data to Microsoft Excel
- View the performance forms of your entire reporting structure

Workshop Length: 10 minutes

BUILDING AN ENVIRONMENT OF TRUST FOR LEADERS

Trust is a key ingredient of employee engagement and loyalty. Learn how to create a trust-based work environment in which people take risks, identify and solve problems, and work together. Examine why you may not trust someone and explore ways to repair your relationship.

Participants will be able to:

- Recognize how trust in the workplace affects business results
- Identify common workplace barriers that can break trust and opportunities to build it
- Apply interaction skills to foster open communication and build and maintain trusting relationships

Workshop length: Four hours

COACHING FOR IMPROVEMENT†

Prerequisite: Essentials of Leadership

This course equips you with the skills to assist others to develop a plan for improvement and to maintain accountability. Learn how to provide constructive feedback and support, bolster morale, and handle challenges or uncomfortable situations.

Participants will be able to:

- Demonstrate how to deal with performance or work habit problems
- Use a technique to provide specific, balanced feedback to help staff improve their performance
- Recognize that coaching for improvement is an ongoing process with specific action steps

Workshop length: Four hours instructor-led class or two hours online

†Courses available in instructor-led classes or online.

*Courses only available online.

COACHING FOR SUCCESS†

Prerequisite: Essentials of Leadership

This course teaches you how to help people learn from their successes rather than their mistakes to benefit individuals, strengthen work groups, and support the organization's objectives and priorities. Learn how to conduct an effective coaching session, provide support, observe performance, measure results, and explore coaching opportunities that lead to individual and team success.

Participants will be able to:

- Recognize opportunities to build your team's knowledge, skills, and confidence by providing proactive coaching
- Prepare a step-by-step approach to coaching for success
- Identify the elements of ongoing coaching: observing performance, measuring results, and providing timely feedback and support

Workshop length: Four hours instructor-led class or two hours online

DELEGATING FOR RESULTS

Prerequisite: Essentials of Leadership

Learn how to delegate and maximize staff involvement, productivity, motivation, and growth for your group and organization. By delegating you will create a more competent and engaged team.

Participants will be able to:

- Identify tasks and responsibilities that should be delegated
- Recognize criteria to select the best people for tasks and responsibilities
- Use the "Interactive Process" to conduct a delegation discussion

Workshop length: Four hours

DEVELOPING OTHERS

Are development plans something that people only do "if they have time?" Does the development planning process break down at key points? This course provides leaders, coaches, and mentors with a practical process and the skills necessary to develop talent. It focuses on your role before, during, and after the development plan.

Participants will be able to:

- Recognize the role of the leader and the team member in development
- Recognize the importance of development for the success of individuals, teams, and the organization
- Identify who is responsible for determining the most effective way to develop skills, knowledge, and competencies

Workshop length: Four hours

ESSENTIALS OF LEADERSHIP†

Prerequisite for Launching as a New Manager Certificate, Leading with Impact Certificate, Leading for Results Certificate, High Performance Certificate, Team Development Certificate, and Navigating Change Certificate

The secret to being an effective leader is the ability to establish positive work relationships, provide constructive feedback, and inspire others to act. Learn valuable tools to become a successful leader, including accomplishing more from your work relationships and interactions, motivating your team or committee, and giving feedback that improves performance. This workshop is the core requirement for skill-based leadership courses.

Participants will be able to:

- Identify leadership strengths and areas for development
- Use an interactive process to achieve critical business objectives while enhancing working relationships
- Apply a proven technique to provide meaningful feedback

Workshop length: Four hours instructor-led class or two hours online

†Courses available in instructor-led classes or online.

GETTING STARTED AS A NEW LEADER*

Explore elements of a leader's role, such as how to develop a relationship with your boss, assign work, and interact with your staff and former peers. This course will address how to prioritize your time and tasks of your new responsibilities, and teach you valuable tools as a first time manager.

Participants will be able to:

- Align team efforts to ensure that they support AU's strategic goals
- Apply three leadership principles to accomplish results by building successful work relationships with your team members
- Create a strategy to accelerate your transition into your new role as leader

Workshop length: Two hours

LEADERSHIP: CREATING THE CLIMATE FOR INNOVATION

This interactive workshop looks at how leaders affect productivity and explores ways to encourage innovation in the workplace. You will complete a self-assessment worksheet based on the Situational Outlook Questionnaire, which measures the factors that have the greatest impact on organizational innovation, productivity, quality, and well-being. Learn what the most, and least, creative organizations are doing, analyze how your work environment compares, and create action steps to improve it.

Participants will be able to:

- Identify nine specific dimensions leaders need to develop to create a climate where productivity can improve and innovation can flourish
- Assess how your current workplace environment compares with the most innovative and the most stagnant environments
- Develop a plan of action to improve your work climate

Workshop length: Four hours

LEADING CHANGE†

Prerequisite: Essentials of Leadership

Learn how to introduce change in your workplace effectively, lead discussions with employees, and encourage resistant staff to make the transition to create and sustain an environment that embraces change and celebrates success. Also look at how you can minimize negative effects of change on morale and productivity.

Participants will be able to:

- Identify types of discussions about change and when it is appropriate to use each
- Utilize a discussion planner and interaction process skills to prepare for and conduct effective discussions about change
- Recognize the signs of resistance to change and identify best practices for overcoming them

"Instead of coming out of the class with just a number of theories, I had a better understanding of what developing others meant and how to actually do it."

Workshop length: Four hours instructor-led class or two hours online

MANAGING FOR RESPECT IN THE WORKPLACE: WE NEED TO MEET

This workshop provides an introduction to the four-step MEET model to address work conflict that may arise in response to diversity. Get the tools to recognize, respond, and resolve day-to-day situations involving diversity dynamics. Learn how to take responsibility for promoting and maintaining a respectful and inclusive workplace environment.

Participants will be able to:

- Identify management responsibilities for maintaining and promoting a respectful and inclusive environment
- Recognize and respond to situations involving diversity dynamics
- Identify inappropriate, impermissible, and illegal conduct in the workplace

Workshop length: Four hours

†Courses available in instructor-led classes or online.

*Courses only available online.

REACHING AGREEMENT IN TEAMS

Prerequisite: Essentials of Leadership

This course focuses on the dynamics of group agreement and the importance of having everyone's commitment. It teaches seven techniques for making clear, high-quality decisions that have the investment and commitment of every group member.

Participants will be able to:

- Identify the impact of group agreements on organizational results
- Utilize tools and techniques to reach agreements that achieve implementation and commitment
- Identify appropriate consensus building techniques

Workshop length: Four hours

"I definitely took away some tools and strategies on how to best come to a decision or consensus in a team that will apply in my work."

