

SUPPORTING A CULTURE OF INNOVATION AND HIGH PERFORMANCE

PROFESSIONAL DEVELOPMENT AND WELLNESS EDUCATION



BE GREAT
AMERICAN
UNIVERSITY

 WASHINGTON, DC

FALL 2012 AND SPRING 2013

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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We are pleased to share with you this latest edition of the Professional Development and Wellness Education Catalog developed by Human Resources. The courses offered in this year's catalog continue American University's commitment and tradition to offer learning opportunities to our staff. Professional development is highly valued by AU and its leaders and is key to meeting the strategic goal of being an innovative and high performing organization.

To support your learning planning, Human Resources launched ULearn—the new online registration database and part of the AsuccessfulU talent management system—earlier this year. The system makes tracking and planning easier for you and your manager, providing the means to register for courses, building your learning plan for the coming year, and tracking what you've completed. In ULearn, you will find the course dates and times. To view the system, simply log on to myAU.american.edu and click AsuccessfulU under the Work@AU tab.

This catalog serves as a quick reference and learning resource. It features training opportunities offered by Human Resources and our partners in Campus Life, Information Technology, Risk Management, and Sustainability, as well as several courses offered to support physical and financial wellness through AhealthyU programming. We have included course objectives so you can effectively select the courses that will best aid your professional development.

Human Resources' Workplace Learning and Development team of training professionals is dedicated to helping you make the most of your skills, whatever your level, in a positive and supportive work environment. Staff members are available to help you select appropriate workshops for you and your department.

We encourage you and your staff to take advantage of these professional and personal workshops. Please let us know how we can help you meet your needs and goals. We welcome your suggestions and comments.



Beth Muha
Assistant Vice President
Human Resources

PROFESSIONAL DEVELOPMENT

(Offered by Human Resources)

Required Courses for Staff, Supervisors, and Managers

These courses are offered throughout the year to facilitate integrating new staff into the university environment and to meet regulatory and policy requirements. Supervisors and managers are required to take several additional courses.

REQUIRED FOR ALL STAFF, INCLUDING MANAGERS

- New Hire Orientation
- Performance Management Program (PMP) Orientation
- Preventing Harassment, Promoting Respect: Staff
- Service Plus (required for Finance division staff, recommended for others)

REQUIRED FOR SUPERVISORS AND MANAGERS

- Creating a Service Culture (required for Finance division managers, recommended for others)
- Management Essentials
- Performance Management Program (PMP) Training for Supervisors and Managers
- Preventing Harassment, Promoting Respect Training for Supervisors and Managers

Customized Training Solutions

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

- Online Training Courses
- Performance Management Programs
- Consulting Services
- Meeting Facilitation
- Staff Retreat Facilitation
- 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 training@american.edu.

*26 AU
Training
Partners from
across campus
collaborate to
make learning
more engaging
for the AU
community.*

AsuccessfulU

The AsuccessfulU talent management system is for all full time AU Staff as well as Faculty who supervise staff.

ASUCCESSFULU: ULEARN

ULearn is all about what you KNEW, KNOW, and will KNOW. The ULearn module of the AsuccessfulU system allows you to register for professional development courses, track training, and view training history.

For details on how to register, see page 5.

Visit the AsuccessfulU portal page to access the ULearn training registration system to view training materials, tutorials, and access additional training resources.

myau.american.edu/Work/Pages/AsuccessfulU.aspx

Professional Development Certificates

The cornerstone of our Professional Development offerings is our certificate program. We grouped a variety of our course offerings into certificates that allow you to develop in-depth knowledge and expertise in a specific area. These certificates are divided into two programs: "Developing High Performance Through Leadership" and "Developing High Performance Through Personal Skill Mastery." Each series emphasizes a different area of proficiency. Note: Each course listed here may be taken on an individual basis or as part of a certificate program, unless otherwise indicated. For a complete list of courses in this catalog in addition to those in the Certificates, refer to the Course Index on page 34.

DEVELOPING HIGH PERFORMANCE THROUGH LEADERSHIP PROGRAM

The six 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 (*this course also is available online*)
- Getting Started as a New Leader (*this course also is available online*)
- Maximizing Meeting Effectiveness
- Delegating for Results

Leading for Engagement and Inclusion Certificate (New Certificate)

- Essentials of Leadership (*this course also is available online*)
- 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

- Introduction to 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

Leading with Impact Certificate

- *Prerequisite:* Essentials of Leadership (*this course also is available online*)
- 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

AU's World Creativity and Innovation website has links for innovation websites, quotes, tools, an annotated bibliography, and ideas to bring innovation to your department. AU's annual World Creativity and Innovation week is held in April in honor of Leonardo da Vinci's birthday.

*Learn more at
www.american.edu/hr/innovation.cfm*

DEVELOPING HIGH PERFORMANCE THROUGH PERSONAL SKILL MASTERY PROGRAM

The four certificate options which are open to leaders, managers, and staff explore personal work styles and habits and how you can make best use of your skills, abilities, and preferences to build or enhance your career. Required courses for each are as follows:

Building Commitment to Diversity and Inclusion Certificate

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

High Performance Certificate

- *Prerequisite:* Interaction Skills for Success (*this course also is available online*)
- Personal Empowerment: Using Your Initiative
- Improving Personal Productivity
- Taking Charge of Your Career Development

Personal Development Certificate

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

Team Development Certificate

- *Prerequisite:* Interaction Skills for Success or Essentials of Leadership (*these courses also are available online*)
- Reaching Agreement in Teams
- Working as a Team
- Maximizing Meeting Effectiveness

Lunch and Learn Program

We offer a series of lunch time sessions (noon–2 p.m.) three times each semester, on a variety of topics related to time challenges and the desire to improve the work environment and individual and team performance. Look for announcements in Today @AU.