RESOLVING CONFLICT*

Prerequisite: Essentials of Leadership

This course teaches leaders how to recognize an escalating conflict and minimize damage by using the most appropriate resolution tactic – regardless of which stage a conflict is in. You also learn the true cost of conflict to an organization and techniques for handling even the most challenging conflict-related discussions effectively.

Participants will be able to:

- Identify causes of workplace conflict
- Recognize the stages of conflict
- Identify four tactics for effectively resolving workplace conflict

Workshop length: Two hours

SITUATIONAL LEADERSHIP

Managers support a diverse group of individuals with different skill levels and abilities. This course uses a successful model to enable managers to explore different leadership styles – directing, guiding, participating, and delegating – and know how and when to use them to address individual performance and development issues.

Participants will be able to:

- Identify preferred leadership style
- Diagnose readiness levels of followers
- Demonstrate how to determine the appropriate leadership style to use by analyzing situational variables

Workshop length: Four hours

*Courses only available online.

PROFESSIONAL DEVELOPMENT: TECHNOLOGY TRAINING

Offered by the Office of Information Technology

The Office of Information Technology Training Unit provides information technology training and consulting services for the entire American University community. Our Technical Training team comprises dedicated educators who design, administer, and deliver the technical training curriculum. The team leverages industry best practices to design and implement learning solutions that meet university goals and IT process standards.

ADOBE DREAMWEAVER: INTRODUCTION

Learn how to create amazing web pages and sites by building a basic page and then work with hyperlinks, format text to visually enhance a web page, create an email link, add graphics, and manage your web files using the site window.

Workshop length: Three hours

ADOBE DREAMWEAVER: ADVANCED

Build on the introductory course content to build more sophisticated websites and learn to create rollovers and navigation bars, develop library items, create templates, and upload files to a website.

Workshop Length: Three hours

ADOBE PHOTOSHOP: INTRODUCTION

This course provides an overview of Adobe Photoshop to edit digital images. Learn how to manipulate graphics and images, adjust the color of images, crop and recast an image, create web-ready graphics, use the painting and editing tools, and save images in various graphic formats.

Workshop length: Three hours

ADOBE PHOTOSHOP: ADVANCED

Learn about the more sophisticated features of Adobe Photoshop to create perfect compositions, vivid collages, and breathtaking scenes, including flexible layers and precise selection and masking tools that help you design images to make your visions real. Explore ways to retouch and repair images, automate tasks, and create a web gallery album.

Workshop length: Three hours

AIM: INTRODUCTION*

This video will introduce you to AiM, the integrated workplace management system, used by Facilities Management. You will learn how to use the AiM application to create a new customer request, a work order, a personal query, a counter release, and much more.

Workshop length: 40 minutes

AVAYA UNIFIED MESSAGING*

View this online course to learn how to use AU's Unified Messaging system, which provides one location for your e-mail, voicemail, and faxes. Learn to navigate and configure the system; listen to voicemail messages on your computer, telephone, or mobile device; and access your messages via mobile device while traveling.

Workshop length: 30 minutes

BUSINESS INTELLIGENCE (BI): FINANCIAL REPORTING FOR BUDGET OFFICERS

Prerequisite: A valid BI account, completion of the Introduction to BI Reporting course, and BI Analyst status

American University budget officers will learn how to use the MicroStrategy Business Intelligence tool to conduct financial reporting. Learn about the BI interface and environment, and practice running a Single Project Expenses Report by date range and a multiple project detailed GL expense report. Manipulate data, filter content, and distribute existing reports without changing the report structure or content. Then, create these same two reports using MicroStrategy reporting objects, including facts, attributes, and hierarchies. Discover how to manipulate application objects such as metrics, templates, filters and prompts, and practice applying custom formatting to BI reports.

Workshop Length: Four hours

*Courses only available online.

BUSINESS INTELLIGENCE (BI): INTRODUCTION TO REPORTING

Required for all new BI account holders

American University uses the MicroStrategy Business Intelligence tool to analyze trends, perform forecasting, create scorecards and dashboards, and proactively deliver timely information to organizations. This foundation level course will introduce you to the concept of Business Intelligence methodologies, processes, architectures, and technologies. You will learn how to run reports, use the MicroStrategy toolbar, visualize and export data, and use the history and subscription lists.

Workshop length: Two hours

BUSINESS INTELLIGENCE (BI): ONLINE WEB REPORTING TUTORIAL FOR ANALYSTS*

This online tutorial will teach analysts about MicroStrategy reporting objects, including facts, attributes, and hierarchies. Learn how to add application objects, such as attributes, metrics, filters and prompts to a new report template that will provide BI users with a view of their domain data. Also, apply custom formatting to BI reports.

Workshop Length: 40 minutes

BUSINESS INTELLIGENCE (BI): WEB REPORTING FOR ANALYSTS

Prerequisite: A valid BI account, completion of the Introduction to BI Reporting Course, and BI Analyst status

BI analysts will learn how to create and manipulate MicroStrategy reports to deliver specific data to their customers using MicroStrategy reporting objects, including facts, attributes, and hierarchies. Learn how to add application objects, such as attributes, metrics, filters and prompts, to a new report template that will provide BI users with a view of their domain data. Also, apply custom formatting to BI reports.

Workshop length: Three hours

CAYUSE

Prerequisite: A valid Cayuse account

In this engaging course, you will learn how Cayuse can simplify the creation, review, approval, and electronic submission of your grant proposals. Access to this system is granted by the Office of Sponsored Programs.

Workshop length: One hour

COLLEAGUE GENERAL LEDGER*

Prerequisite: A valid Colleague account

This video prepares you to utilize the Colleague financial general ledger to manage your department's financial data. Learn how to perform standard look-ups, and run reports to get the latest information on encumbrances, expenditures, and remaining budget amounts. You will also become familiar with the American University budget cycle.

Workshop length: 40 minutes

COLLEAGUE PURCHASING*

Prerequisite: A valid Colleague account

This video will show you how to create purchase requisitions and research purchase order, vendor, or voucher information in the Colleague financial system. You will also learn about the American University budget cycle.

Workshop Length: 40 minutes

COLLEAGUE UI: INTRODUCTION*

Required for all new Colleague account holders

Complete this required online course to be granted your Colleague login credentials. Learn how to log on to Web UI, navigate through the system, add favorites, enter and modify data, and print reports. You will also be made aware of security best practices for utilizing the system.

Workshop length: 30 minutes

*Courses only available online.

COLLEAGUE: USING THE GLBA SCREEN*

This video focuses exclusively on how to run the General Ledger Budget to Actual (GLBA) report in the Colleague financial system. GLBA generates a report based on fiscal year, start and end dates, transaction dates, and general ledger account definitions. Run the report to see the allocated budget, actual expenses, percentage expended, and remaining balance for an account.

Workshop length: 10 minutes

COLLEAGUE: USING THE GLBR SCREEN*

This video focuses exclusively on how to run the General Ledger Budget Report (GLBR) in the Colleague financial system. Use GLBR to run a report for budget line items that compares the annual allocated budget or year-to-date allocated budget to year-to-date actual activity and year-to-date encumbrance activity.

Workshop length: 10 minutes

COLLEAGUE: USING THE XGAR SCREEN*

This video focuses on how to run the XGAR detailed activity report in the Colleague financial system. XGAR generates a report based on fiscal year, start and end dates, transaction dates, and General Ledger account definition. The XGAR report is used to ensure that revenue and expenses have posted correctly.

Workshop length: 10 minutes

COMMONSPOT: INTRODUCTION

Required for all new CommonSpot account holders

Receive an introduction to CommonSpot, American University's content management system that hosts american.edu. Learn about access to sites, user roles, page types, and image requirements. Learn to log on to the system, understand the layout of a department landing page, navigate through the pages in your subsite and update existing content.

Workshop length: Two hours

COMMONSPOT: INTERMEDIATE

Prerequisite: A valid CommonSpot account

Enhance the skills you learned in the introductory CommonSpot course? Create a basic page from a news story template and a custom page based on a layout template. Learn how to upload a photo and PDF files, utilize custom elements on a page, including a tout with a call-to-action, filtered elements, a textbox with photo and slider gallery.

Workshop length: Two hours

"The trainer was very helpful. The additional information she sent along after the course was much appreciated!"

COMMONSPOT: ADVANCED

Further strengthen and enhance your CommonSpot skills by learning how to add video media elements to your web page, edit the left navigation for your subsite, manage web profiles and departmental data, create a simple form, and add social networking buttons.

Workshop length: Two hours

DATA CUSTODIAN REVIEW PROCESS*

Created specifically for university Data Custodians, this video details the process required to review and verify user access to core systems including Colleague, the EagleData Warehouse, AU Portal, and the CMS. Learn how to access the user reports and provide acknowledgment that you have completed the review process.

Workshop length: 10 minutes

EAGLEDATA: INTRODUCTION*

Required for all new EagleData account holders

Complete this required online course to be granted your EagleData login credentials when you have been approved for an EagleData warehouse account. Learn how to log on to EagleData, understand the application interface, access the self-service report links, and export report data to Microsoft Excel. You will also be made aware of security best practices for utilizing the system.

Workshop length: 30 minutes

*Courses only available online.

FACULTY ACTIVITY REPORTING SYSTEM: INTRODUCTION

Prerequisite: A valid FARS account

Faculty will learn how to navigate the Faculty Activity Reporting System (FARS) to record your annual activities, such as: teaching and advising, published and in-process research, creative and professional activities, grants, lectures and conferences, and internal and external activities. You will also learn how to run annual reports with a few keystrokes in this user-friendly system.

Workshop length: Two hours

FILE SHARING AND THE CLOUD*

Cloud computing involves moving data off your computer and off American University premises. All members of the university community have a responsibility to protect university data from unauthorized generation, access, modification, disclosure, transmission, or destruction. This video covers steps users should take to protect confidential university data when using Cloud services and how AU's Information Security Team can work with you to enforce university policies and standards.

Workshop length: 10 minutes

INFORMER 101

Required for all new Informer account holders

Learn how the powerful Entrinsik Informer reporting tool provides you with access to real-time data from one or more databases through an intuitive web interface. Explore how to navigate through the tool, search for reports, and export results into multiple formats. Participants also will learn to analyze results by filtering, graphing, and exporting the data.

Workshop length: One hour

“The instructor keeps your attention and walks around to make sure that you are not experiencing problems and is there to assist you.”

INFORMER REPORTS FOR DEVELOPMENT AND ALUMNI RELATIONS

Prerequisite: A valid Informer account

Learn to use the self service reports developed for Development and Alumni Relations with Entrinsik's Informer reporting tool that provides you with access to real-time data through an intuitive web interface. Explore how to navigate through the tool, search for reports, and export results into multiple formats. You will also learn to analyze results by filtering, graphing, and exporting data.

Workshop length: Two hours

ISUPPORT: INTRODUCTION

Required for all new iSupport account holders

iSupport is American University's enterprise case management system used in many departments across the campus to manage customer contacts and simplify support. The web-based interface integrates incident, problem, and change management processes. Customized classroom group training is provided for participating internal organizations.

Workshop length: Two hours

LOTUS NOTES: INTRODUCTION

This course teaches you the basic skills and knowledge necessary to use the essential features of Lotus Notes, IBM's e-mail, calendar, and group collaboration software. You will learn how to customize the workstation environment, manage your e-mail and voice mail messages, use address books, use and manage a personal calendar, and set your Out of Office agent while you are away.

Workshop length: Two hours

LOTUS NOTES: ADVANCED

Build on the skills that you learned in the Lotus Notes Introduction course. Learn how to work with graphic objects, add tables to a mail object, create reusable stationery, automate Notes tasks, use Notes as a time management tool, explore the collaborative features of Notes, and create both image and HTML signature files.

Workshop length: Two hours

MICROSOFT EXCEL 2013: INTRODUCTION

The Introduction to Microsoft Excel 2013 course will demonstrate the functionality of a spreadsheet and the ease of use in storing, manipulating, analyzing, and visualizing data. This course is for beginners and those interested in a spreadsheet refresher course. Learn the benefits of working with Excel as well as how to create a basic Excel worksheet that combines text, numbers, and formulas. Explore the Excel 2013 environment, insert and rename worksheets, customize the quick access toolbar, create and copy data and formulas, add column headings to help with sorting, change the appearance of a worksheet using a variety of formatting techniques, define a range, apply headers and footers to the worksheet, and prepare a worksheet for printing.

Workshop length: Three hours

MICROSOFT EXCEL 2013: INTERMEDIATE

Grow your expertise by building on the skills learned in the introduction course. Work with multiple worksheets to consolidate data and add 3-D references to formulas, use logical functions with comparison operators, create custom formats, view data based on autofilters, create multi-level sorts, remove duplicates and find unique values, and display data using a variety of graph and chart features.

Workshop length: Three hours

MICROSOFT EXCEL 2013: ADVANCED

Build on the data organization and spreadsheet skills learned in the introductory and intermediate Microsoft Excel courses. Learn how to customize the Excel environment; apply conditional formatting to emphasize specific data elements; work with comments; differentiate between formulas, values, and formats when using the paste special command; create range names; work with pivot tables; evaluate data with subtotals; and correct worksheet errors.