Leadership and Professional Skill Mastery Course Registration

REGISTER FOR A COURSE

To register for instructor led courses through myAU.american.edu, follow these steps:

1. Logon to myAU.american.edu
2. Under the Work@AU tab, click on AsuccessfulU
3. Click the "Click Here to Access Asuccessful" button
4. Click the Home pull-down menu (top left corner of your screen)
5. Choose Learning (ULearn)
6. Type the course name in the Search Catalog field and press Enter
7. Click View Course Dates beneath the course description area for instructor led classes or click the link to access online courses
8. For instructor led classes, click Register next to the course date/time
9. Click Confirm. The course will appear on your Learning Plan

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."

ONLINE COURSE REGISTRATION

Go to the AsuccessfulU page on myAU.american.edu. Online courses are under "Additional Resources" on the right.

CERTIFICATE ENROLLMENT

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

1. Logon to myAU.american.edu
2. Under the Work@AU tab, click on AsuccessfulU
3. Click the "Click Here to Access Asuccessful" button
4. Go to the catalog and on the right hand side, select the "Curricula" tab which will display the certificates offered by human resources
5. Select the certificate you are interested in by clicking "Self Assign Curriculum" which will add all courses in that certificate to your Learning Plan
6. 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 it will display all courses in that certificate you have already completed. If you have completed all courses, email training@american.edu with the name of certificate you completed.

REGISTRATION FOR PART TIME STAFF

Part time staff members may register for training and professional development opportunities by having their supervisor email training@american.edu, detailing the course name, date, time, and part time staff member's name and AU ID number.

PROFESSIONAL DEVELOPMENT COURSES FOR ALL STAFF

BEST PRACTICES IN RECRUITMENT

This customized, interactive course focuses on the recruitment process at AU and provides an overview of the Online Application System (OLA) and outlines the different phases of the recruitment process. Participants will learn about best practices, standard AU recruitment procedures, legal considerations, and how to use the Online Application System (OLA) to enhance the recruitment process.

Participants will be able to:

- Recognize best practices in recruitment
- Identify AU recruitment procedure
- Use the Online Application System (OLA)

To schedule: Please contact Maira Lazdins, Assistant Director, Staff Recruitment at lazdins@american.edu or 202-885-3557 to arrange a time.

BEST PRACTICES IN RECRUITMENT: ONLINE APPLICATION SYSTEM (OLA) TRAINING*

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. The course also can be customized for individual search committees.

Participants will be able to:

- Demonstrate a step-by-step process for using OLA, American University's online application recruitment system
- Submit job posting requests, review job descriptions, and applications
- Utilize prescreened questions for full time and part time staff positions

Dates: Please contact Maira Lazdins, Assistant Director, Staff Recruitment at lazdins@american.edu or 202-885-3557 to arrange a time.

BUILDING TRUST WITH COLLEAGUES

(Prerequisite: Interaction Skills for Success)

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

"Well organized session. Facilitator did a great job of remaining engaging. I think this session will greatly increase my productivity!"

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 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, Team Development Certificate, and Building Trust with Colleagues Course)

(Online course)

Do you know that everyone has two kinds of needs during any interaction: personal and practical? Improving people's interaction skills will improve the way your workforce thinks and acts. This course presents the basics on how to work well together, reduce wasted time, lessen conflict, and influence interactions in a positive way.

Participants will be able to:

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

Workshop length: Four hours

CREATIVE PROBLEM SOLVING FOR INDIVIDUAL INNOVATION

(Formerly Creative Problem Solving for Personal Innovation)

In the workplace, we are required to solve problems and think of new and different ways to achieve results. At times we may become blocked or paralyzed when faced with the many issues that seem beyond our control. This course will give you some simple and easy to use tools and techniques to deal with common work issues and help maximize your creative potential.

"Interesting, thought provoking, applicable, and fun too!"

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 at American University

Workshop length: Four hours

CRITICAL THINKING FOR PEAK PERFORMANCE

This session defines critical thinking and outlines a useful framework for promoting it in both your professional and personal life. Participants will become familiar with various approaches to clarifying issues and arriving at appropriate solutions.

Participants will be able to:

- Define critical thinking
- Outline a framework for promoting critical thinking in your professional and personal life
- Identify approaches to issues arriving at appropriate solutions

Workshop length: Four hours

DECISION MAKING*

Have you ever been second guessed? This course will teach you how to make unbiased decisions. It uses a structured methodology for gathering information and prioritizing and evaluating it. It limits conscious and unconscious biases that draw attention away from the outcome. The idea is to find the best possible choice, based on actually achieving the outcome with minimal negative consequences.

Participants will be able to:

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

Workshop length: Four hours

EMBRACING CHANGE*

(Online course)

This course develops 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 of not 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 handle emotions more productively and cope better with new situations as they arise.

"Great descriptions, examples, and activities!"

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

American University is a wonderfully diverse work environment. This workshop explores the impact of culture on our work lives and in our day-to-day communications with one another. In this session, participants will learn fundamental concepts related to intercultural communication, discuss examples of how these concepts demonstrate themselves in the workplace, and identify barriers to communication and ways to overcome those barriers. Participants will be introduced to culture scales of communication, time, power, obligations, and work dynamics. A combination of case studies, lecture, and group discussions will be used.