Workshop length: Three hours

MICROSOFT OFFICE 2013: NEW FEATURES

Prerequisite: Proficiency in earlier versions of MS Office

This course provides an overview of the new features in Microsoft Office 2013, highlighting the changes in features and functionality in the newest version of Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Microsoft Publisher. This course is designed for experienced Microsoft Office users who have worked with earlier versions and who have, or are planning to, upgrade to Microsoft Office 2013.

Workshop length: Two hours

“The trainer was very knowledgeable and enthusiastic. She was very patient and I learned more than I had even hoped for. Thank you!”

MICROSOFT POWERPOINT 2013: INTRODUCTION

Learn to create professional presentations and slide shows on Microsoft PowerPoint. Identify on-screen features, navigate through a presentation, create and edit slides, visually enhance slides using clip art, smart art, and word art objects, use transitions and animations, run a slide show, add notes to a slide, and save a presentation in various file formats.

Workshop length: Three hours

MICROSOFT POWERPOINT 2013: ADVANCED

Take your Microsoft PowerPoint presentation skills to the next level by building on the skills that you learned in the introductory course. Learn how to link to a file from a slide, embed document content on a slide, add narration to a presentation, create a new slide master, enhance slide layouts, and add movies to slides.

Workshop length: Three hours

MICROSOFT WORD 2013: NEW FEATURES AND WORKING WITH IMAGES

Learn the new features of Microsoft Word 2013 including viewing in read mode, using object zoom, incorporating online video, editing PDFs, layout, aligning guides, using table border tools, and presenting a document online to remote users. Then, work with images in your document to insert online pictures, wrap text, adjust layout options, and adjust images.

Workshop length: Two hours

NEW STAFF TECHNOLOGY ORIENTATION

Required for all new staff

Receive access to your AU accounts at the new hire orientation and get a comprehensive introduction to the technology that you will need to interact with each day to perform your job responsibilities, including the internal MyAU Web portal, the Avaya Unified Messaging system for voicemail and faxes, and AU's e-mail application.

Workshop length: Two hours

R25/25LIVE FOR REQUESTERS*

R25/25Live is the web-based application used to schedule space for campus events and publicize events on the master calendar. This video will teach space requesters how to browse available spaces in real time; customize personal preferences; identify self-service spaces, and submit a space request.

Workshop length: 30 minutes

Enrollment questions should be directed to University Event Scheduling 202-885-3939.

R25/25LIVE FOR REQUESTERS WITH SPACE SCHEDULING ABILITY*

R25/25Live is the web-based application used to schedule space for campus events and publicize events on the master calendar. This video will teach pre-approved sub-schedulers (space assigners) how to process requests, assign spaces, create new events, and customize personal preferences. Learn how to identify self-service spaces, submit a space request, schedule a space that you control, and confirm an event.

Workshop length: 30 minutes

Enrollment questions should be directed to University Event Scheduling 202-885-3939.

R25/25LIVE SUB-SCHEDULER TRAINING

Prerequisite: A valid R25/25Live account

R25/25Live is the web-based application used to schedule space for campus events and publicize on the master calendar. This course will teach pre-approved sub-schedulers (space assigners) how to process requests, assign spaces, create new events, approve events, run space utilization reports and much more.

Workshop length: Two hours

Enrollment questions should be directed to University Event Scheduling 202-885-3939.

"I thought this course did a good job of hitting all the basics. I feel comfortable using 25Live and I know who I can go to for assistance if there is a problem."

REDUCING YOUR DIGITAL RISK SERIES*

This series of 30 brief online courses provide you with critical tools to understand information security topics in the digital age. Your journey begins with the required course: "Reducing your Digital Risk – Introduction." Once you have completed this course, you can select from courses including best practices for managing passwords, personally identifiable information, and data encryption. Learn how to properly delete data, manage Wi-Fi security, protect your computer, and much more.

Workshop length: 3 minutes each

*Courses only available online.

REDUCING YOUR DIGITAL RISK - TIPS*

A successful security program can only be achieved with everyone's participation. Whether you are a staff, faculty, student, visitor, or alumni, you have the ability and responsibility to manage the risk under your purview when you interact with American University's network and data. This video will explore tips and tricks to reduce digital risk, discover security awareness and compliance videos that have been added to the AsuccessfulU course catalog, and a way to share ideas for getting organized to comply with American University Policies.

Workshop length: 15 minutes

RESEARCH GRANTS REPORTING

Prerequisite: A valid MicroStrategy account

This course will teach you to manage your research grant budget by showing you how to view the budget, expenses, and unobligated amounts for your research grant(s). See details about the funds that have already been spent, view purchase order encumbrances, and model unobligated funds into the future to see how long they will last.

Workshop length: Two hours

SHAREPOINT: INTRODUCTION

SharePoint team site contributors can easily manage content pages on the MyAU portal with basic SharePoint knowledge. Learn about the fundamentals of Microsoft SharePoint, the technology on which the portal was built. You will learn how to work with existing content and how to add elements to a page. You will also learn about SharePoint's seamless integration with Microsoft Office applications.

Workshop length: Two hours

SHAREPOINT: ADVANCED CONTRIBUTOR TRAINING

Build on the skills that you learned in the SharePoint Introduction course and learn how to create a custom library and list items, such as a Wiki page library, a status list, and an internal survey. You will learn the basics of SharePoint security and permission settings, and how to manage permissions for various site components.

Workshop length: Two hours

"This was the best course I've had covering any IT information. The trainer specifically catered the course and I greatly appreciated it."

SHAREPOINT: TEAM SITE ADMINISTRATION

Learn to collaborate at American University using SharePoint's platform. Explore the various templates that are available and find out how to request a team site. Learn how to administer your team site, control access and invite new members, manage documents and other content, and customize the site to best meet your needs.

Workshop length: Two hours

TEAMDYNAMIX: INTRODUCTION*

The online course introduces you to the TeamDynamix, American University's web-based project management and portfolio management tool. Learn how to access and navigate TeamDynamix, edit the TeamDynamix desktop, work with project components, and review project plans. Also, learn how to manage assigned project tasks, enter, review and manage issues, and manage the My Work application.

Workshop length: 40 minutes

*Courses only available online.

TRAINUNOW

Required: A minimum of six participants

The Office of Information Technology (OIT) will customize a training program for your department or group. Although this program has primarily focused on Microsoft Office 2013's new features and upgrades from Office 2010, OIT will work with you to get your group up to speed on a software that is essential to your department.

Workshop length: varies

Contact the OIT Training Unit at techtrain@american.edu to request a TrainUNow session in your office.

WEBNOW: ACCOUNTS PAYABLE*

Prerequisite: A valid WebNow account

Training video for the Accounts Payable imaging system, WebNow, which allows the user to review and approve invoices electronically.