"Great course! Great discussions and lots of things to think about!"

Participants will be able to:

- Examine the impact of intercultural communication on our work lives
- Discuss fundamental concepts related to intercultural communication
- Identify barriers to intercultural communication and ways to reduce or manage those barriers

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 in fulfilling that responsibility.

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

GENERATIONS IN THE WORKPLACE

AU's current workforce is more multigenerational than ever. If you are interested in the differences and commonalities among generations, their defining experiences and characteristics, this course is for you. 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.

"This should be required for all AU employees!"

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 multigenerational workplace

Workshop length: Four hours

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

How many great, even brilliant, ideas have been abandoned because of apathy? This course looks at “idea apathy” from two perspectives: that of the creator-giver, and that of 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 process to plan for acceptance of your ideas
- Use a structure for discussing ideas that will increase acceptance

Workshop length: Four hours

IMPROVING PERSONAL PRODUCTIVITY

Unfinished or late projects, abandoned initiatives, dissatisfied customers—such operating inefficiencies can mean the difference between success and failure in your work. Whatever the reasons—interruptions, serial crises, competing issues, or others’ agendas—this course, plus a new reference book, teaches you work habits to increase your productivity and decrease your stress.

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

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).

"It is a very useful course, which helped me understand myself more."

Participants will be able to:

- Discuss a framework for understanding personality and differences
- Identify your MBTI “type”
- Recognize ways to interact effectively with different types

Workshop length: Four hours

INTRODUCTION TO PROJECT MANAGEMENT

The application of effective skills, tools, and techniques enables project managers to deliver within the constraints of time, cost, quality, and scope. This course prepares you to implement the principles and techniques of project management immediately within your organization or team. In addition, you will learn effective techniques to develop realistic project schedules, use 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

MAXIMIZING MEETING EFFECTIVENESS

(Formerly Making Meetings Work)

There is no greater time waster than a poorly run meeting. People 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, follow up, and 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

(Online course)

The differences people bring to the workplace can promote tremendous creativity and innovation. Those same differences, however, at times may contribute to misunderstandings, which can lead to discord, and, if left unresolved, dispute. In this course, you will learn how to recognize the warning signs of conflict and take action to prevent situations from escalating, and to resolve conflicts readily.

"I recommend this course to everyone who works in an office with different personalities and different age groups."

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

NEW HIRE ORIENTATION

Get a comprehensive introduction to AU, from the history of the university 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
- Make benefit plan and tax withholding elections

Program length: Eight hours

PERFORMANCE MANAGEMENT PROGRAM (PMP) ORIENTATION

(Required for all staff including managers)

This interactive session introduces you to HR's Performance Management Program and informs you how individual performance contributes to the university's success. Learn about the three-phase performance management cycle: planning, managing, and appraising. Other topics covered are performance-based pay increases, staff rewards, goals, and the strategic plan.

PERSONAL EMPOWERMENT: USING YOUR INITIATIVE

*(Formerly Taking Initiative as a Star Performer)
(For non-managerial staff)*

Want to learn how you can make your job more rewarding and become a more valuable member of your team? Would you like to have more autonomy in your work? 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.

Participants will be able to:

- Define personal empowerment and an individual's role in empowering self 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

Members of teams and organizations often play competitive games to win information, relationships, or power and authority. Learn how to recognize these often destructive actions and counteract them by using various strategic influencing approaches.

Participants will be able to:

- Recognize territorial games that can affect negatively individual and organizational performance
- Develop effective strategies for minimizing the effect of territorial games in our 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 confidently in any situation.

“Great class! Nice flow; clear, concise teaching.”

Participants will be able to:

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

Workshop length: Four hours

PREVENTING HARASSMENT, PROMOTING RESPECT FOR STAFF

(Required for staff)

These briefings are intended to prevent workplace discrimination and harassment—racial, ethnic, sexual, or otherwise—and to promote respect for colleagues. Each course includes a legal update on these issues. Learn about AU policies on discrimination and sexual harassment and managerial responsibilities.

Participants will be able to:

- Explain how sexual harassment is a form of gender discrimination
- Identify steps to take if harassment has occurred
- Identify the resources available to AU employees

Workshop length: Four hours

SERVICE PLUS

(Required for Finance division staff and managers, recommended for others)

This course is the foundation for AU’s Service Excellence Program. Learn about the Service Success Loop and strategies for creating strong service-client relationships in a student-centered environment. Exercises teach you how to identify what your client is requesting and how to meet emotional needs while delivering the goods 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

TAKING CHARGE OF YOUR CAREER DEVELOPMENT

Wondering what your next move should be? Take advantage of this opportunity to reflect on your career development at the university. You are asked to submit a completed Strong Interest Inventory one week prior to the start of class as a reference. Consider how your skills and interests can guide your professional decisions.

Participants will be able to:

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

Workshop length: Four hours

TARGETED SELECTION (PARTS I & II)

Get an introduction to the university's behavior-oriented hiring system, which combines competency-based selection criteria and interviewing techniques. Learn strategies for standardizing the hiring process. Participants who complete this course become certified Targeted Selection Interviewers. This course is a day and a half in length.

"This class provided a great mix of instruction, book work, video presentations, role play, and discussion with peers."

Participants will be able to:

- Identify the competencies needed for all key positions
- Build interviewing skills and confidence for more accurate selection decisions
- Improve the efficiency and effectiveness of the employee selection process

Part one: Eight hours

Part two: Four hours

VALUING DIVERSITY AND INCLUSION

The differences people bring to the workplace can promote tremendous creativity and innovation. Those same differences, however, also can contribute to misunderstandings as we bump up against each other with our 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 our attitudes toward differences
- Identify biases and how they affect 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 (Online course)

For a team to achieve its goals, its members must do more than just carry their own weight. They must involve, support, and share information with their teammates. They also must commit to the success of the entire team. This course will help you learn to apply these team success factors to improve the performance of the teams you lead.

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

MANAGER AND LEADERSHIP DEVELOPMENT COURSES

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 the relationship.

Participants will be able to:

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

Workshop length: Four hours

COACHING FOR IMPROVEMENT (Prerequisite: Essentials of Leadership)

Employees need to take responsibility for their job performance or work habits. Leaders must know how to help them do it—which isn't always easy. This course equips you with the skills to assist others to develop a plan for improvement and to maintain accountability. Learn how to conduct a performance review with staff, provide constructive feedback and support, bolster morale, and handle challenges or uncomfortable situations.

"This is a very good course for anyone who supervises/manages or works with different groups."

Participants will be able to:

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

Workshop length: Four hours

COACHING FOR SUCCESS

(Prerequisite: Essentials of Leadership)

Would you like to spend less time reacting to problems because your team is prepared to *succeed*? This course teaches you how to help people learn from their successes rather than their mistakes—and how this benefits individuals, strengthens work groups, and supports the organization's objectives and priorities. Learn how to conduct an effective coaching session, provide support, observe performance, measure results, and explore coaching opportunities.

Participants will be able to:

- Recognize opportunities to build your work group'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

COLLABORATIVE LEADERSHIP

Collaborative Leadership is a management practice which focuses on the leadership skills and attributes needed to deliver results across organizational boundaries. It requires a different kind of leadership that can facilitate interaction between peers to achieve success through people and resources that are outside of their control. This course provides a methodology for using collaborative leadership practices and competencies.

Participants will be able to:

- Recognize how collaborative leaders act as catalysts to achieve group goals
- Demonstrate goal-setting techniques
- Identify techniques that support effective collaboration

Workshop length: Four hours

CREATING A SERVICE CULTURE

(Required for Finance division managers, recommended for others)

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.

"Great job. I learned a lot that I can immediately take back and use in the office."

Participants will be able to:

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

Workshop length: Four hours

DELEGATING FOR RESULTS

(Prerequisite: Essentials of Leadership)

Leaders who know how to delegate save a lot of time and usually have a team of competent and engaged personnel. If you spend hours on tasks that others could do, learn how to be a good delegator and maximize staff involvement, productivity, motivation, and growth—for your group, as well as for your organization.

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 the leader's 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 to the success of individuals, teams, and the organization
- Identify who is responsible for determining the most effective way to develop skills, knowledge, and competencies

ESSENTIALS OF LEADERSHIP

(Prerequisite for Coaching for Success, Coaching for Improvement, Delegating for Results, Leading Change, Reaching Agreement)

(Online or classroom setting course)

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 in your work relationships and interactions, motivating your team or committee, and giving feedback that actually 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

GETTING STARTED AS A NEW LEADER

(Online course)

Struggling with the transition from buddy to boss since your promotion? Overwhelmed by your new responsibilities? Wondering how to prioritize your time and tasks? Leaders aren't made overnight. If you are grappling with the pressures of being a first-time boss and manager of your own staff, this workshop is for you. 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). Key HR policies and processes also will be covered, along with a road map for your first few weeks on the job.

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 working relationships with your team members
- Create a strategy to accelerate your transition into your new role as leader

Workshop length: Four hours

LEADERSHIP: CREATING THE CLIMATE FOR INNOVATION

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

"Very informative - helpful for me to move forward with my department!"

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 the current workplace environment compares with the most innovative and the most stagnated environments
- Develop a plan of action for improving climate

Workshop length: Four hours

LEADING CHANGE

(Prerequisite: Essentials of Leadership)

Would you like to create and sustain an environment that embraces change and celebrates success? Do you know how to engage your staff to make them more receptive to change and ease the process? Learn how to introduce change in your workplace effectively, lead discussions with employees, and encourage resistant staff to make the transition. Also look at how you can minimize negative effects of change on morale and productivity.

"This course is great. Really helpful, and I learned some good tips."

Participants will be able to:

- Identify types of discussions about change and when it's appropriate to use each
- Use 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 resistance

Workshop length: Four hours

MANAGEMENT ESSENTIALS

(Required of all new supervisors and managers)

This program provides supervisors and managers with a comprehensive overview of American University's policies and procedures that they will need to carry out their managerial duties in compliance with university policy, 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, and long term disability.

Participants will be able to:

- Identify the manager's responsibility regarding AU's employment policies and procedures
- Recognize a manager's responsibility in supporting university policies, local, and Federal regulations
- Identify resources available to managers

Workshop length: Eight hours

MANAGING FOR RESPECT IN THE WORKPLACE: WE NEED TO MEET

Diversity is a hallmark of the AU community—and that can be a source of conflict. This workshop for managers provides an introduction to the four-step MEET model. Get the tools to recognize, respond to, 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
- Distinguish among inappropriate, impermissible, and illegal conduct in the workplace

Workshop length: Four hours

PERFORMANCE MANAGEMENT PROGRAM (PMP) TRAINING FOR SUPERVISORS AND MANAGERS

(Required for all supervisors and managers)

A successful AU manager uses PMP outcomes and competencies as touchstones for planning, managing, and appraising. By setting meaningful goals for yourself and your staff, you establish realistic expectations and motivate people to perform at a higher level.