Workshop length: 10 minutes

*Courses only available online.

PROFESSIONAL DEVELOPMENT: WORKING WITH STUDENTS

Offered by the Office of Campus Life

BYSTANDER INTERVENTION SKILLS: WHAT'S YOUR GREEN DOT?

The Green Dot violence prevention strategy is a community mobilization approach that views all community members as part of the solution to the issues of dating violence, sexual violence, and stalking.

The Green Dot Bystander Intervention training gives participants the skills they need to respond in a comfortable and safe way to situations where it appears someone may be at risk. In addition, the Green Dot training focuses on the information and skills that participants will need to communicate to their community that “violence is not okay here” on a daily basis.

Register on AsuccessfulU

Dates: To find training dates and times, please refer to the calendar on the Sexual Assault Resources website at www.american.edu/ocl/dos/sexualassault

CREATING INCLUSIVE COMMUNITIES

Through this reflective workshop, participants will explore how diversity and inclusion impact us personally and interpersonally, as well as at the community and institutional levels. Additionally, participants will develop strategies to incorporate inclusivity into their daily lives. This workshop is by request only and works best with a group that has a pre-existing relationship, i.e. student organization, office, department, etc.

For more information or to request a workshop, please email workshops@american.edu

MEDIATION TRAINING

Conflict happens. Participants will gain an understanding of conflict theories and their applicability to interpersonal conflicts, a framework for conducting interpersonal mediations, and hands-on experience including small-group coaching by experienced mediators. At the close of training, participants are qualified to volunteer with AU Conflict Resolution Services (volunteering is not required).

Register on AsuccessfulU

Dates: For more information about the next scheduled training, visit www.american.edu/ocl/sccrs/Training-for-Volunteers.cfm or email ConflictResolution@american.edu. Due to limited availability, completion of a brief application is required.

PAVING THE WAY: WORKING WITH FIRST-GENERATION COLLEGE STUDENTS

Being first in the family to attend college can present itself as a challenging experience. When the lack of support or tools to help navigate the journey is not present, it can be even more challenging. This workshop will provide an overview of common challenges facing first-generation college students. Participants will increase their awareness of this growing population at AU and receive helpful strategies to better understand and support these students as it relates to their work.

Register on AsuccessfulU

Dates: For more information about next scheduled training, please visit <http://www.american.edu/ocl/cdi/EagleAllies.cfm> or email workshops@american.edu

SAFE SPACE WORKSHOP

The Safe Space workshop seeks to create a safer and more inclusive campus environment for all members of the campus community by reducing heterosexism, homophobia, and transphobia. The program creates a visible and supportive network of gay, lesbian, bisexual, transgender, and ally members of the campus community. Participants are given a Safe Space placard at the end of the program, which identifies them as someone who has a basic knowledge about issues related to sexual orientation and gender identity and are able to provide support and referrals to members of the campus community.

Register on AsuccessfulU

Dates: For more information about next scheduled training, please visit <http://www.american.edu/ocl/cdi/EagleAllies.cfm> or email workshops@american.edu

TRANS 101

Prerequisite: Safe Space Workshop

The Trans 101 training will provide faculty, staff, and students with information and tools to work with transgender people, including a review of gender/gender identity/gender expression, an overview of current issues facing the trans community, and effective ally behaviors.

Register on AsuccessfulU

Questions: Contact the Center for Diversity and Inclusion at 202-885-3651 or email CDI@american.edu

UNMASKING YOUR PRIVILEGE

Participants will develop a better understanding of your own multiple identities, explore personal experiences you have had with privilege and oppression. Participants will have the opportunity to critically evaluate how we are socialized to adopt beliefs that maintain harmful attitudes and behaviors in U.S. society. Join us to learn what you can do to break negative patterns of socialization and develop strategies to develop effective ally behaviors.

Register on AsuccessfulU

Dates: For more information about next scheduled training, please visit <http://www.american.edu/ocl/cdi/EagleAllies.cfm> or email workshops@american.edu

PROFESSIONAL DEVELOPMENT: RESEARCH ADMINISTRATION CERTIFICATION (RAC) PROGRAM

Offered by the Office of Sponsored Programs (OSP) in collaboration with Grants and Contracts Accounting (GCA)

RESEARCH ADMINISTRATION CERTIFICATION (RAC) PROGRAM

This comprehensive training and certification program is designed to assist AU departmental and school/college level staff with research administration and/or grant/contract development and management responsibilities. The RAC program will provide pertinent information to enable participants to effectively manage sponsored awards. A certificate will be issued upon successful completion of all eight RAC sessions.

Participants will be able to:

- Prepare proposals, research compliance, and perform financial management and reporting
- Learn about applicable regulations, policies and guidelines governing sponsored grant and contract awards

Workshop Length: Eight, two-hour sessions



WELLNESS

What is wellness?

Wellness is a process by which we become empowered to make choices that positively affect our health and well-being. Wellness is a lifestyle. It's about finding balance within the various dimensions and defining what wellness looks like for you as an individual.

AT AU, OUR WELLNESS PROGRAMS ARE DESIGNED TO SUPPORT AND STRENGTHEN EACH ASPECT OF YOUR LIFE.

Physical Wellness

Take care of your physical body and health

Physical wellness is more than just exercising and eating a healthy diet. It also includes knowledge of important health numbers, like blood pressure or cholesterol, practicing important safety measures like wearing a seatbelt in the car or helmet on a bicycle, and checking in with your doctor for annual checkups and preventive screenings.

Spiritual Wellness

Establish peace and harmony in your life

Spiritual wellness is about living your life in a manner that is consistent with your values and beliefs to provide a sense of purpose and meaning.

Occupational Wellness

Do what you love and love what you do

Occupational wellness is about finding meaning and purpose in your work while maintaining a balance between work and home.

Emotional Wellness

Understand and manage your life's challenges

Emotional wellness is about managing your stress and being aware of your thoughts and feelings and how they affect your actions and behaviors.

Financial Wellness

Understand your financial situation

Financial wellness is about establishing a healthy relationship with money by learning ways to better manage your income, expenses, and investments.

Intellectual Wellness

Challenge your mind and be open to new ideas

Intellectual wellness is about engaging in meaningful work that aids in your personal and professional development, tapping into your creative potential, learning something new, and expanding the way you think.

Social Wellness

Relate and connect to others

Social wellness is about developing and maintaining a support system or network inclusive of friends, family members, coworkers, and the community. Social wellness also includes communication and how we interact with others in our network.

Environmental Wellness

Renew your relationship with the earth

Environmental wellness is about taking care of the world around us by being mindful of how our actions affect the environment and adopting practices to help ensure the future health of our communities.