PREVENTING HARASSMENT, PROMOTING RESPECT TRAINING FOR SUPERVISORS AND MANAGERS

(Required for supervisors and managers)

These briefings are intended to prevent workplace discrimination and harassment—racial, ethnic, sexual, or otherwise—and to promote respect for colleagues. Each course includes a legal update on these issues. Learn about AU policies on discrimination and sexual harassment and managerial responsibilities.

"One of the better courses I have sat through on this topic. Organized in a logical way, information shared easy to understand, and useful."

Participants will be able to:

- Identify problematic behaviors relating to discriminatory and sexual harassment
- Explain AU's policy on discriminatory and sexual harassment
- Recognize the roles the employee and the manager have during a potential harassment issue

Workshop length: Four hours

REACHING AGREEMENT IN TEAMS

(Prerequisite: Essentials of Leadership)

The pace of work, the diversity of ideas and people, and the rapid flow of information make it increasingly difficult to get groups to agree and commit to action. 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 buy-in and commitment of every group member.

Participants will be able to:

- Identify the impact of group agreements on organizational results
- Use a set of tools and techniques for reaching agreement that achieves implementation and commitment
- Identify appropriate consensus building techniques

Workshop length: Four hours

RESOLVING CONFLICT

(Prerequisite: Essentials of Leadership)

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

"I thought the topics and scenarios were helpful and I gained some new tools. Thank you!"

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: Four hours

REVIEWING PERFORMANCE PROGRESS*

(Online course)

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 them. Learn how to conduct effective discussions that recognize people’s 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

SETTING PERFORMANCE EXPECTATIONS*

(Online course)

This course helps managers and leaders drive performance and accountability by helping people understand what is expected of them and gaining their commitment to achieving it. When managers and leaders 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

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

PROFESSIONAL DEVELOPMENT: TECHNOLOGY TRAINING

(Offered by 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 knowledge providers 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.

Registration

To register for instructor led courses through myAU.american.edu, follow these steps:

1. Logon to myAU.american.edu
2. Under the Work@AU tab, click on AsuccessfulU
3. Click the "Click Here to Access Asuccessful" button
4. Click the Home pull-down menu (top left corner of your screen)
5. Choose Learning (ULearn)
6. Type the course name in the Search Catalog field and press Enter
7. Click View Course Dates beneath the course description area for instructor led classes
8. For instructor led classes, click Register next to the course date/time
9. Click Confirm. The course will appear on your Learning Plan

Withdraw from a Course

Follow steps 1-3 above to log into AsuccessfulU. Hover over the course in your learning plan and click "withdraw."

Special Log In for Some Courses (e.g. Commonspot CMS, SharePoint, Datatel Colleague)

Some courses require a special log in before you can attend. Please submit the request to helpdesk@american.edu prior to attending the course.

COURSES

ADOBE DREAMWEAVER: INTRODUCTION

Do you want to learn how to create great looking web pages and sites? Learn how to create simple web pages, work with hyperlinks, format text to visually enhance a web page, create a mail link, add graphics, and manage your web files using the site window.

Workshop length: Three hours

More: www.american.edu/training/oitclasses.cfm

ADOBE DREAMWEAVER: ADVANCED

Are you interested in major site building tasks, such as: creating HTML, CSS, and JavaScript; managing files and links; or uploading completed pages to the web? Build on the introductory course content and learn to create rollovers and navigation bars, design Flash text and buttons, develop Library items, create templates, and upload files to a website.

Workshop length: Three hours

More: www.american.edu/training/oitclasses.cfm

ADOBE PHOTOSHOP: INTRODUCTION

Do you need to edit digital images? This course provides an overview of Adobe Photoshop. 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, add filters, and save images in various graphics formats.

"As an introductory course, [Adobe Photoshop] definitely opened my eyes to more courses that I will want to take. It gave me the basics to go and start developing and exploring on my own."

Workshop length: Three hours

More: www.american.edu/training/oitclasses.cfm

ADVANCED ADOBE PHOTOSHOP

Do you want to create perfect compositions, vivid collages, and breathtaking scenes? Learn about the more sophisticated features of Adobe Photoshop, 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

More: www.american.edu/training/oitclasses.cfm

AVAYA UNIFIED MESSAGING

Are you interested in learning how to use AU's Unified Messaging system, which provides one location for your e-mail, voicemail, and faxes? Take this online course to learn how to manage and configure the system; listen to voicemail messages on your computer, telephone, or mobile device; and access your messages via mobile device while traveling.

"I'm loving the new Avaya voicemail to email setup. It's already made life a whole lot better. Thanks for what you do for us!"

Workshop length: Three hours

More: www.american.edu/training/oitclasses.cfm

CAYUSE

Do you need to create, edit, or review grant proposals? In this engaging course, you will learn how Cayuse can simplify the creation, review, approval, and electronic submission of their grant proposals. Access to this system is granted by the office of sponsored programs.

Workshop length: One hour

More: www.american.edu/training/oitclasses.cfm

COLLEAGUE GENERAL LEDGER**(Prerequisite: A valid Colleague account)**

Are you a new or experienced departmental budget manager who could benefit from learning more about the Colleague Financial General Ledger screens? This course prepares you to utilize the 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. Participants also will become familiar with the American University budget cycle.

"The trainer is great—made things very understandable to someone who has never used this before."