AHEALTHYU WELLNESS AND FINANCIAL EDUCATION

Offered by AhealthyU Faculty and Staff Wellness Program

AhealthyU offers a robust calendar of events and workshops designed to help you with your wellness and financial goals. These workshops and programs are custom designed to meet the wellness and financial needs of American University faculty and staff. Check the online calendar on the main page of the wellness website at www.american.edu/hr/ahealthyu.cfm for the most up-to-date information, as programs and services are subject to change.

BROWN BAG WELLNESS WORKSHOP SERIES

Dimensions: All

Each month, we will visit a different dimension of wellness to support you in your goals for healthy living. A free, light lunch is provided. Workshops will be announced in Today@AU and on the website below. Past workshops have included Urban Gardening, Fitness on the Go, and Couponing 101.

www.american.edu/hr/ahealthyu/workshops.cfm

CASH & DEBT MANAGEMENT

Dimensions: Emotional • Financial • Intellectual

Would you like to get a better handle on your day-to-day cash management? Develop a better budget? Get out of debt quicker? Improve your credit score? If so, this workshop is for you. This PricewaterhouseCoopers workshop covers budgeting, saving, debt management, credit scores, and is designed to help you leave with an actionable plan to follow.

www.american.edu/hr/financialwellness.cfm

COOKING DEMONSTRATIONS

Dimensions: Physical

Each month, AhealthyU partners with Avenues Catering for a 45-minute cooking demonstration. A free, light lunch is provided along with a sample of the chef's creation. Demonstrations will be announced in Today@AU and on the website below. Past demos have included 30-Minute Meals and Making the Most of Your Farmers' Market.

www.american.edu/hr/ahealthyu/workshops.cfm

COUCH TO 5K

Dimensions: Emotional • Physical • Social

This beginners' running program for AU faculty and staff will take you from the couch to the finish line of your first 5K in nine weeks. Prepare to run a 5K race in this three-day-per-week training program. You will start with intervals of walking and jogging to increase your endurance. The training group meets twice per week on campus and participants are expected to train once per week on their own. Shower and locker room access will be available in Jacobs Fitness Center to all participants (requires additional fee for faculty and staff who do not have a JFC membership). Registration fee includes training, wicking T-shirt, and race entry fee. The Couch to 5K Training Program kicks off twice each year at the beginning of each semester.

www.american.edu/hr/ahealthyu/couchto5k.cfm

ESTATE PLANNING & RISK MANAGEMENT

Dimensions: Emotional • Financial • Intellectual

What happens if you are injured and unable to work or if you were to die tomorrow? Would you or those whom you support be taken care of? Do you want the government or someone you do not know to determine where your assets go, who gets custody of any minor dependents, and/or who makes decisions relative to your healthcare or personal finances? Planning for the unexpected is an important part of any financial plan. This PricewaterhouseCoopers workshop addresses how actions you take today can protect you and your dependents from financial disaster. We will discuss how to determine the amount and types of insurance you need and how American University benefits can assist you. Basic estate planning tools such as wills, healthcare proxies, and beneficiary designations will also be addressed.

www.american.edu/hr/financialwellness.cfm

FIDELITY AND TIAA-CREF CAMPUS INDIVIDUAL RETIREMENT PLANNING

Dimensions: Emotional • Financial • Intellectual

American University offers faculty and staff a great opportunity to save for retirement through the AU Retirement Plan. AU matches eligible employee contributions to the Regular Retirement plan on a 2-to-1 basis. Representatives from Fidelity and TIAA-CREF, our plan providers, come to AU twice a month to meet one-on-one with faculty and staff about their retirement savings plans.

www.american.edu/hr/financialwellness.cfm

FINANCIAL PLANNING 101

Dimensions: Emotional • Financial • Intellectual

Not sure how to get started? Trying to save, but just can't save enough? Too much debt got you down? Fight back and take control. This PricewaterhouseCoopers workshop addresses the financial planning process, savings, debt management, and how your American University benefits can help you achieve your financial goals.

www.american.edu/hr/financialwellness.cfm

INS & OUTS OF PERSONAL BUDGETING

Dimensions: Emotional • Financial • Intellectual

Do you find personal budgeting to be challenging? Are you looking for tips on creating a better budget? Would you like to learn about a low-stress budgeting process that you can use immediately? In this PricewaterhouseCoopers (PwC) workshop, you'll learn: the right way to set financial goals; how to prepare for creating your next budget so you get it right; and tips for creating useful budgets.

You have the option to create a private personal or generic sample budget as part of the hands-on workshop. To use your own information, track your spending for 30 days prior to the workshop and bring your bank, credit card, and other statements with you. Your budgeting information is confidential. If you forget or do not wish to bring your own information, PwC will give you mock statements to use as a sample.

www.american.edu/hr/financialwellness.cfm

INVESTING

Dimensions: Emotional • Financial • Intellectual

Is your fear of investing keeping you from taking action? To build your investment knowledge, basic investment concepts, and the different types of investments will be explained in this PricewaterhouseCoopers workshop. We'll also discuss how to develop an investment plan specific to various financial goals and how to select investments for your plan.

www.american.edu/hr/financialwellness.cfm

RETIREMENT PLANNING (UNDER AGE 50)

Dimensions: Emotional • Financial • Intellectual

Here's the reality. If you want a financially secure retirement, you have to have a plan and take action. Sooner would be better, and now would be best. This PricewaterhouseCoopers workshop focuses on formulating a retirement plan today and taking the steps needed to fund your retirement years, factoring in competing goals, and considering the various savings vehicles available, including those within your American University benefit plans.

www.american.edu/hr/financialwellness.cfm

RETIREMENT PLANNING (AGE 50+)

Dimensions: Emotional • Financial • Intellectual

How ready are you for retirement? If you want a financially secure retirement, you have to be prepared. This PricewaterhouseCoopers workshop helps you evaluate your retirement plan and take the steps needed to prepare successfully for meeting your retirement goals. We'll help you assess your retirement cash flow needs and take an in-depth look at the resources you have available to meet those needs, including exploring how your American University and government-sponsored benefits like Social Security and Medicare may help you enjoy the retirement lifestyle you are working so hard to reach.

www.american.edu/hr/financialwellness.cfm

RETIREMENT PLANNING MADE EASY

Dimensions: Emotional • Financial • Intellectual

Bring your current retirement plan statements to this course and leave with a plan! You'll review your own situation so you can estimate how much you'll need in retirement, determine your income sources and confirm whether you are on track to meet your goal. Have questions about Social Security, pension payment options, or retiree medical benefits? Rest assured - we will cover those topics as well.