Workshop length: 1.5 hours

More: www.american.edu/training/oitclasses.cfm

COLLEAGUE PURCHASING**(Prerequisite: A valid Colleague account)**

Do you need to create and manage purchase requisitions for your department? Get hands-on experience creating purchase requisitions; and researching purchase order, vendor, or voucher information in the Colleague Financial System. Participants also will learn about the American University purchasing cycle.

"The instructor was great! She helped me practice composing a requisition, so now I feel comfortable putting in the orders for my department."

Workshop length: 1.5 hours

More: www.american.edu/training/oitclasses.cfm

COLLEAGUE UI: INTRODUCTION**(Required for all new Colleague account holders)**

Have you been approved recently for a Colleague account? 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. Participants also will be made aware of security best practices for utilizing the system.

Workshop length: One hour online course

More: www.american.edu/training/oitclasses.cfm

COLLEAGUE UI: NEW FEATURES**(Recommended for all current Colleague account holders; Prerequisite: A valid Colleague account)**

Are you interested in learning the features of the newest version of the Colleague UI software? Explore the new, time-saving and design features that make Colleague UI easier to use, while maintaining the highest levels of functionality and security. Learn about how to personalize the system with your favorite preferences and screen names.

"I thought the training was great—short and to the point. The instructor was very knowledgeable and helpful."

Workshop length: 1.5 hours

More: www.american.edu/training/oitclasses.cfm

COMMONSPOT: INTRODUCTION

Are you going to be contributing to a university or departmental website, using CommonSpot, American University's Content Management System? Receive an introduction to CommonSpot access, user roles, and page types. Learn to log on to the system, and create news and success stories, based on AU Content Templates. Participants also will review the required size specifications, and learn how to import images into CommonSpot.

"The trainer did a fantastic job! There is no need for improvement! I think we were all eager to learn more and are ready to go back to our desks and make web pages! Thanks OIT! Great job!"

Workshop length: Two hours

More: www.american.edu/training/oitclasses.cfm

COMMONSPOT: INTERMEDIATE

(Prerequisite: A valid CommonSpot account)

Do you want to further enhance the skills 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 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 a Hero filmstrip.

Workshop length: Three hours

More: www.american.edu/training/oitclasses.cfm

COMMONSPOT: ADVANCED

(Prerequisite: A valid CommonSpot account)

Do you need to enhance your CommonSpot skills? Learn how to add video media elements to your web page, crop and resize photos to upload to the Commonspot media server, manage web profiles and departmental data, create a simple form, and create a calendar page for your subsite.

Workshop length: Two hours

More: www.american.edu/training/oitclasses.cfm

EAGLEDATA: INTRODUCTION

(Required for all new EagleData account holders)

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

Workshop length: One-hour online course

More: www.american.edu/training/oitclasses.cfm

FACULTY ACTIVITY REPORTING SYSTEM: INTRODUCTION

Are you a faculty member who needs to add your activities to the Faculty Activity Reporting System for the annual report? Learn how to navigate this user-friendly system 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. Participants also will learn how to run their annual report with a few keystrokes.

Workshop length: Two hours

More: www.american.edu/training/oitclasses.cfm

INFORMER REPORTING

(Prerequisite: A valid Informer account)

Would you like to have simultaneous access to real time operational data in multiple databases from one intuitive interface? 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: Two hours

More: www.american.edu/training/oitclasses.cfm

ISUPPORT: INTRODUCTION**(Prerequisite: A valid iSupport account)**

Have you joined recently the staff in one of the departments using the iSupport case management system? 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.

"The trainer was great in addressing needs for our division!"

Workshop length: Two hours**More:** www.american.edu/training/oitclasses.cfm**LOTUS NOTES: INTRODUCTION**

Do you need to learn how to use Lotus Notes, IBM's e-mail, calendar, and group collaboration software? This course teaches you the basic skills and knowledge necessary to use the essential features of Lotus Notes. 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.

"Great examples. Thanks for the informative session! This course far exceeded my expectations."

Workshop length: Two hours**More:** www.american.edu/training/oitclasses.cfm**LOTUS NOTES: ADVANCED**

Are you ready to expand your expertise with Lotus Notes? Build on the skills 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**More:** www.american.edu/training/oitclasses.cfm**MICROSOFT EXCEL: INTRODUCTION**

Do you need to capture, analyze, and store data by using Microsoft Excel? Learn to navigate the Microsoft Excel environment; create a basic worksheet by entering text, values, and formulas; create formulas using Excel's built-in functions; move and copy data using shortcut menus; edit data using drag and drop features; change the appearance of worksheet data; apply headers and footers to the worksheet; and prepare a worksheet for printing.

"Very good with answering one-on-one questions and keeping the class moving. Lots of material covered in a short amount of time and it didn't feel rushed at all."

Workshop length: Three hours**More:** www.american.edu/training/oitclasses.cfm**MICROSOFT EXCEL: INTERMEDIATE**

Have you already mastered basic Microsoft Excel skills? Grow your expertise by learning how to work with multiple worksheets in a single workbook, controlling the appearance of worksheet data, and organizing data by using charting features. You also will learn how to add three-dimensional references to formulas, consolidate data, format worksheet numbers in a variety of styles, use data filters, sort lists, remove duplicates from a list, and work with templates.

"The trainer was great, very knowledgeable and enthusiastic and kept us interested."