www.american.edu/hr/financialwellness.cfm

WEIGHT WATCHERS™

Dimensions: Intellectual • Physical • Social

Weight Watchers meetings are held weekly on campus. Sessions last approximately 45 minutes and are led by an experienced Weight Watchers Team Leader. Weekly sessions include a confidential weigh-in to keep you on track and facilitated discussions to help you overcome challenges and celebrate success. To learn more about the Weight Watchers program, visit the web address below. Financial incentives are available for full-time faculty and staff.

www.american.edu/hr/ahealthyu/weight-watchers.cfm

PROTECTION AND SUSTAINABILITY

Offered by the Offices of Sustainability, Risk Management, and Public Safety

GREEN OFFICE PROGRAM: SUSTAINABILITY LEADERSHIP OPPORTUNITY

Wellness Dimensions: Environmental • Physical

AU is committed to its strategic plan goal of an active pursuit of sustainability through policies that include carbon neutrality, green buildings, sustainable purchasing, and zero waste. Each of these goals begins with our actions in the workplace and how we treat our campus environment. Participants in the Green Office (GO!) program will work month-by-month through a user-friendly, innovate online platform to educate their staff about greener ways to get around; easy ways to save energy and water; make informed purchasing decisions; eat healthy, organic, and fair-trade food; turn waste into wonders; and effectively communicate sustainability achievements. Staff leaders will meet once a month for an hour to learn about campus sustainability topics and strategies. The Office of Sustainability provides trained, high-energy student technical assistance to help implement this initiative. Lead your office or department to become a healthier, more productive, and greener place while contributing to AU's active pursuit of sustainability. High-achieving offices will be recognized in Office of Sustainability communications and publications.

Program Length: Year-long program (September through April), staff leaders meet once a month for an hour

<http://www.american.edu/finance/sustainability/Green-Office-Program.cfm>

Registration and questions: jfkaplan@american.edu

LEED GREEN ASSOCIATE TRAINING

Wellness Dimension: Environmental • Occupational

The LEED Green Associate accreditation denotes basic knowledge of green design, construction, and operations. To prepare staff to take the exam, the Office of Sustainability offers a training course in a series of six, hour-and-a-half long, brown-bag lunch study sessions for anyone who has registered to take the LEED Green Associate exam, with assigned “homework” and readings between sessions. Note that participants are expected to study on their own. The study sessions aid learning, but will not alone prepare someone to take the exam. Sessions will include LEED guidance reviews, discussion among participants, LEED vocabulary, Q&A, suggested readings, practice questions, and study tips. LEED is relevant on campus, as AU has a green building policy to construct all new buildings and major renovations to at least LEED New Construction Silver standards and also is working on certifying 25 buildings in the LEED for Existing Buildings: Operations & Maintenance program. The series will be offered on a rolling basis as demand warrants, with each session capped at 25 participants.

Course length: 6 hour-and-a-half long, brown-bag lunch study sessions; assigned “homework” and readings between sessions

More: www.american.edu/finance/sustainability/leed-ga.cfm

Registration and questions: meganzl@american.edu

PROTECT PRIVATE INFORMATION - INCLUDING YOUR OWN*

Wellness Dimension: Financial

The goal of this online course is to provide an overview and create awareness of privacy issues so that all faculty and staff can recognize various types of sensitive, private information; learn ways to comply with AU's information security policies, as well as the laws and regulations aimed at protecting an individual's private information; determine who is responsible for protecting this information; and select best practices for protecting sensitive, private information. After going through the interactive scenarios in the online training module, play the module's "Avoid Jeopardy" game to test your privacy awareness.

Workshop length: 30 to 45 minutes to complete and does not need to be completed in one sitting

To launch the course, go to myAU.american.edu and sign in, select the "Training Opportunities" tab, and then select "Privacy and Compliance" to launch.

**Questions: Contact Risk Management
rmo@american.edu**

RAPE AGGRESSION DEFENSE (RAD)

RAD is a free four-day workshop that educates women on self-defense techniques aimed at preventing sexual assault. The course is taught by certified RAD instructors who work for the AU Department of Public Safety.

Registration: www.american.edu/finance/publicsafety/RAD-Classes.cfm#CP_JUMP_1887954

Questions: Contact Lt. Rima Sifri at 202-885-2563

PROFESSIONAL DEVELOPMENT & WELLNESS CALENDAR

September 2014 – August 2015

DATE	COURSE	TIME	DATE	COURSE	TIME				
SEP	2	New Staff Orientation	9am – 5pm	NOV	4	Paving the Way: Working with First-Generation College Students	1pm – 4pm		
	4	Setting Performance Expectations	1pm – 5pm		4	Creating a Service Culture	1pm – 5pm		
	4	Situational Leadership	9am – 1pm		5	Dealing with Out-of-Bounds Customers	12pm – 2pm		
	8	Service Plus	9am – 5pm		7	Taking Charge of Your Career Development	9am – 1pm		
	9	Leading Change	1pm – 5pm		10	New Staff Orientation	9am – 5pm		
	11	People Management Basics	9am – 5pm		11	Feedback: A Matter of Give and Take	12pm – 2pm		
	15	New Staff Orientation	9am – 5pm		12	Navigating Beyond Conflict	9am – 1pm		
	15	Safe Space	1pm – 4pm		13	People Management Basics	9am – 5pm		
	15	Exploring Intercultural Communication	1pm – 5pm		13	Developing Others	9am – 1pm		
	18	Personal Empowerment	9am – 1pm		18	Improving Personal Productivity	1pm – 5pm		
	22	Coaching for Improvement	1pm – 5pm		19	Essentials of Leadership	9am – 1pm		
	23	StrengthsQuest	12pm – 2pm		20	Safe Space	1pm – 4pm		
	24	Giving and Receiving Ideas	9am – 1pm		24	New Staff Orientation	9am – 5pm		
	29	New Staff Orientation	9am – 5pm		DEC	3	Delegating for Results	9am – 1pm	
	29	Building an Environment of Trust for Leaders	1pm – 5pm			4	Maximizing Meeting Effectiveness	1pm – 5pm	
	30	Emotional Intelligence	1pm – 5pm			8	New Staff Orientation	9am – 5pm	
	OCT	1	Building Trust with Colleagues			1pm – 5pm	9	Valuing Diversity and Inclusion	1pm – 5pm
		1	Political Savvy			1pm – 5pm	11	Embracing Change	1pm – 5pm
		2	Critical Thinking			1pm – 5pm	16	Creative Problem Solving for Individual Innovation	9am – 1pm
		2	Service Plus			9am – 5pm	19	The 7 Habits of Highly Effective People	9am – 5pm
7		Working as a High Performance Team	9am – 1pm	22		New Staff Orientation	9am – 5pm		
9		Coaching for Success	1pm – 5pm	22		The 7 Habits of Highly Effective People	9am – 5pm		
10		Trans 101	1pm – 4pm	23		The 7 Habits of Highly Effective People	9am – 5pm		
10		Generations in the Workplace	1pm – 5pm						
13		New Staff Orientation	9am – 5pm						
16		Intro to MBTI	9am – 12pm						
16		Paving the Way: Working with First-Generation College Students	1pm – 4pm						
21		Reaching Agreement in Teams	9am – 1pm						
21		Rational Decision Making	9am – 1pm						
22	Safe Space	5pm – 8pm							
23	Leadership: Creating the Climate for Innovation	1pm – 5pm							
27	New Staff Orientation	9am – 5pm							
29	Managing Respect in the Workplace	9am – 1pm							
30	The Art of Saying “No”	12pm – 2pm							
31	Presenting with Impact	9am – 1pm							