Workshop length: Three hours**More:** www.american.edu/training/oitclasses.cfm

MICROSOFT EXCEL: ADVANCED

Are you interested in advanced Microsoft Excel topics? Build on the data organization and spreadsheet skills learned in the introductory and intermediate 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

More: www.american.edu/training/oitclasses.cfm

MICROSOFT OFFICE 2010: NEW FEATURES (Prerequisite: Proficiency in earlier versions of MS Office)

Need to work more efficiently with Microsoft Office 2010? This course provides an overview of the redesigned features and functionality of Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Microsoft Publisher 2010. It is designed for experienced Microsoft Office users who have worked with earlier versions and who have, or are planning to upgrade, to Microsoft Office 2010.

Workshop length: 1.5 hours

More: www.american.edu/training/oitclasses.cfm

MICROSOFT POWERPOINT: INTRODUCTION

Do you need to add pizzazz to your professional presentations and slide shows? Learn how to identify on-screen features; navigate through a presentation; create and edit slides; use Slide Master to format multiple slides at one time; visually enhance slides using Clip Art, Smart Art, and Word Art objects; create organization charts; create and edit graphs; run a slide show; add notes to a slide; and print presentation handouts.

"It was absolutely wonderful, not a thing could be better!"

Workshop length: Three hours

More: www.american.edu/training/oitclasses.cfm

MICROSOFT POWERPOINT - ADVANCED

Are you ready to take your basic PowerPoint presentations to the next level? Build upon the presentation skills 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

More: www.american.edu/training/oitclasses.cfm

NEW STAFF TECHNOLOGY ORIENTATION (Required for all new staff)

Are you new to American University? Come to orientation to create your AU's accounts. Also, get a comprehensive introduction to the technology that you will need to interact with each day to perform your job responsibilities, such as: the internal MyAU Web portal, the Avaya Unified Messaging system for voicemail and faxes, and the Lotus Notes iNotes Web mail application.

Workshop length: Two hours

R25: RESOURCE 25

Do you need to schedule campus events? R25 is American University's integrated event scheduling application that allows events, meetings, and course sessions to be scheduled and rooms or spaces to be assigned or booked. R25 is utilized for scheduling and coordination of events from simple meetings to complex conferences. This course will teach R25 Sub Schedulers, responsible for assigning a space in their building/facility how to search for available spaces, reserve space, create repeating and one-time events, search for and edit scheduled events, and much more. Registration for training must be approved by Assistant Director, Scheduling & Event Services.

"The instructor was very clear and articulated how to navigate the system quite clearly. I am not necessarily a 'techie' and she made this class very comfortable and safe."

Workshop length: Two hours

More: www.american.edu/training/oitclasses.cfm

R25: RUNNING SEARCHES AND REPORTS

Do you need create accurate reports on R25 data? R25 has 60 prepared reports to help you display your scheduling and event data. Identifying how to create powerful searches to retrieve your data is key to using R25 effectively. Sub-schedulers will learn about the various reports available in R25 and understand best practices for building effective searches and generating meaningful R25 reports.

Workshop length: Two hours

More: www.american.edu/training/oitclasses.cfm

RESEARCH GRANTS REPORTING

(Prerequisite: A valid Microstrategy account)

Do you need help managing your research grant budget? This course will teach you how to look at 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.

"The instructor was very clear and provided great feedback on using the BI Tool."

Workshop length: Two hours

More: www.american.edu/training/oitclasses.cfm

SHAREPOINT: INTRODUCTION

Are you a SharePoint Team Site contributor? Managing your content pages on the new MyAU portal is easy, if you have basic SharePoint knowledge. Learn about the fundamentals of SharePoint the technology on which the portal was built. Participants learn how to work with existing content and how to add elements to a page. You also will learn about SharePoint's seamless integration with Microsoft Office applications.

"I thought this was one of the best training courses I have taken at AU."

Workshop length: Two hours

More: www.american.edu/training/oitclasses.cfm

SHAREPOINT: ADVANCED CONTRIBUTOR TRAINING

Are you ready to build on the skills learned in the SharePoint Introduction course? You will learn how to create 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

More: www.american.edu/training/oitclasses.cfm

SHAREPOINT: ADVANCED SITE OWNER TRAINING

Do you need to learn advanced SharePoint site administration tools? This design-focused advanced level course will show you how to manage the look and feel of your SharePoint site. You will learn how to customize the site title, description, icon, navigation settings, and to apply site themes. You also will learn advanced administration techniques such as creating workflows, managing RSS usage, and interpreting site usage data.

Workshop length: Two hours

More: www.american.edu/training/oitclasses.cfm

SHAREPOINT: TEAM SITE ADMINISTRATION

Are you responsible for administering a SharePoint team site? Sharepoint team sites are a new way to collaborate at American University. 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

More: www.american.edu/training/oitclasses.cfm

PROFESSIONAL DEVELOPMENT: WORKING WITH STUDENTS

(Offered by 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 isn’t ok here” on a daily basis.

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

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).

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.

SAFE SPACE STICKER PROGRAM

The Safe Space Sticker Program's primary mission is to create a safer, more inclusive environment on American University's campus. The workshop provides an opportunity to examine assumptions about gay, lesbian, bisexual, and transgender people and explore the impact of heterosexism and homophobia.

Register: See page 4

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

TRANS 101 WORKSHOP

(Prerequisite: Safe Space Sticker 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: See page 2

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

WELLNESS AND FINANCIAL EDUCATION: AhealthyU

(Offered by AhealthyU Faculty & Staff Wellness Program)

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 and among the various dimensions, as depicted below (see graphic), and defining what that looks like for you as an individual.