PROFESSIONAL DEVELOPMENT & WELLNESS CALENDAR

September 2014 – August 2015

DATE	COURSE	TIME	DATE	COURSE	TIME		
JAN	5	New Staff Orientation	9am – 5pm	APR	1	Paving the Way: Working with First-Generation College Students	1pm – 4pm
	8	People Management Basics	9am – 5pm		2	Essentials of Leadership	1pm – 5pm
	12	Personal Empowerment	1pm – 5pm		8	Leadership: Creating a Climate for Innovation	9am – 1pm
	14	Exploring Intercultural Communication	9am – 1pm		10	Building Trust with Colleagues	9am – 1pm
	19	New Staff Orientation	9am – 5pm		13	New Staff Orientation	9am – 5pm
	21	Coaching for Improvement	9am – 1pm		15	Safe Space	1pm – 4pm
	22	Generations in the Workplace	9am – 1pm		16	Creative Problem Solving for Individual Innovation	1pm – 5pm
	26	Intro to MBTI	1pm – 4pm		20	Rational Decision Making	1pm – 5pm
	28	Situational Leadership	1pm – 5pm		22	Developing Others	1pm – 5pm
	FEB	2	New Staff Orientation		9am – 5pm	24	New Staff Orientation
3		Taking Charge of Your Career Development	1pm – 5pm	28	Delegating for Results	1pm – 5pm	
3		Emotional Intelligence	9am – 1pm	MAY	5	Maximizing Meeting Effectiveness	9am – 1pm
4		Political Savvy	9am – 1pm		6	Valuing Diversity and Inclusion	9am – 1pm
4		Reviewing Performance Progress	1pm – 5pm		11	New Staff Orientation	9am – 5pm
5		Critical Thinking	9am – 1pm		12	Navigating Beyond Conflict	1pm – 5pm
10		Building an Environment of Trust for Leaders	9am – 1pm		14	People Management Basics	9am – 5pm
10		Coaching for Success	9am – 1pm		26	New Staff Orientation	9am – 5pm
13		Leading Change	9am – 1pm		27	Embracing Change	9am – 1pm
16		New Staff Orientation	9am – 5pm				
17	Safe Space	1pm – 4pm					
18	Service Plus	9am – 5pm					
23	Paving the Way: Working with First-Generation College Students	1pm – 4pm					
26	Improving Personal Productivity	9am – 1pm					
MAR	2	New Staff Orientation	9am – 5pm				
	2	Working as a High Performance Team	1pm – 5pm				
	4	Reaching Agreement in Teams	1pm – 5pm				
	10	Managing Respect in the Workplace	1pm – 5pm				
	12	People Management Basics	9am – 5pm				
	18	Creating a Service Culture	9am – 1pm				
	19	Safe Space	5pm – 8pm				
	25	Presenting with Impact	1pm – 5pm				
	30	New Staff Orientation	9am – 5pm				
	31	Giving and Receiving Ideas	1pm – 5pm				

PROFESSIONAL DEVELOPMENT COURSE REGISTRATION

REGISTER FOR A COURSE

To register for instructor-led or online courses through the myAU portal, follow these steps:

1. Log on to myAU.american.edu and under the Work@AU tab, select “AsuccessfulU”
2. Click the “Go to AsuccessfulU” button
3. Click the Home drop-down menu (top left corner) and select the “Learning” tab
4. Type the course name in the Search Catalog field and press Enter
5. Click “View Course Dates” beneath the course description for instructor-led classes, or click “start course” to launch an online course
6. For instructor-led classes, click “Register” next to the course date/time
7. Click “Confirm”

Confirmation of registration will be sent to your AU email address. You will receive a reminder three days prior to the start date of your class.

WITHDRAW FROM A COURSE

Follow steps 1-3 above to log into AsuccessfulU. Hover over the course in your Learning Plan and click “Withdraw.”

CERTIFICATE ENROLLMENT

To register for a certificate and track your progression, follow these steps:

1. From the Learning page in AsuccessfulU (steps 1-3 in “Register for a Course” above), click “Browse” under the search catalog bar
2. Click “Curricula” under “Category” in the “Narrow Courses” section on the left. This will display all Certificates
3. Select the certificate you are interested in by clicking “Self Assign Curriculum” which will add all courses in that certificate to your Learning Plan
4. Enroll in those individual courses and/or “Request Schedule” if course dates are not listed

If you wish to enroll retroactively for a certificate, please register for the certificate using the same process as above and you will be credited for courses previously completed.

FIND COURSES TO STRENGTHEN COMPETENCIES

1. Log on to myAU.american.edu and under the Work@AU tab, select “AsuccessfulU”
2. Click the “Go to AsuccessfulU” button
3. Go to the Home drop down menu in the upper left corner and select the “Development” tab
4. Create a Development Goal by clicking on the “Create a New Development Goal” in the upper right corner
5. Select one or more competencies and click “Save and Close”
6. From your goal, click on “Add a New Learning Activity” and select “Search by Competency”
7. Select courses related to the competency then click “Assign” at the top, then click “Done” at the bottom of the window
8. Under “Action” select “Launch Learning Activity” to register for a session

LINKS TO ADDITIONAL TRAINING RESOURCES

COURSES AND CERTIFICATES FOR STAFF

WWW.AMERICAN.EDU/TRAINING/PROFDEV/INDEX.CFM

ACADEMIC SUPPORT CENTER

WWW.AMERICAN.EDU/OCL/ASAC/INDEX.CFM

TECHNICAL TRAINING

WWW.AMERICAN.EDU/TRAINING/TECH.CFM

LIFE MANAGEMENT

WWW.AMERICAN.EDU/TRAINING/LIFEMGT.CFM

WELLNESS

WWW.AMERICAN.EDU/HR/AHEALTHYU.CFM

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SUITE 350
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