REGISTRATION FOR WELLNESS AND FINANCIAL EDUCATION

To register or receive information on any program:

1. Visit www.american.edu/hr/ahealthyu.cfm
2. Locate the program of interest (listed alphabetically) under the heading "Upcoming Programs"
3. Click "register" and fill in the requested information and click "submit"

To register for Financial Education programs, go to www.american.edu/hr/financialwellness.cfm

AT AU, OUR INDIVIDUAL WELLNESS PROGRAMS FALL INTO ONE OR MORE OF THESE EIGHT DIMENSIONS OF HEALTH.

Physical Wellness is about taking care of your physical body, and is more than just exercising and eating a healthy diet. Physical wellness 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.

Emotional Wellness is more than just managing stress—it's about being aware of thoughts and feelings and how they affect your actions and behaviors – positively or negatively.

Spiritual Wellness is a personal matter grounded in values and beliefs. While there is no commonly agreed upon definition of spiritual wellness, many feel that its tenets lie in finding purpose or meaning in life while making efforts to live in a manner consistent with those values and beliefs.

Intellectual Wellness is all about challenging the mind. It's about tapping into your creative potential, learning something new, and expanding the way you think. Intellectual wellness is engaging in meaningful work that aids in both personal and professional development.

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, or how we interact with others in our network.

Financial Wellness is an area that's often overlooked when it comes to wellness, but can have a tremendous impact on your health if ignored. Financial wellness is about establishing a healthy relationship with money. Learning ways to better manage your income, expenses, and investments can greatly reduce stress.

Occupational Wellness is about doing what you love and loving what you do. It's about finding meaning and purpose in your work while maintaining a balance between work and home. Research shows that people who feel connected to their work often feel a greater sense of meaning and purpose in life overall.

Environmental Wellness is about taking care of the world around us. It's about being mindful of how our actions affect the environment and taking important steps to reduce our impact.



AhealthyU WELLNESS AND FINANCIAL EDUCATION

Human Resources 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.

Courses

BROWN BAG WELLNESS WORKSHOP SERIES

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.

Dimensions: All

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

CASH & DEBT MANAGEMENT

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.

Dimensions: Emotional, Financial, Intellectual

More: www.american.edu/hr/financialwellness.cfm

COOKING DEMONSTRATIONS

Each month, AhealthyU partners with Bon Appetit 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.

Dimensions: Physical

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

COUCH TO 5K

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'll 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.

Dimensions: Emotional, Physical, Social

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

ESTATE PLANNING & RISK MANAGEMENT

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 don't 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'll 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 also will be addressed.

Dimensions: Emotional, Financial, Intellectual

More: www.american.edu/hr/financialwellness.cfm



FIDELITY AND TIAA-CREF CAMPUS INDIVIDUAL RETIREMENT PLANNING

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.

Dimensions: Emotional, Financial, Intellectual
More: www.american.edu/hr/financialwellness.cfm

FINANCIAL PLANNING 101

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.

Dimensions: Emotional, Financial, Intellectual
More: www.american.edu/hr/financialwellness.cfm

INS & OUTS OF PERSONAL BUDGETING

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.

Dimensions: Emotional, Financial, Intellectual
More: www.american.edu/hr/financialwellness.cfm

INVESTING

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.

Dimensions: Emotional, Financial, Intellectual
More: www.american.edu/hr/financialwellness.cfm

RETIREMENT PLANNING (UNDER AGE 50)

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.

Dimensions: Emotional, Financial, Intellectual
More: www.american.edu/hr/financialwellness.cfm

RETIREMENT PLANNING (AGE 50+)

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're working so hard to reach.

Dimensions: Emotional, Financial, Intellectual
More: www.american.edu/hr/financialwellness.cfm

WEIGHT WATCHERS™

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.

Dimensions: Intellectual, Physical, Social

More: 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

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 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 be assigned student "Green Eagle" interns to help implement this initiative, and will meet once a month for an hour to learn about campus sustainability topics and strategies. 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.

Wellness Dimensions: Environmental, Physical

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

More: www.american.edu/sustainability

Registration and questions: jfkaplan@american.edu

LEED GREEN ASSOCIATE TRAINING

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.

Wellness Dimension: Environmental, Occupational

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/Buildings.cfm

Registration and questions: curley@american.edu

PROTECT PRIVATE INFORMATION – INCLUDING YOUR OWN

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.

Wellness Dimension: Financial

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

More: 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

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*New professional development course

**Online course

LINKS TO ADDITIONAL TRAINING RESOURCES

COURSES AND CERTIFICATES FOR STAFF
WWW.AMERICAN.EDU/TRAINING/PROFDEV.CFM

ACADEMIC SUPPORT CENTER
WWW.AMERICAN.EDU/OCL/ASC

TECHNICAL TRAINING
WWW.AMERICAN.EDU/TRAINING/TECH.CFM

LIFE MANAGEMENT
WWW.AMERICAN.EDU/TRAINING/LIFEMGT.CFM

WELLNESS
WWW.AMERICAN.EDU/HR/AHEALTHYU.CFM

FACILITIES TRAINING
WWW.AMERICAN.EDU/FINANCE/FACILITIESADMIN/TRAININGDEV.CFM

BROUGHT TO YOU BY HUMAN RESOURCES

4400 MASSACHUSETTS AVENUE, NW
WASHINGTON, DC 20016-8054
PHONE: 202-885-2591

WORKPLACE LEARNING AND DEVELOPMENT

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

AHEALTHYU FACULTY AND STAFF WELLNESS

WWW.AMERICAN.EDU/HR/AHEALTHYU.CFM
AHEALTHYU@AMERICAN.EDU



AMERICAN UNIVERSITY
W A S H I N G T O N , D C

An equal opportunity, affirmative action university.